

# Expectations from the EQAR Register Committee: Analysis of Decisions and Overview of Clarification Requests

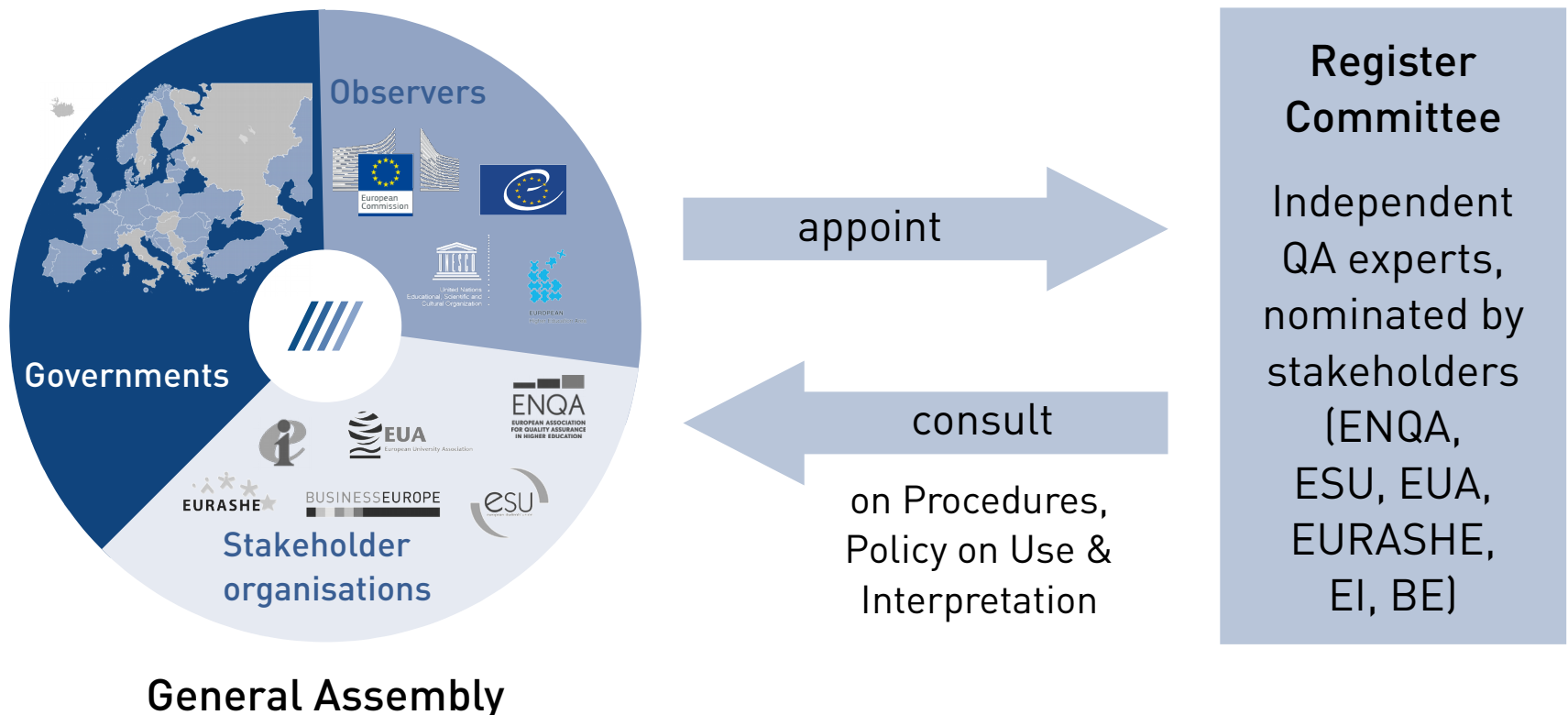
3<sup>rd</sup> ENQA Reviewers' Seminar  
Brussels, 20 November 2017

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



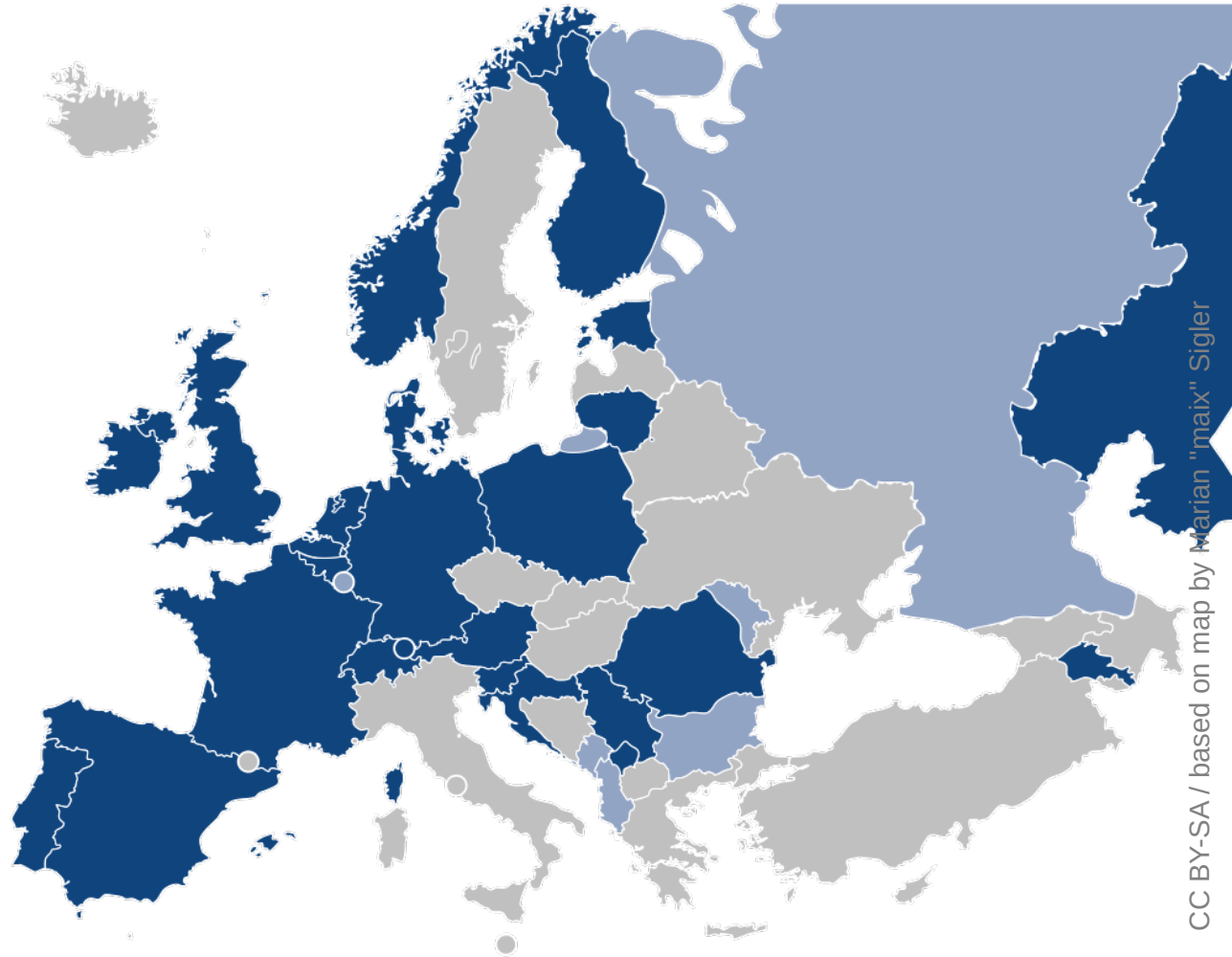
# EHEA Key Commitment



November 2017:

46 registered QAAs

- External QA is performed by agencies that demonstrably comply with the ESG, registered on EQAR
- Applies for some, but not all higher education institutions



# 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



# Relevant documents for reviewers



## General

- Policy on **Use and Interpretation of the ESG** for the European Register
  - Changes/additions 2017:
    - 1) Scope and applicability
    - 2) Separation between different activities
- Procedures for Applications and specific policies

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

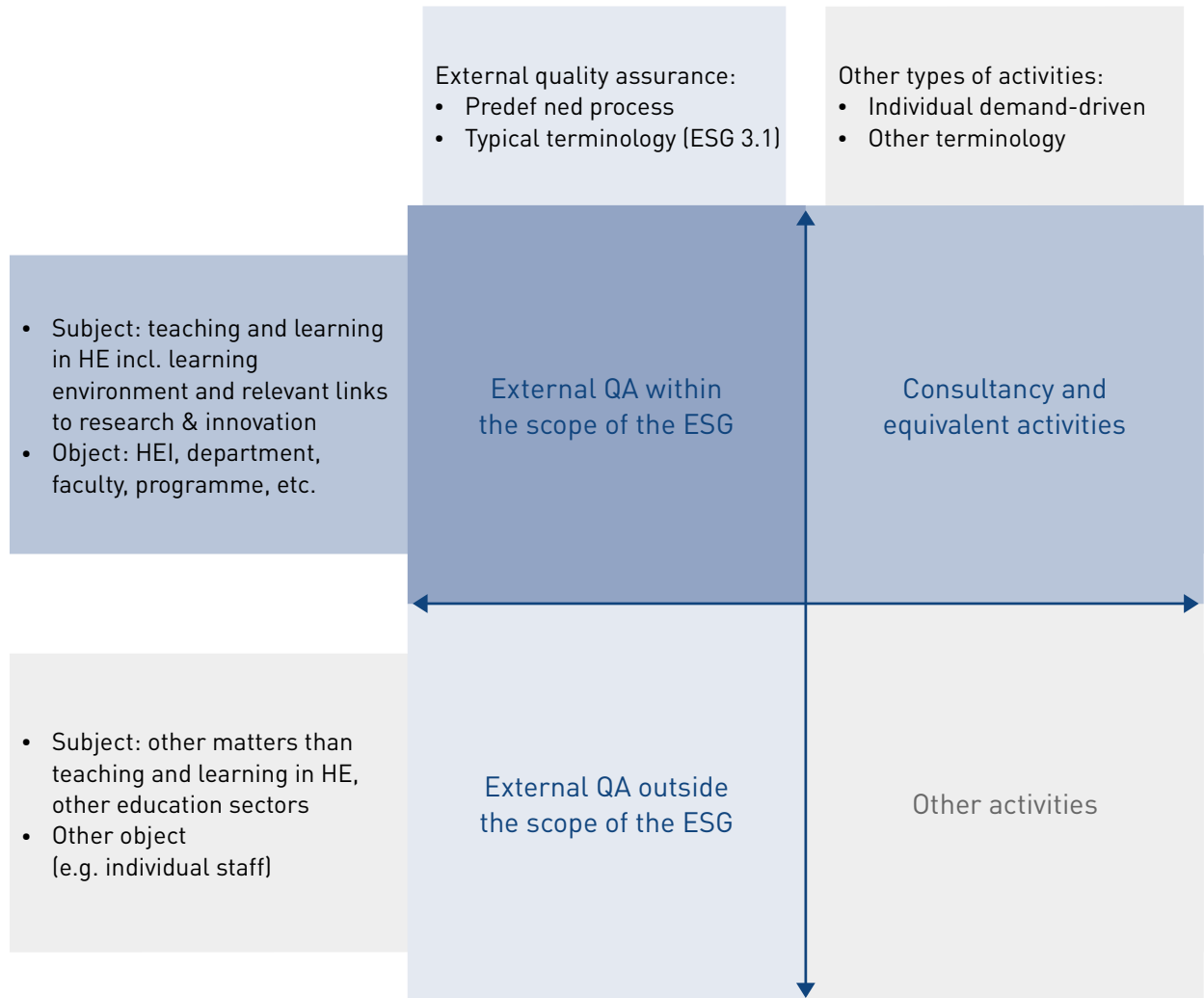
## For each agency

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

# Scope and applicability



- Characteristics of external QA within the scope of the ESG
- Clear and transparent separation between ESG activities and others
- Different types of other activities raise different issues



# 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

# Separation between ESG activities and others



- ESG 3.1 – Reports should at least demonstrate:  
How the agency ensures a clear distinction between external quality assurance and its other fields of work, if applicable; Annex 5 should be taken into account in that regard.
- ESG 3.6 – Interpretations:  
Integrity of an agency's activities includes that it uses the EQAR and ESG “labels” only in connection with activities that are within the scope of the ESG and have been subject to an external review; Annex 5 should be taken into account in that regard.
- New annex 5:  
“Guiding principles for the separation between agencies' activities”



# Guiding principles for the separation between agencies' activities (Annex 5)



- Clear communication
  - Transparent distinction between external QA within the scope of the ESG and other activities
- Preventing conflicts of interest
  - No external QA if consultancy provided to the same institution/programme during past six years
- Subsidiaries
  - Same rights and obligations apply, unless effectively distinguishable (name, staff, structure, ...)

# 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

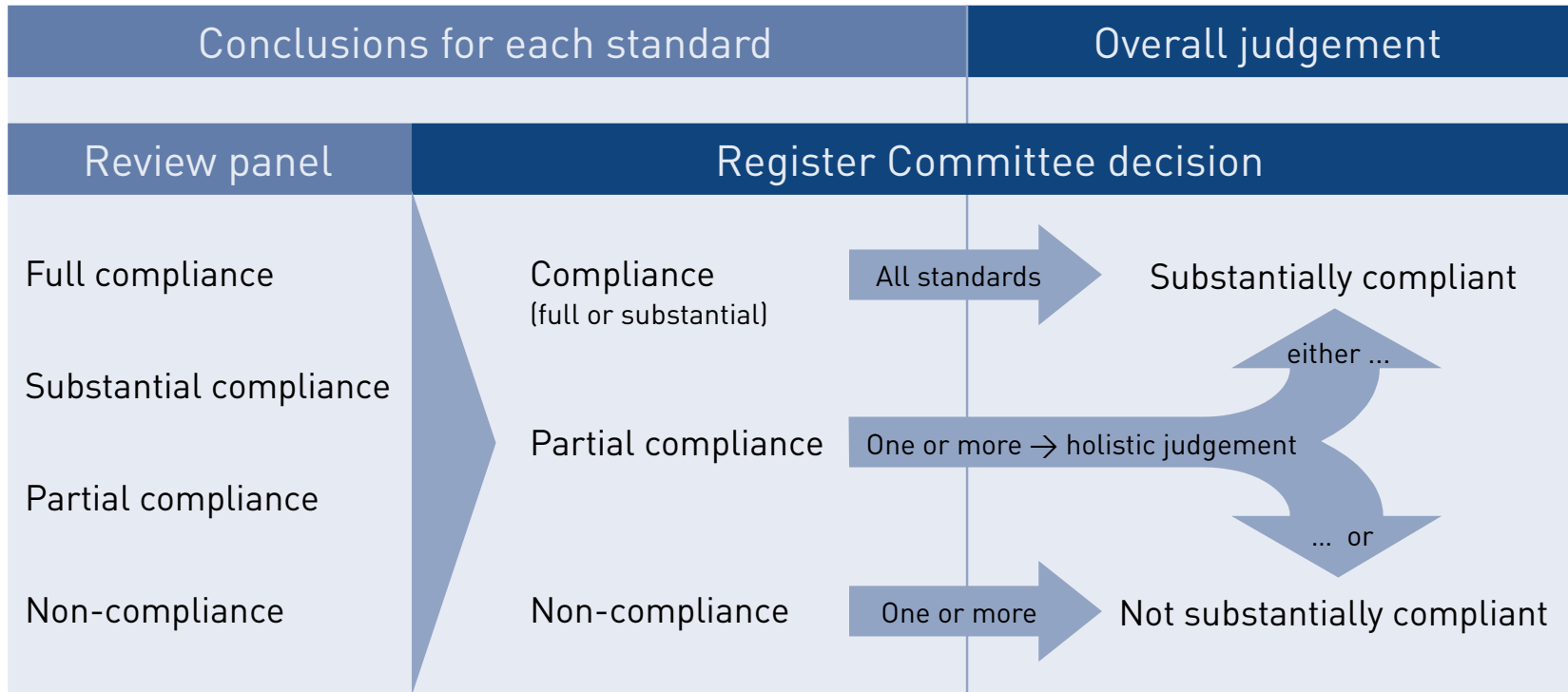
**Contact details**

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

Substantive Change Report

Previous decision

# Decision-making



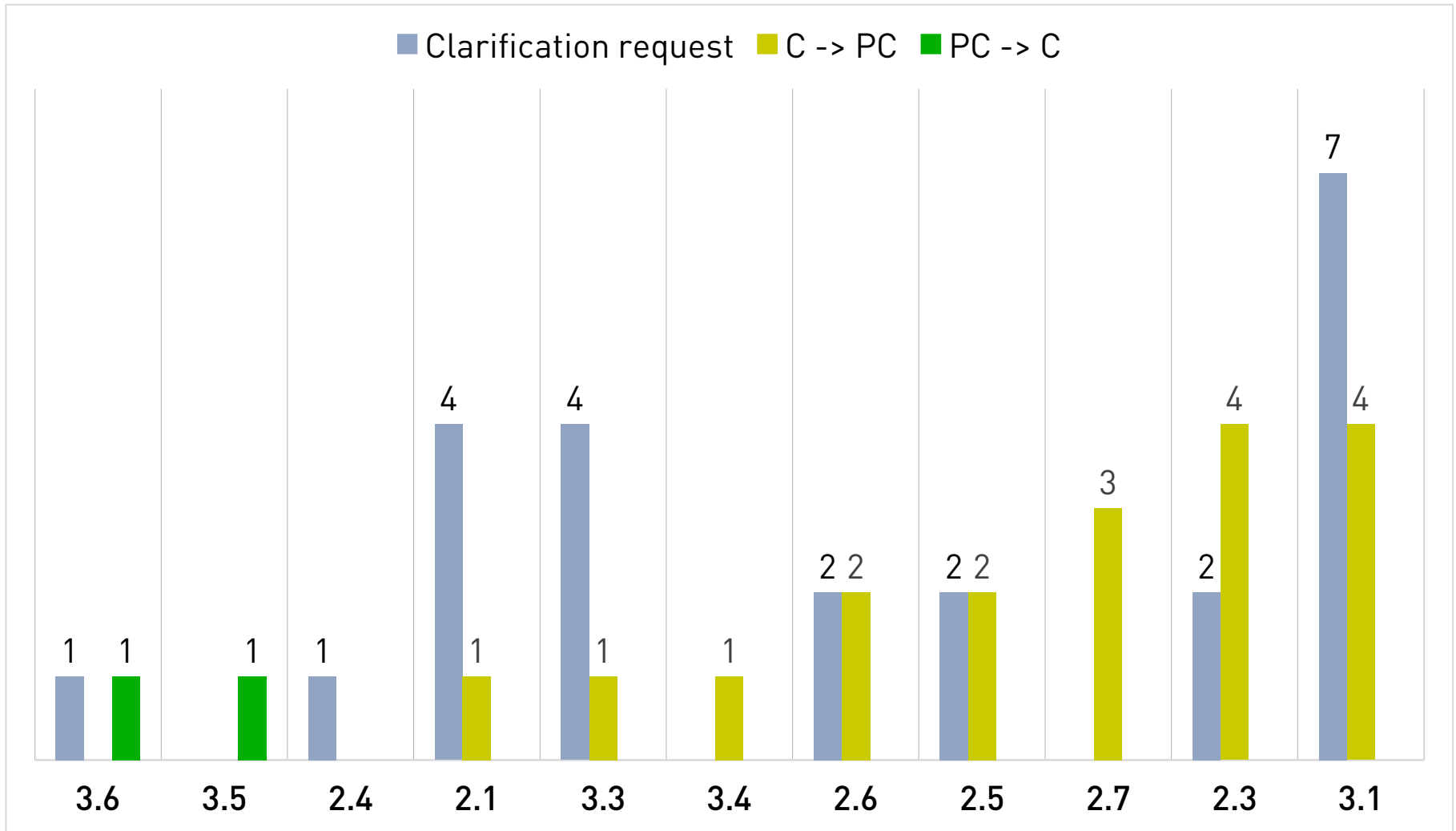
- Clarification requests to panel chair if needed
- If conclusion differs from panel, explained in public decision

# Register Committee conclusions



Standard	Review panel			Register Committee	
	PC	SC	FC	PC	C
ESG 2.1	0	11	6	1	16
ESG 2.2	2	8	7	2	15
<b>ESG 2.3</b>	1	8	8	<b>5</b>	12
ESG 2.4	3	5	9	3	14
<b>ESG 2.5</b>	4	7	6	<b>6</b>	11
<b>ESG 2.6</b>	3	8	6	<b>5</b>	12
<b>ESG 2.7</b>	7	5	5	<b>10</b>	7
ESG 3.1	1	11	4	<b>5</b>	12
ESG 3.2	0	2	15	0	17
ESG 3.3	0	4	13	1	16
<b>ESG 3.4</b>	5	8	4	<b>6</b>	11
ESG 3.5	4	0	8	3	14
ESG 3.6	3	10	4	2	15

# Clarification requests & conclusions



# Publication



News

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Register

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View as map

View as list

Former entries

Criteria for Inclusion

Application Process

Registration and Renewal

Complaints

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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 Sch

**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](#)

### 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

### Contact details

Website:

Address:

Contact Person:

# 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



Thank you for your attention!

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