

European Quality Assurance  
Register for Higher Education



# Expectations of the EQAR Register Committee on the reviews and use of the ESG

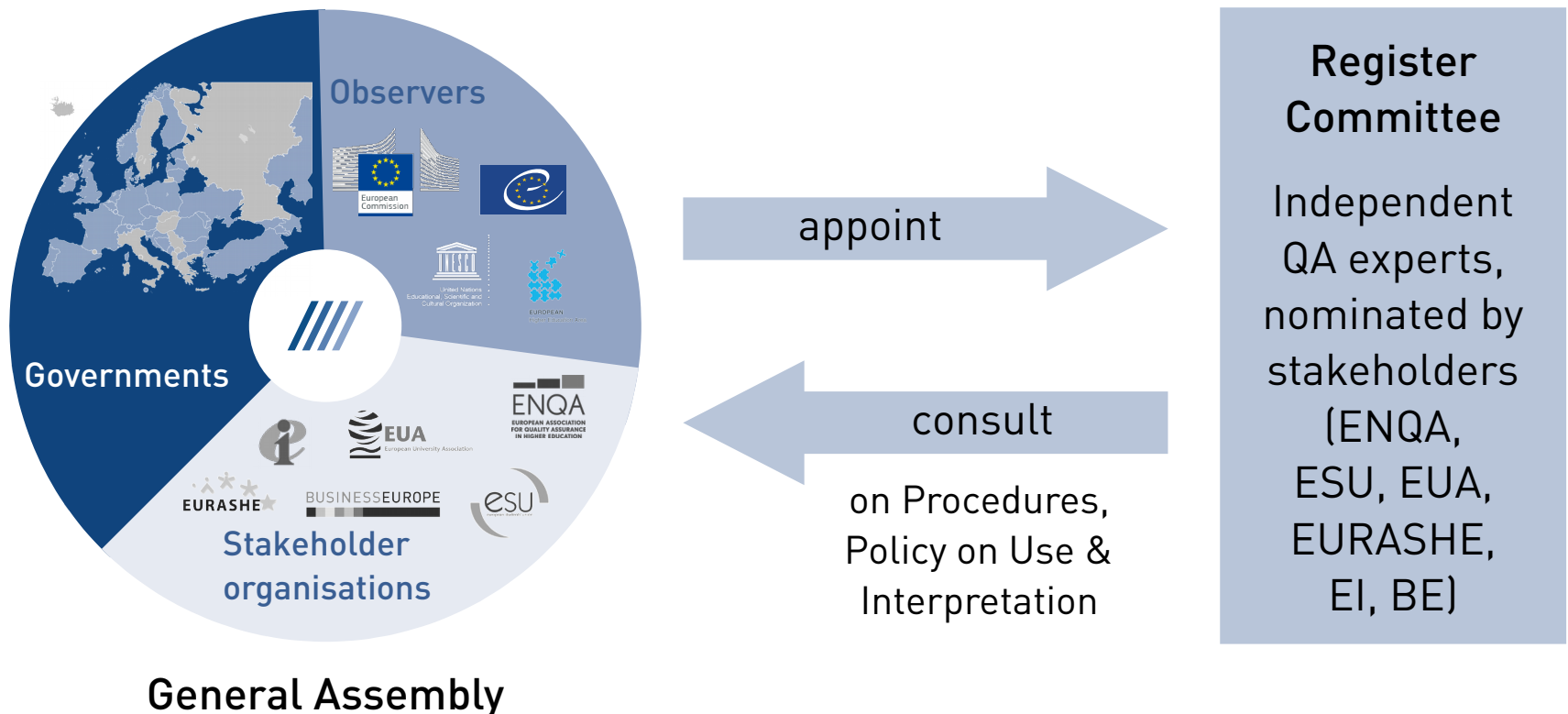
2<sup>nd</sup> ENQA Reviewers' Seminar  
Mannheim, 10 November 2016  
Colin Tück



# European Quality Assurance Register for Higher Education (EQAR)



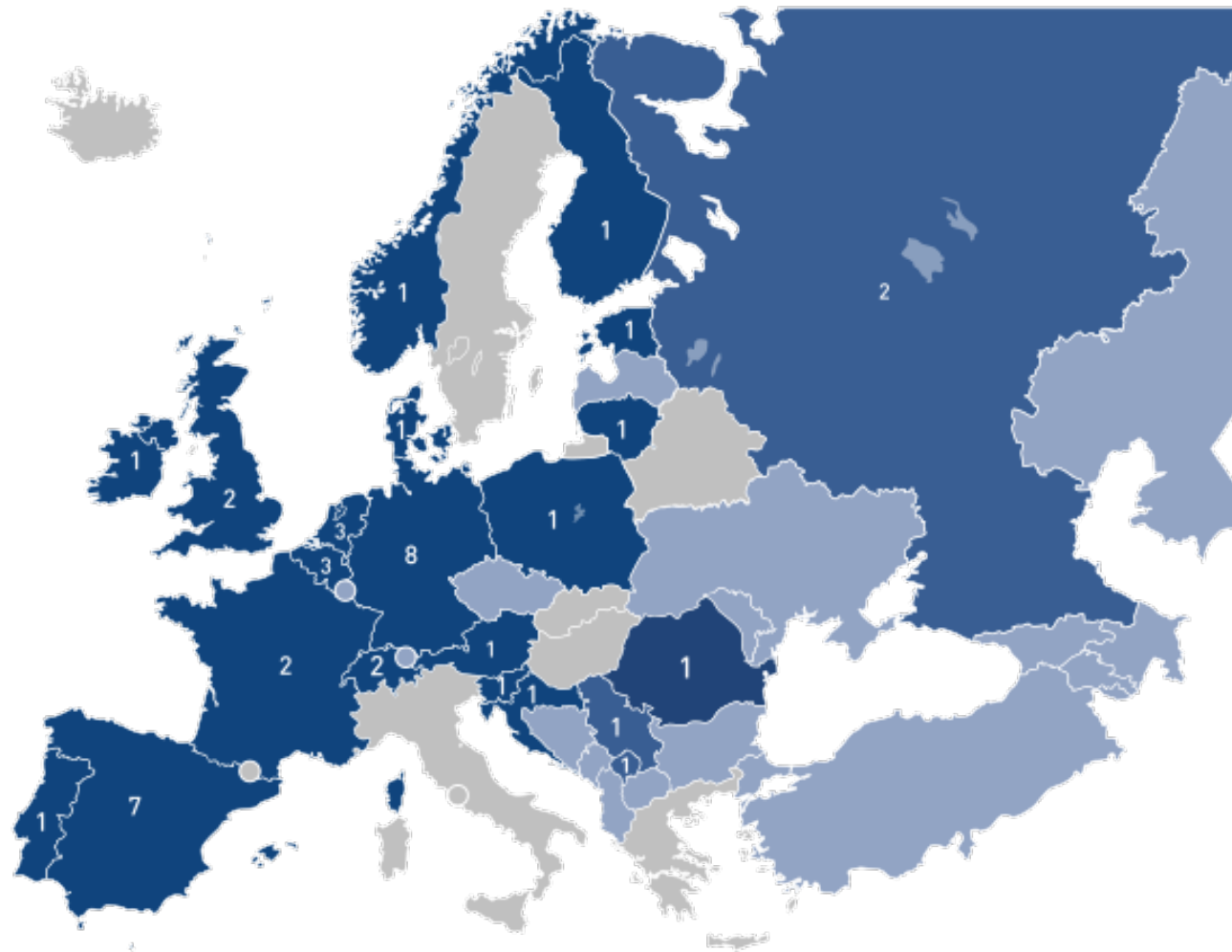
- **Mission:** enhance transparency and trust in QA
- EHEA's official register of QAAs that comply with the ESG



# EQAR-registered agencies and governmental members



- 43 registered QAAs
- Governmental members without registered agency



# Further monitoring



Registration based on external review of agency



Annual updates on reviews and countries



Substantive change reports



Third-party complaints



Periodic renewal every 5 years



# Changes in application process (2015)

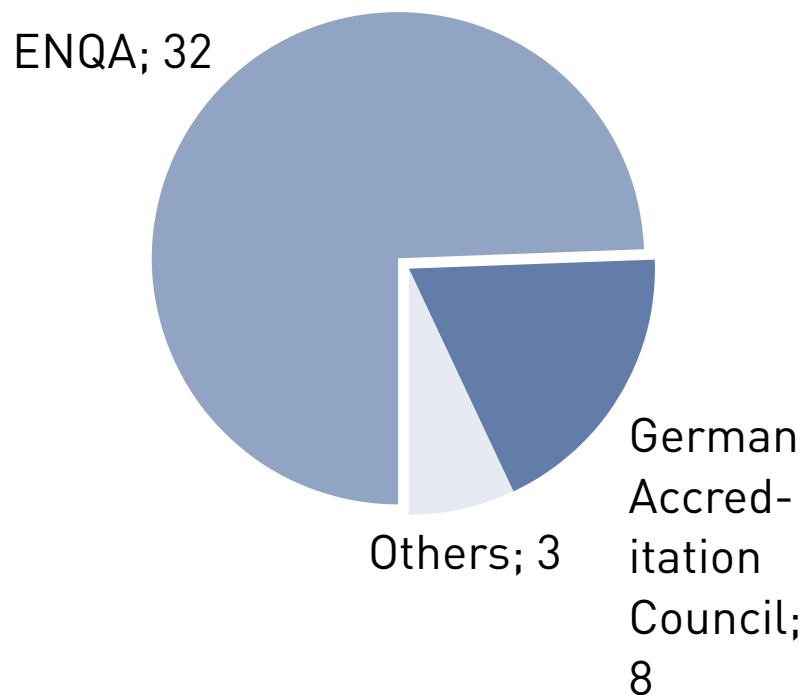


	New	Old
Application	Before review	After review
Check of eligibility	First step of process	Prior check optional
External review	Follows eligibility check	Before application
Flags	No longer used	In approval decision
Publication policy:	Full documentation	Decision only

# Reviews for EQAR registration



## Review coordinators



# Relevant documents for reviewers



## General

- Policy on **Use and Interpretation of the ESG** for the European Register
  - To be read in conjunction with the full text of the ESG
  - Replaces “Practices and Interpretations”
  - New element: “**Reports should at least demonstrate**”
- Procedures for Applications and specific policies

## For each agency

- Eligibility confirmation letter (via ENQA)
- Previous decision (EQAR website)
- Substantive Change Reports (EQAR website)
- Complaints (if any, EQAR website)

<https://eqar.eu/documents/official.html>

# Example



## 2.3 Implementing processes

External quality assurance processes should be reliable, useful, pre-defined, implemented consistently and published. They include

- a self-assessment or equivalent;
- an external assessment normally including a site visit;
- a report resulting from the external assessment;
- a consistent follow-up.

### Interpretations:

4. If site visits are not part of the processes used by the agency there need to be clear reasons for that.
5. The agency should provide follow-up procedures for all reviews that contain any sort of recommendations.
6. It is up to the agency to determine the nature and timing of the follow-up in light of its mission and appropriate in its context, taking into consideration the national legislation.
7. The agency remains responsible for ensuring a consistent follow-up even if the formal decision is taken by another body or another body carries out actual follow-up.

### Reports should at least demonstrate:

- How the agency ensures that its processes are reliable, useful and consistent.
- How the key features in the standard are implemented by the quality assurance agency in each of its activities.
- If no site visits are used, how evidence provided by institutions is validated through other mechanisms.

Shorter and fewer than in Practices & Interpretations 2013, only where needed

New: ensure that external review reports provide evidence needed



# Information per agency



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**//// SQAA - Slovenian Quality Assurance Agency**

**NAKVIS - Nacionalna agencija Republike Slovenije za kakovost v visokem šolstvu**

Admission valid until: 2018-07-31 (listed since 2013-10-23)

Based in\*: Slovenia

HE systems where agency conducted reviews\*\*: Slovenia

Reports by the agency: <http://test.nakvis.si/sl-SI/Content/Details/87>

External review reports and EQAR decisions:

-  2016-03\_C06\_SubstantiveChangeReport\_SQAA.pdf
-  2013\_05\_SQAA\_ApprovalDecision.pdf
-  SQAA\_External\_Review\_Report.pdf

**Contact details**

Website: <http://www.nakvis.si>

Substantive Change Report

Previous decision

# Coverage of reviews



- **All external QA activities within the scope of the ESG**
  - Obligatory and voluntary
  - Within the EHEA and outside the EHEA
  - See eligibility confirmation letters to agencies
  - Additions “discovered” later: analyse if potentially relevant
- **International/cross-border activities**
  - Clear procedures and criteria
- **Consultative activities (and other non-ESG activity)**
  - Clear separation needed
  - Transparency: different nature, what is ESG and what is not
  - Communication, use of “ESG brand”

# Review report



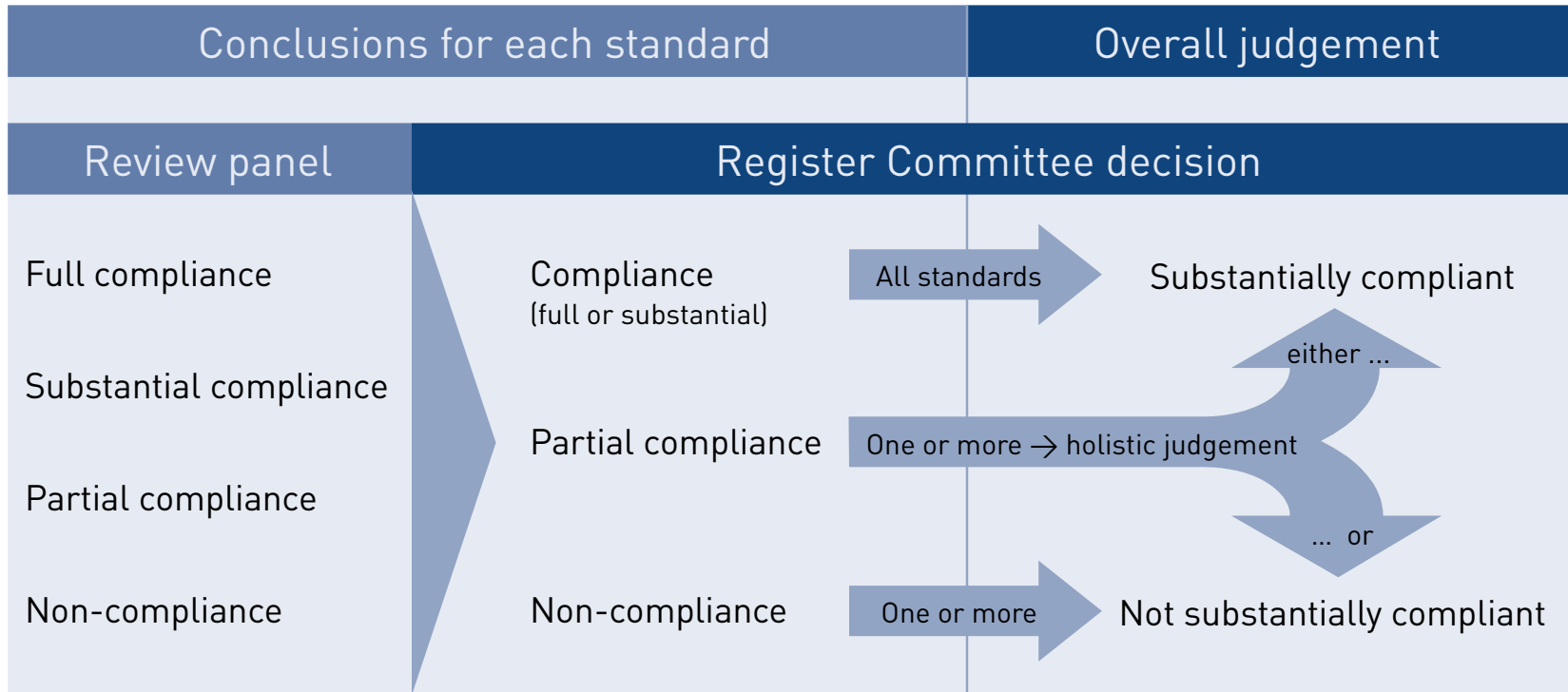
- **Clarity**
  - Link between evidence and conclusions, avoid vague statements
  - Separate ESG compliance and further recommendations
- **Context**
  - Crucial, but requirements are not relative
- **Renewals**
  - Address flags (pre-2015 decisions)
  - Decisions on substantive changes or complaints
- **Standard 2.1**
  - Link between agency's standards and ESG 1.1 – 1.10
  - Mapping exercise documents in self-evaluation or external report

# Review report (cont'd)



- **Addressing different activities** under ESG 2.1 – 2.7
  - Demonstrate that all activities comply with the ESG
  - In isolation or as a package?
    - As a rule, each activity separately
    - Straight-forward: activities offered separately (e.g. accreditation to institutions abroad)
    - Together: all institutions that participate in one also participate in the other (e.g. one is follow-up to the other) – however, spirit of ESG must be in all
  - Subheadings can be useful
  - Make clear which statements apply to which activities

# Decision-making



- Clarification requests to panel chair if needed
- If conclusion differs from panel, explained in public decision

# Publication



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Former entries

Criteria for Inclusion

Application Process

Registration and Renewal

Complaints

Documents

## //// MusiQuE - Music Quality Enhancement

Admission valid until: 2020-11-30 (listed s

Based in\*: Belgium

HE systems where agency conducted reviews\*\*: Armenia; Belgium; France; Germany; Poland; Portugal; R Switzerland; United

Reports by the agency: <http://www.musique>

External review reports and EQAR decisions:

 2016-06\_A31\_ApprovalDecision\_MusiQuE.pdf

Application of: 17/11/2015  
External Review Report of: November 2015  
Review coordinated by: National Association of Sc  
Review Panel members: Daniel Sher (Chair), André Sharkey (academic), Iring V (student), Pieter-Jan Van d  
Decision of: 6 June 2016  
Registration until: 30 November 2020  
Absented themselves from decision-making: none  
Attachments: 

1. [Confirmation of eligibility](#)
2. [External Review Report](#)
3. [Applicant statement: "In financial sustainability o](#)

### Contact details

Website:

Address:

Contact Person:

### Conclusion

34. Based on the external review report and the considerations above, the Register Committee concluded that MusiQuE demonstrated compliance with the ESG (Parts 2 and 3) as follows:

Standard	Review panel conclusion	Register Committee conclusion
2.1	substantially complies	Compliance
2.2	fully complies	Compliance



Thank you for your attention!

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