



European Association for
Quality Assurance in Higher Education

Mr Anders Söderholm
Director General
The Swedish Higher Education Authority (UKÄ)
Box 6024, SE-121 06, Johanneshov
Sweden

Bern, 16 December 2020

Subject: Membership of UKÄ in ENQA

Dear Mr Anders Söderholm,

I am pleased to inform you that, at its meeting of 10 December 2020, the Board of ENQA took the decision to grant the UKÄ membership of ENQA for five years from that date. The Board concluded that UKÄ is in compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015) and thus fulfils the membership criteria according to article 6, paragraph 1 of ENQA's rules of procedure.

The Board would like to use this opportunity to provide an articulation regarding standard 2.3 Implementing processes and calls upon the agency to continue its efforts to include follow-up processes of the external quality assurance activities in an integrated and holistic manner.

Regarding ESG 2.7 Complaints and appeals, the Board seconds the panel's findings and reiterates the need for a formalised and transparent complaints procedure of the agency.

The Board would like to receive a follow-up report within two years of its decision, i.e. by December 2022 where UKÄ is expected to address the panel's recommendations.

The Board also encourages UKÄ to take advantage of the voluntary progress visit – an enhancement-led feature in the review process. The visit would take place in about two years' time from this decision. The ENQA Secretariat will be in touch with you in about a year's time to discuss this possibility. The costs of this visit have already been included as part of the review fee and are non-refundable except for the travel



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costs of the experts. More information about the progress visit can be found in the Guidelines for ENQA Agency Reviews.

If you have any further queries, please do not hesitate to contact the ENQA Secretariat.

Please accept my congratulations for the confirmation of membership of UKÄ.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'C. Grolimund', is written over a light blue horizontal line.

Dr Christoph Grolimund
President

Annex: Areas for development

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As outlined by the review panel, UKÄ is recommended to take appropriate action, so far as it is empowered to do so, on the following issues:

ESG 3.3 Independence

UKÄ is recommended to take measures to further safeguard its capacity to independently design its methodologies in external quality assurance.

ESG 2.2 Designing methodologies fit for purpose

UKÄ is recommended to go further in reducing the HEIs' workload in its quality assurance activities. In doing so, UKÄ should consider to which extent the different activities can be integrated or complement each other better.

ESG 2.3 Implementing processes

UKÄ is recommended to establish a pre-defined follow-up mechanism for programmes with a positive assessment in the appraisals of degree awarding powers aiming at supporting these programmes in maintaining high quality.

UKÄ is recommended to more clearly define the follow-up procedures for those institutions and programmes that have received a positive assessment in the institutional reviews and in the programme evaluations.

ESG 2.7 Complaints and appeals

The agency is recommended to establish a complaints procedure. The procedure should be made known to all concerned parties.

The agency is recommended to extend the powers of the appeals committee to make recommendations to UKÄ on how to correct errors in quality assurance procedures that potentially can have affected the assessment outcome.