

European Quality Assurance
Register for Higher Education



EQAR and its Expectations on the Reviews of Agencies

ENQA Training of Agency Reviewers

Madrid, 31 May 2018

Colin Tück



EQAR Vision & Mission



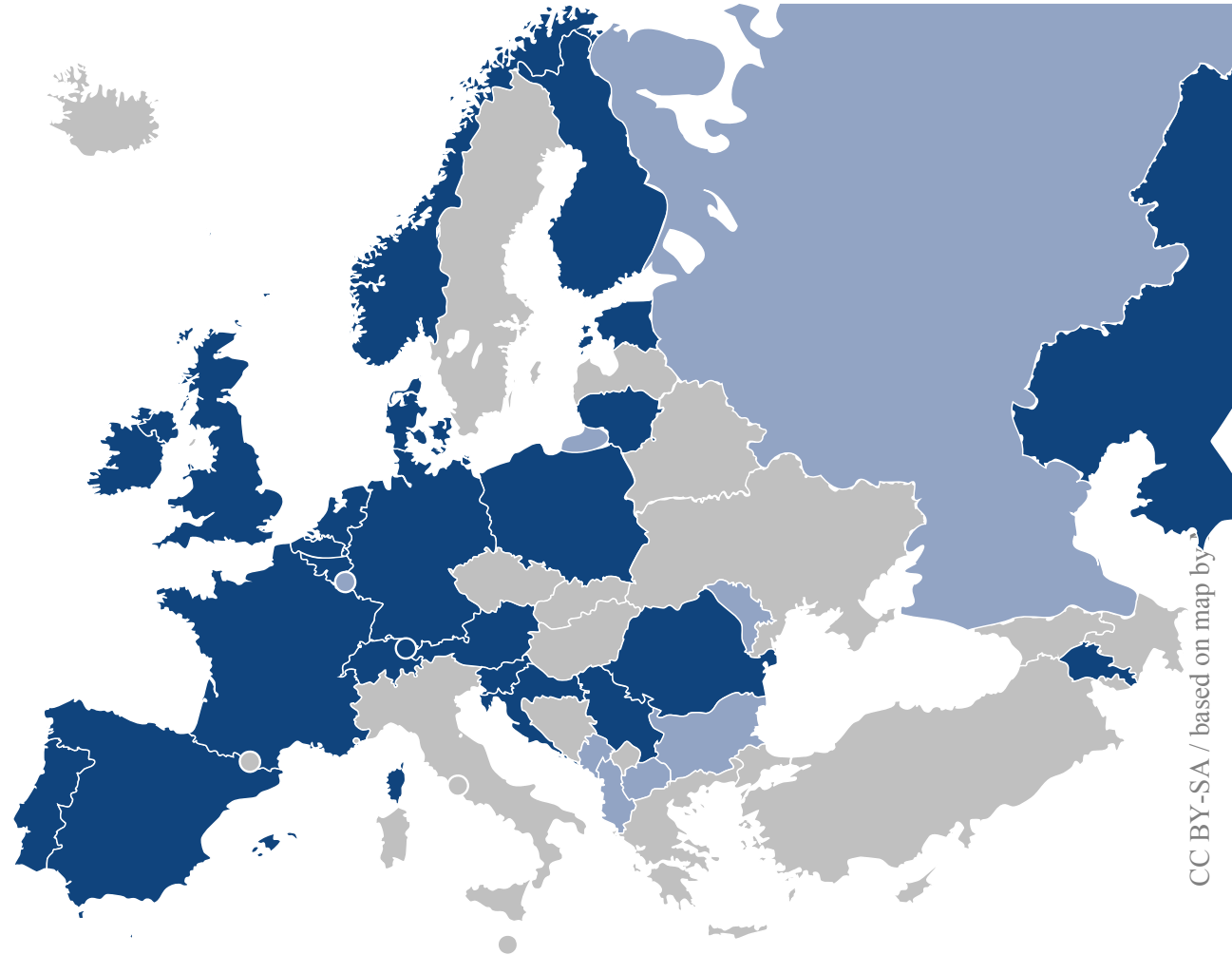
EQAR is the European Higher Education Area's (EHEA) official register of QAAs that comply substantially with the ESG

- **Vision:** coherent quality assurance framework for the EHEA, in which
 - HEIs have freedom to turn to a suitable EQAR-registered agency
 - qualifications are universally recognised
- **Mission:**
 - enhance transparency and information on QA
 - Promote trust and recognition

EHEA Key Commitment



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



Registration and monitoring



Registration based on external review of agency



Annual updates on reviews and countries



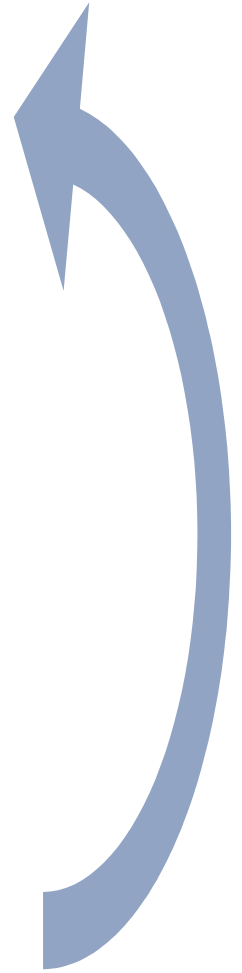
Substantive change reports



Third-party complaints



Periodic renewal every 5 years



Aim of reviews



- **Demonstrate compliance** with the ESG
 - Criterion for registration: “substantial compliance”
 - Inform decisions by independent Register Committee
 - Even if it's the 5th review: things change...
- **Improvement/enhancement** dimension
 - Important function, but not in EQAR's focus
- **Cover all activities** within the scope of the ESG
 - At home, abroad, within and outside the EHEA
 - Part of the obligatory external QA as well as voluntary
 - Clear distinction of other activities (3.1, esp. consultancy)

Key documents for reviewers



General documents:

- Policy on **Use and Interpretation of the ESG** for the European Register
 - To be read in conjunction with the full text of the ESG
 - Previously: “Practices and Interpretations”
 - General indications (e.g. scope)
 - **Interpretations** – for standards where needed
 - **Reports should at least demonstrate** – for all standards
- Procedures for Applications and specific policies
<https://www.eqar.eu/kb/official-documents/>

Example:



2.1 Consideration of internal quality assurance

External quality assurance should address the effectiveness of the internal quality assurance described in Part 1 of the ESG.

Interpretation:

1. This standard relates to the crucial link between internal and external quality assurance of higher education institutions and programmes.

To “address” means that the agency should systematically include all standards of Part 1 of the ESG in their criteria and procedures used to evaluate/accredit/audit institutions or programmes, while they may be addressed differently depending on the type of external quality assurance.

Reports should at least demonstrate:

- How the agency addresses the effectiveness of internal QA processes in its evaluations, audits and accreditations.
- How standards 1.1 – 1.10 (see [Annex 4](#)) are addressed in the agency's criteria and processes for institutions/programmes.

Documents for each agency



1) Eligibility confirmation

EQAR | Aartenstraat 22 Rue d'Arion 22 | BE-1050 Brussels
Agencia de Calidad del Sistema Universitario Vasco / Euskal Unibertsitate
Sistemaren Kalitate Agentzia (UNIBASQ)
Eva Fernandez de Labastida
San Prudencio 8
01005 Vitoria-Gasteiz
Spain

Brussels, 7 February 2018

Confirmation of Eligibility: Application for Renewal of Inclusion on the Register
Application no. A65 of 05/01/2018

Dear Eva,

We hereby confirm that the application by Unibasq for inclusion on the Register is eligible.

Based on the information and draft terms of reference provided, the external review coordinated by European Association for Quality Assurance of Higher Education (ENQA) fulfils the requirements of the EQAR Procedures for Applications.

We confirm that the following activities of Unibasq are within the scope of the ESG:

- Programme ex-ante accreditation and authorisation in the Basque University System;
- Follow-up of the study programmes of the Basque University System;
- Review of the study programmes modifications;
- Accreditation renewal of study programmes;
- Audits (IQAS audits);
- Docentia.

Please ensure that Unibasq's self-evaluation report covers all the above-mentioned activities.

Furthermore, the self-evaluation report and external review report should also address how Unibasq ensures that the decisions taken on the basis of reviews carried out by other agencies are in line with the ESG in case the agency is not registered on EQAR.



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We further remind you that the following issues were flagged when Unibasq was admitted to the Register and should be addressed in your self-evaluation report and the external review report:

ESG 2.4 – Peer-review experts [ESG 2005: standard 3.4]

It should receive attention whether Unibasq has ensured that students are regularly involved in all review committees.

ESG 2.6 – Reporting [ESG 2005: standard 2.5]

It should be addressed whether Unibasq has moved to publish full evaluation reports for all its ESG-relevant activities.

ESG 2.7 – Complaints and appeals [ESG 2005: standard 3.7]

The new appeals procedure developed by Unibasq should receive attention.

ESG 3.4 & ESG 3.5. - Thematic analysis and Resources [ESG 2005: standard 2.4]

It should receive attention whether Unibasq has been able to secure sufficient and sustainable resources, from both government funding as well as other sources, amongst others with regard to its ability to carry out system-wide analyses.

We confirm that the following activities are not within the scope of the ESG:

- Evaluation and accreditation of teaching and research staff.
- Evaluation of individual research merits of academic staff.

While these activities are not relevant to your application, it is Unibasq's choice – in agreement with the review coordinator – whether those activities should be commented upon by the review panel.

We will forward this letter to ENQA in its capacity of the coordinator of the external review. At the same time we underline that it is Unibasq's responsibility to ensure that the coordinator and review panel take account of the present confirmation, so as to ensure that all activities mentioned are analysed by the panel.

This confirmation is made according to the relevant provisions of the EQAR Procedures for Applications. Unibasq has the right to appeal this decision in accordance with the Appeals Procedure; any appeal must reach EQAR within 90 days from receipt of this decision.



Flags (if renewal)

Other activities and remarks

ESG
Activities

Documents for each agency



2) Previous reports and decisions

- Admission
- Renewal
- Changes
- Complaints

Evaluation Agency Baden-Württemberg

SUBSTANTIALLY COMPLIANT WITH EUROPEAN STANDARDS AND GUIDELINES

Evaluationsagentur Baden-Württemberg

Admission valid until

31/08/2019 (listed since 25/05/2010)

Based in*

Germany


HE systems where agency conducted reviews**

Austria, Germany, Hungary, Kosovo, Kyrgyzstan, Lebanon, Liechtenstein, Lithuania, Russia, Switzerland

External review reports and EQAR decisions

 07/11/2016 Substantive Change Report

 15/06/2016 Substantive Change Report

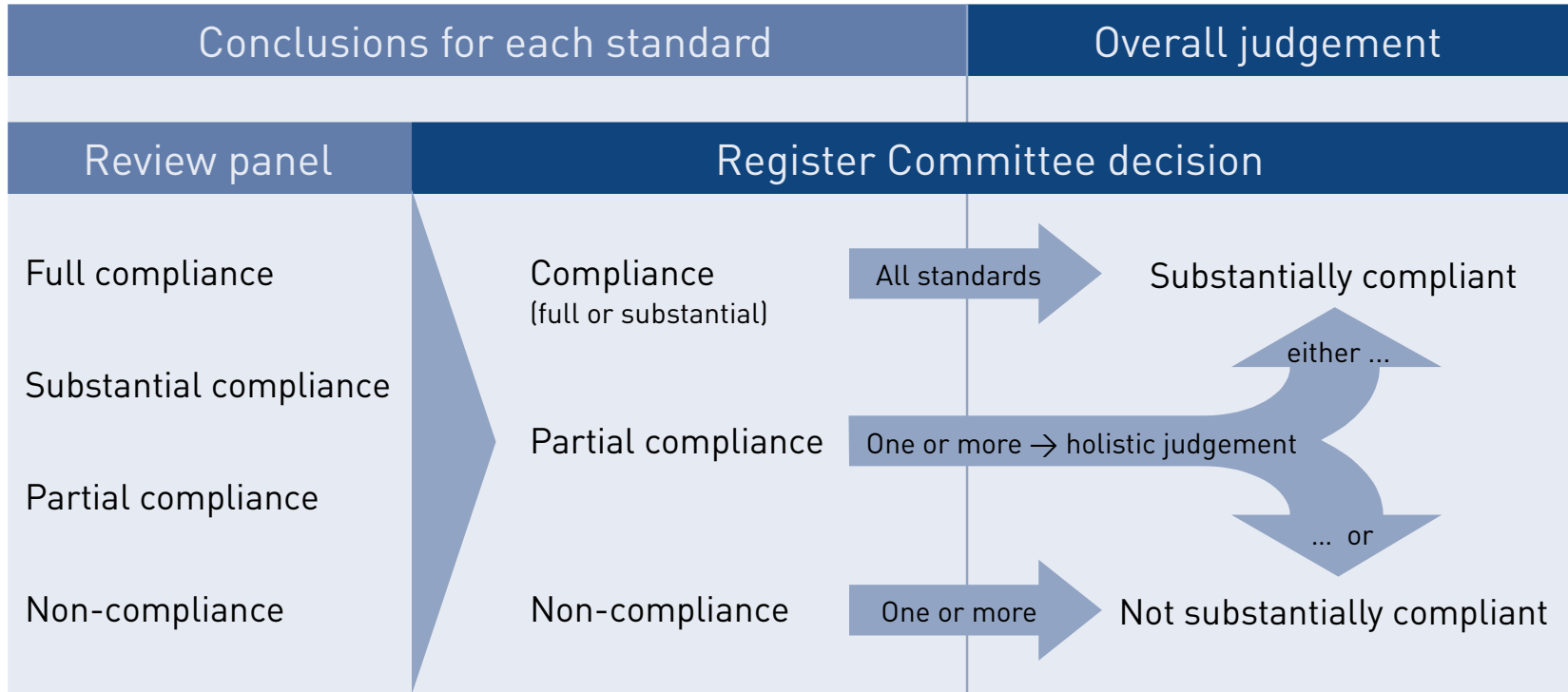
 11/06/2015 Renewal of Registration

 11/06/2015 External Review Report

 20/05/2010 Admission to the Register

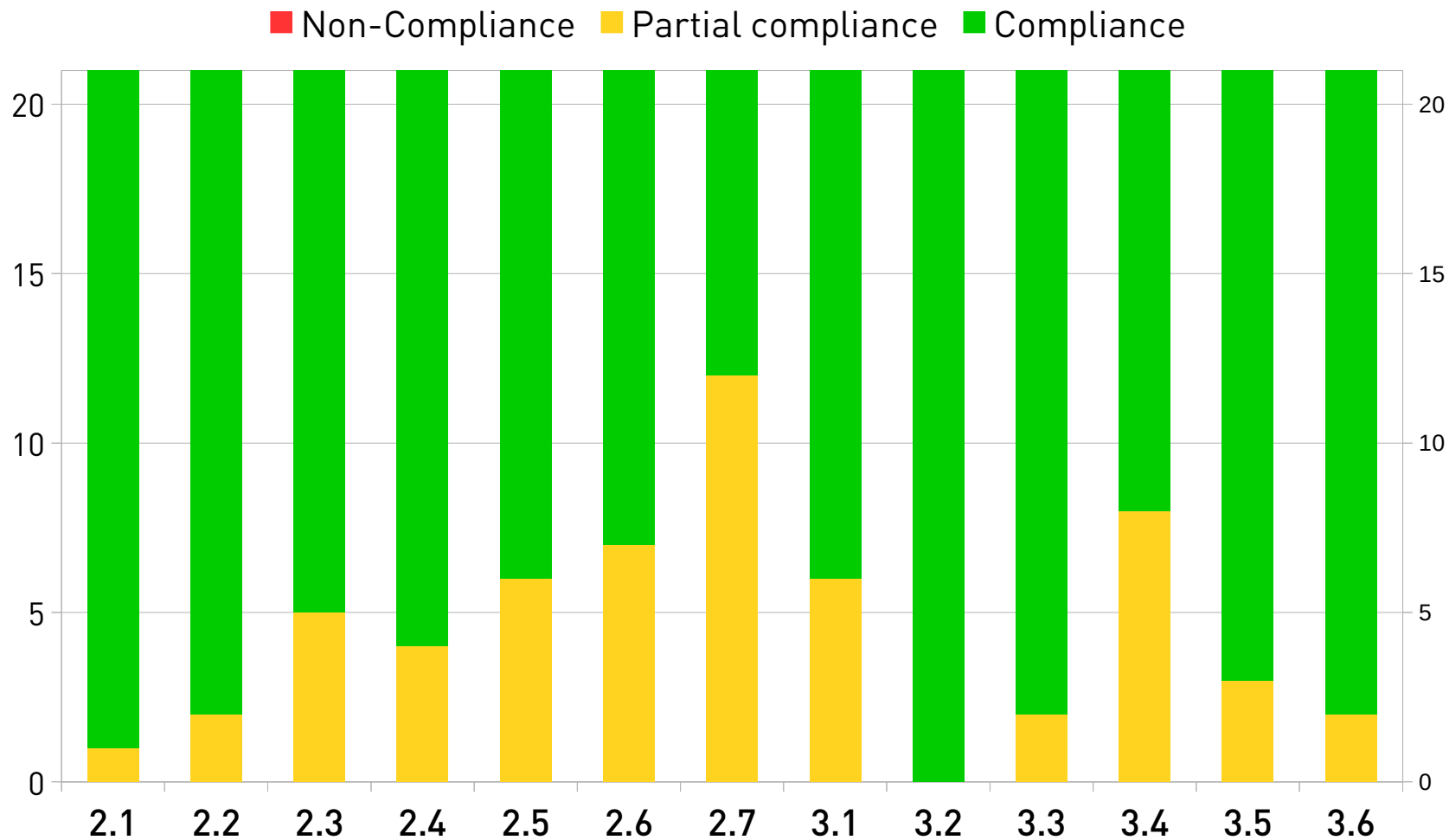
<https://www.eqar.eu/register/>

Decision-making

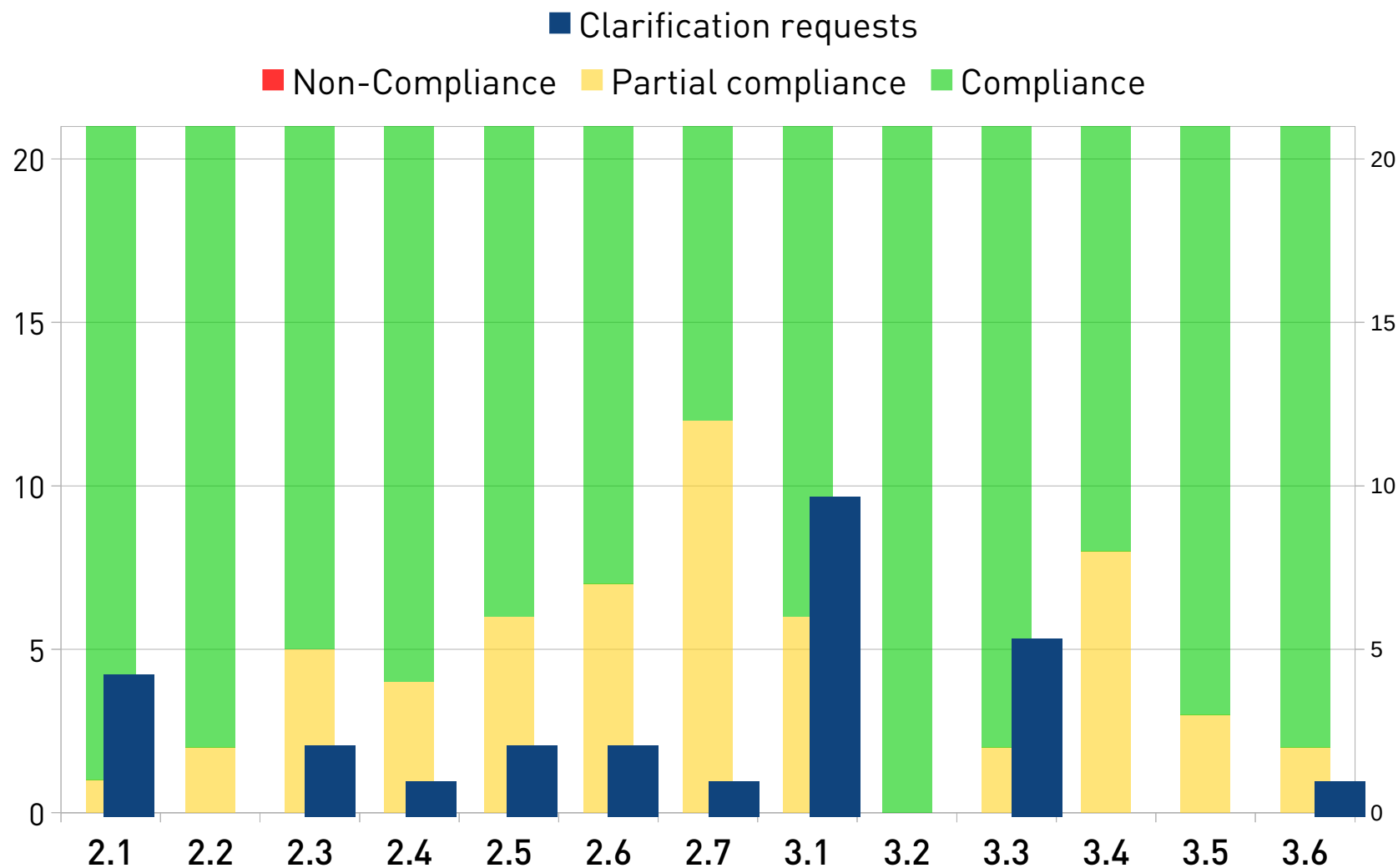


- Clarification requests to panel chair if needed
- If conclusion differs from panel, explained in public decision

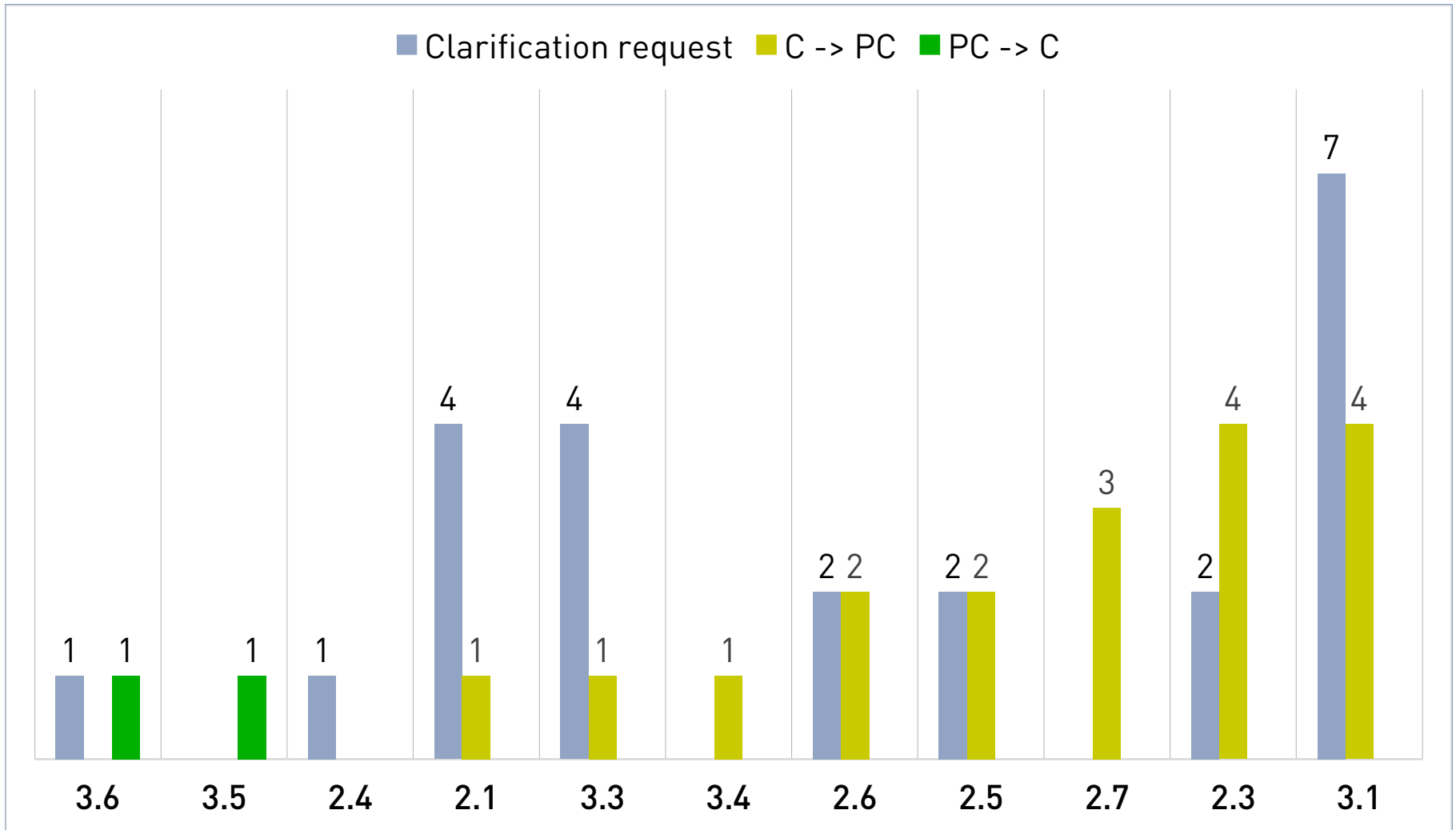
Register Committee conclusions



Register Committee conclusions



Clarification requests & conclusions



Publication



Evaluation Agency Baden-Württemberg

SUBSTANTIALLY COMPLIANT WITH EUROPEAN STANDARDS

Evaluationsagentur Baden-Württemberg

Admission valid until 31/08/2020

Based in* Germany

HE systems where agency conducted reviews** Austria, Liechtenstein

External review reports and EQAR decisions

Application of: 17/11/2015
 External Review Report of: November 2015
 Review coordinated by: National Association of Schools of Music
 Review Panel members: Daniel Sher (Chair), Andrée Sursock, James Sharkey (academic), Iring Wasser, Jordan (student), Pieter-Jan Van de Velde (Secretary)
 Decision of: 6 June 2016
 Registration until: 30 November 2020
 Absented themselves from decision-making: none
 Attachments: 1. [Confirmation of eligibility, 15/12/2015](#)
 2. [External Review Report, November 2015](#)
 3. [Applicant statement: "Information on financial sustainability of MusiQuE"](#)

07/11/2016 Substantive Change Report

Report

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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

Consequences



- **Positive decision**
 - Inclusion on the Register (or renewal)
 - Valid for 5 years (from report date)
 - Publish reports in Database of External QA Results (DEQAR)
- **Negative decision**
 - Removed from the Register
 - Previous registration not revoked and reports remain in DEQAR
 - Focused review possible within 18 months



Thank you for your attention!

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