

Hermann Reuke  
Managing Director  
Central Agency for Evaluation and Accreditation (ZEvA)  
Lilienthalstraße 1  
D-30179 Hannover, Germany

Dublin, 14 December 2016

**Subject: Membership of ZEvA in ENQA**

Dear Mr. Reuke,

I am pleased to inform you that, at its meeting of 30 November 2016, the Board of ENQA agreed to reconfirm ZEvA's membership of ENQA for five years from that date.

The ENQA Board concluded that ZEvA is in substantial compliance with the European Standards and Guidelines and the Board would like to receive a follow-up report on the recommendations in the panel report (as outlined in the annex attached) within two years of its decision, i.e. by November 2018.

If you have any further queries, please do not hesitate to contact the ENQA Secretariat. Please accept my congratulations for the re-confirmation of membership of ZEvA.

Yours sincerely,



Padraig Walsh  
President

Annex: Areas for development

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## **Annex: Areas for development**

**Recommendation 1:** All quality assurance procedures offered by the agency in the higher education sector should be clearly aligned with the ESG Standards from Part 1 and that this is made transparent (ESG Standard 2.1).

**Recommendation 2:** The agency should provide information on the procedure for the accreditation of doctoral programmes in a transparent and appropriate way and be able to demonstrate that the procedure can achieve its objectives (ESG Standard 2.2).

**Recommendation 3:** The procedure for the accreditation of doctoral programmes should (even if it is not an stand-alone procedure) be defined and presented externally, just as the other quality assurance procedures offered by ZEvA, in a way that renders the procedure components (self-evaluation, external assessment, reporting and follow-up) transparent (ESG Standard 2.3).

**Recommendation 4:** ZEvA should specify and publish clearly designed procedures for the selection, nomination and appointment of its experts for all of the quality assurance procedures it offers in accordance with the requirements from ESG Standard 2.4 and the corresponding guidelines (ESG Standard 2.4).

**Recommendation 5:** ZEvA should intensify its efforts to increase the proportion of experts who take part in the agency's preparatory seminars (ESG Standard 2.4).

**Recommendation 6:** The criteria for the accreditation of doctoral programmes should be clearly defined and published (ESG Standard 2.5).

**Recommendation 7:** ZEvA should ensure that the complete expert reports are published in all of the quality assurance procedures it offers. In the handbook concerning external evaluations of higher education institutions, the agency should avoid giving the impression that reports may, where applicable, not be published in full upon the request of the higher education institution (ESG Standard 2.6).

**Recommendation 8:** ZEvA should define a complaints and appeals procedure for all of the quality assurance procedures offered by the agency and should publish these in a prominent position on the agency's website. The procedure should allow for objections to formal decisions as well as complaints about the way procedures are conducted (ESG Standard 2.7).

**Recommendation 10:** The agency could highlight with even greater clarity how and to what extent the findings from its analyses could be used in its daily work and for the benefit of the higher education institutions (ESG Standard 3.4).

**Recommendation 12:**

ZEvA's internal quality assurance system should be updated and expanded to incorporate all of the procedure types offered by the agency (ESG Standard 3.6).