

**Substantive Change Report**  
by Evaluationsagentur Baden-Württemberg (evalag)

Register Committee  
5/6 June 2016

Ref. RC17/C08

Ver. 1.0

Date 2016-06-15

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<b>Decision of:</b>	5 June 2016
<b>Report received on:</b>	29/02/2016
<b>Agency registered since:</b>	21/05/2010
<b>Last external review report:</b>	August 2014
<b>Registered until:</b>	31/08/2019
<b>Absented themselves from decision-making:</b>	none
<b>Attachments:</b>	<ul style="list-style-type: none"> <li>1. <a href="#">Substantive Change Report</a></li> <li>2. <a href="#">Clarification request of 10/05/16</a></li> <li>3. <a href="#">Response by evalag of 19/05/16</a></li> </ul>

1. The Register Committee considered the Substantive Change Report of 29 February 2016. The Committee sought and received clarification from evalag on a number of issues.
2. The Register Committee took note of the changes to evalag's criteria for Quality Management Audit (in Austria), International Programme Accreditation, International Institutional Accreditation and Evaluations of Fields of Study, which were revised in light of the adoption of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015).
3. The Register Committee took note of the information provided on evalag's newly offered Certification of Advanced Study Programmes. Based on the information provided, the Committee concluded that this new activity complies with the key requirements of the ESG, as far as this can be established within the limitations of the substantive change process.
4. The Register Committee considered the information and further clarification on the newly offered Certification of Advanced Educational Institutions. Based on evalag's clarification, the institutions targeted by this offer are part of the higher education system. The activity is thus within the scope of the ESG.

5. ESG standard 2.3 stipulates that “ *external quality assurance processes should be [...] pre-defined [...] and published*”, while standard 2.5 stipulates that any “ *outcomes or judgements [...] should be based on explicit and published criteria*”.
6. The Committee concluded that evalag's practice to provide the corresponding guidelines, setting out the process and criteria applied, to institutions on request only, while not making them publicly available on its website, is a violation of standards 2.3 and 2.5.
7. The Register Committee therefore requests evalag to either publish the process and criteria as required by the ESG, or to discontinue the activity.
8. The Register Committee expects evalag to make a further report until 7 July 2016 at the latest, including appropriate evidence that the standards have been complied with. Failing to do so, the Register Committee will consider to initiate an extraordinary revision of evalag's registration per §8.1 ff of the EQAR Procedures for Application.

**Register Committee**

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**Subject:** Substantive Change Report: evalag (Evaluationsagentur Baden-Württemberg), Germany  
**From:** "rigbers@evalag.de" <form\_engine@fs22.formsite.com>  
**Date:** 2/29/2016 9:22 AM  
**To:** substantive-changes@eqar.eu

<b>Reference #</b>	9250775
<b>Status</b>	Complete
<b>Login Username</b>	
<b>Login Email</b>	
<b>Agency #1 *</b>	evalag (Evaluationsagentur Baden-Württemberg), Germany
<b>Expiry date #1 *</b>	31/08/2019
<b>Contact #1 *</b>	Dr. Anke Rigbers
<b>Phone #1 *</b>	004962112844510
<b>Email #1 *</b>	<a href="mailto:rigbers@evalag.de">rigbers@evalag.de</a>
<b>Other organisations? *</b>	No
<b>A. Has the organisational identity of the registered agency changed? *</b>	No
<b>B. Has the organisational structure changed? *</b>	No
<b>C.i. Are there new types of activities? *</b>	Yes
<b>C.ii. Are there changes in existing activities? *</b>	Yes
<b>C.iii. Have some or all existing activities been discontinued? *</b>	No

**Description  
new/changed \***

Since 2015 evalag offers certification of (advanced) training programmes within the scope of two different processes: institutional certification of (advanced) educational institutions as well as programme certification of advanced training offers. Both activities were developed according to the ESG and to the procedures of programme and system accreditation in Germany.

Institutional certification validates and confirms that the institution has established effective processes and instruments for the quality assurance of their offers. Certification criteria are: goals and profile of the institution, governance and steering, resources, teaching and learning as well as quality assurance.

Programme certification validates the congruence between qualification goals and the conceptualisation as well as the effectiveness of its implementation. Its objective is to confirm that the intended qualification goals and the desired competence profile can be achieved, and it determines the level on which these competences are to be classified on the scale according to the DQR (German Qualifications Framework). The following criteria are considered: profile of the programme, organisation of the advanced training offers, resources, curriculum, examination system and quality management. The criteria are defined and published (ESG 2.5).

Both certification processes are generally carried out as peer-review-process including a self-assessment or equivalent, a site-visit, a report and a consistent follow up (ESG 2.3). Both involve all relevant stakeholders. The review team is composed and trained in accordance to accreditation procedures and includes a student member (ESG 2.4).

Certification will be granted for five years, recertification for seven years. The final decision on the award of the certificate rests with the Accreditation Commission of evalag. Reports are published (ESG 2.6). The appeals commission is responsible for dealing with complaints and appeals (ESG 2.7).

The certification is aligned with the ESG (see linked PDF, ESG 1.1-1.10) and the quality standards of the German society for scientific training (DGWF). Besides, institutional certification is guided by the recommendations for quality development within the university advanced education of Swissuni (in the version dated October 2009).

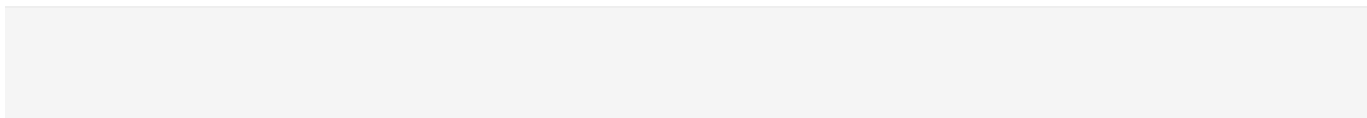
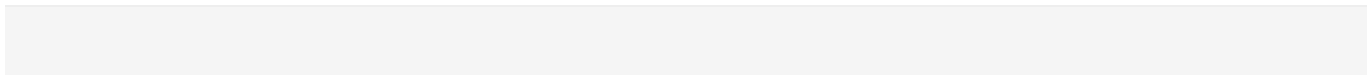
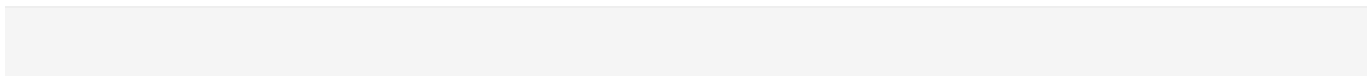
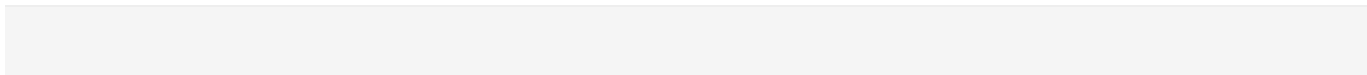
The new procedures are embedded in the thematic analyses and the internal quality assurance of the agency (ESG 3.4 und 3.5).

Please note also that evalag adjusted all its criteria for full compliance with the modified ESG. The evalag foundation board adopted the criteria on February 18th 2016.

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**File #1**

[evalag\\_certification\\_advanced\\_study\\_programmes.pdf \(150k\)](#)



EQAR | Oudergemselaan/Av. d'Auderghem 36 | BE-1040 Brussels  
Evaluationsagentur Baden-Württemberg (evalag)  
Ms Anke Rigbers  
– via email –

Brussels, 10 May 2016

## Substantive Change Report – Clarification Request

Dear Anke,

We wish to thank you for the Substantive Change Report of 29 February 2016. Your report has been reviewed by two rapporteurs before being brought to the attention of the entire EQAR Register Committee.

In order to prepare consideration by the Committee, we would be obliged if you could clarify the following queries:

1. In your Report, you mention that the evalag foundation board adopted revised criteria for evalag's various procedures on 18 February 2016.  
  
Since we were unable to locate these documents on your website<sup>i</sup>, please clarify which documents were updated and where they can be found on evalag's website.
2. Please elaborate what types of providers/institutions are targeted by the new certification procedure, in particular regarding their status and whether they are part of the higher education system.
3. Your Report contains a description of the certification process. Please provide a link to the official document setting out the described process.
4. Since only the criteria for certification of study programmes were attached to your report, we kindly ask you to also provide us with the criteria for institutional certification.

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Register for Higher Education  
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EQAR Founding Members:



5. Since we are unable to locate the above-mentioned documents on evalag's website, please kindly explain why they are not publicly available.

We kindly ask you for a reply by 29 May 2016. Please inform us if any difficulties arise in meeting this deadline.

I shall be at your disposal if you have any further questions or inquiries.

Kind regards,

A handwritten signature in black ink, appearing to read "Colin Tück".

Colin Tück  
(Director)

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<sup>i</sup> Please note that we used the English version of your website.

**evalag** Postfach 120522 D-68056 Mannheim

eqar  
Mr Colin Tück  
– via email –

### **Substantive Change Report – your clarification request**

19.05.2016  
AZ: AR/PG 265-2016  
Bearb.: Rigbers/Gerlach  
Telefon +49(0)621/128545-  
rigbers@evalag.de

Dear Colin,

Please find below and in the attachment further information to clarify your queries. We apologize for the inconvenience, that you could not find the documents. But some revisions in all documents after the last meeting of the Foundation Board caused a delay of several weeks. Some documents are available only in German language.

1. The **evalag** Foundation Board decided in its meeting on 18<sup>th</sup> February 2016 about the revision of criteria – the steps of the procedures were not modified – which concern
  - Quality Management Audit (in Austria)  
<http://www.evalag.de/index.php?id=49&L=1>
  - International Programme Accreditation  
<https://www.evalag.de/en/international/international-accreditation/international-programme-accreditation/>
  - International Institutional Accreditation  
<https://www.evalag.de/en/international/international-accreditation/institutional-accreditation/>
  - Evaluations of Fields of Study (according to the ESG)  
<https://www.evalag.de/en/services/evaluation/>
  - Certification of Advanced Study Programmes  
<https://www.evalag.de/en/services/certification/>
2. The clients of **evalag**'s certification procedures are part of the higher education systems in Germany. Foremost they are state-approved universities or universities of applied sciences which look for the certification of advanced studies. So far **evalag** is not carrying out certification procedures abroad.



3. Please find in the attachment the Guidelines for the Certification of Advanced Study Programmes (*German version only*). They have been approved by the **evalag** foundation board on 10<sup>th</sup> October 2014.

See also <https://www.evalag.de/en/services/certification/>

4./5. The Foundation Board also decided on the Guidelines for the Institutional Certification ("Leitfaden für die Zertifizierung wissenschaftlicher (Weiter-)Bildungseinrichtungen"; *German version only*).

Due to business reasons in a currently highly competitive field these guidelines (including the criteria) are only provided on enquiry and cannot be downloaded on our website. Of course, our clients are informed about the criteria and process to full extent before starting a certification process with **evalag**. Please find the document in the attachment.

I shall be at your disposal if you have any further questions or inquiries.

Kind regards



Dr. Anke Rigbers

Attachment:

- Quality Management Audit: Handbuch für Audits des Qualitätsmanagements an Hochschulen in Österreich
- International Programme Accreditation
- International Institutional Accreditation
- Evaluation of Study Programmes + Evaluation Principles
- Certification of Advanced Study Programmes Criteria + Guidelines for the Certification of Advanced Study Programmes (Leitfaden für die Zertifizierung von (Weiter-)Bildungsangeboten, *German version only*)
- Guidelines for Institutional Certification (Leitfaden für die Zertifizierung wissenschaftlicher (Weiter-)Bildungseinrichtungen; *German version only*).