

III.3. Standards and guidelines for quality assurance in the European Higher Education Area.

Part 3: Standards and guidelines for quality assurance agencies



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3.1 Activities, policy and processes for quality assurance



Agencies should undertake external quality assurance activities as defined in Part 2 of the ESG on a regular basis. They should have clear and explicit goals and objectives that are part of their publicly available mission statement. These should translate into the daily work of the agency. Agencies should ensure the involvement of stakeholders in their governance and work.

- Trust and transparency
- Clear and public goals and objectives
- Internationalisation of experts
- Assessment/review activities
- Other activities

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3.2 Official status



Agencies should have an established legal basis and should be formally recognised as quality assurance agencies by competent public authorities.

- Acceptation of outcomes

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3.3 Independence



Agencies should be independent and act autonomously. They should have full responsibility for their operations and the outcomes of those operations without third party influence.

- Organisational independence
- Operational independence
- Independence of formal outcomes

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3.4 Thematic analysis



▪ Agencies should regularly publish reports that describe and analyse the general findings of their external quality assurance activities.

- Structured analyses across the higher education system



3.5 Resources



▪ Agencies should have adequate and appropriate resources, both human and financial, to carry out their work.

- Proper funding
- Proper staff



3.6 Internal quality assurance and professional conduct



▪ Agencies should have in place processes for internal quality assurance related to defining, assuring and enhancing the quality and integrity of their activities.

- Accountability
- High professional standards
- On-going improvement
- Internal quality assurance policy



3.7 Cyclical external review of agencies



▪ Agencies should undergo an external review at least once every five years in order to demonstrate their compliance with the ESG.

- Periodic renewal of ESG compliance





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Thank you for your time

Concepción Herruzo Fonayet
Quality Assurance Department
Project manager
cheruzo@aqu.cat

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