

# European Framework for QA

## Osiguravanje kvalitete u obrazovanju

Melinda Szabó, Deputy Director EQAR  
19 January 2023

**Intro**

**Registration  
on EQAR**

**EHEA QA  
Framework**

**Challenges &  
Success  
factors**

eqar 



## The European Quality Assurance Register for Higher Education (EQAR)

- Official register of agencies that substantially comply with the ESG
- Established by and for the European Higher Education Area (EHEA) in March 2008
- Founded by the E4 (ENQA, ESU, EUA, EURASHE), jointly governed with HE ministries
- Non-profit, independent and acting in the public interest

January 2022: 50 EQAR-registered quality assurance agencies, almost all members of ENQA

**Governance:**

**Aim**

**DEQAR**



## Governance of the organisation



Register Committee  
Independent QA experts,  
nominated by stakeholders

Decides on compliance & registration

The background is a bright yellow surface. In the top-left corner, there are two pencils: one is grey and the other is wooden with a grey eraser. A large, semi-transparent blue circle is centered on the page, containing the main text. There are also three smaller, solid blue circles: one in the top-right, one in the bottom-left, and one in the bottom-right.

## Why an EQAR registration?

### **Demonstrate substantial compliance with the ESG**

- Registration is a trusted status, guarantee to the public
- Relied on for EHEA implementation reporting
- Recognition of quality assurance results across borders
- Access to DEQAR → indirectly vouch for HEIs/ programmes



New  
Developments

# Database of External QA results

## www.deqar.eu

~ 80.000 QA reports,  
over 3000 HE institutions & 97 countries  
45 QA agencies currently participating  
-> Croatia coverage: 96%: 129 HEIs/faculties, 490 reports

eqar.eu > Knowledge base > Country information > Croatia



### Croatia

EUROPEAN HIGHER EDUCATION AREA - EHEA  
VIEW 129 INSTITUTIONS WITH 490 REPORTS

**Governmental membership**  
Croatia has been a Governmental Member of EQAR since September 2011.  
Map: [EHEA countries by governmental membership](#)

**General information on higher education**  
Higher education in Croatia is offered through universities and their constituents - faculties and academies of arts, polytechnics and colleges. Universities offer bachelor, master and doctoral programs. Polytechnics offer professional bachelor and professional master programs. Colleges offer only professional bachelor programs. The higher education system is regulated by the Act on Scientific Activity and Higher Education (see link below).

**National external quality assurance requirements**

- **Accreditation of higher education institutions and programmes**  
in all three cycles (every five years).
- **Audit of higher education institutions.**  
assessment of the quality assurance system of a higher education institution or a faculty (legal changes are envisaged to make audit a voluntary activity).
- **Initial accreditation**  
all new higher education institutions (public and private) and all new study programmes of private universities, polytechnics and colleges. Public universities do not undergo an initial accreditation.

eqar.eu > Database > Search > By institution

Database

Refine your search

Search term  
Institution name, city, cou

Agency

Country  
Croatia

Status

Cross-border review

Report level

Croatia  
View country profile

Sort by

1 - 20 of 129 institutions

Results per page  
10 20 50 100

Institution name

- Aspira University College  
Visoka škola za menadžment i dizajn "Aspira"  
Split (Croatia)
- Business College "PAR"  
Visoka poslovna škola "PAR"  
Rijeka (Croatia)
- Business School Libertas, Zagreb  
Visoka poslovna škola "Libertas", Zagreb  
Zagreb (Croatia)
- Catholic University of Croatia  
Hrvatsko katoličko sveučilište  
Zagreb (Croatia)
- College for Information Technologies, Zagreb  
Visoka škola za informacijske tehnologije, Zagreb  
Zagreb (Croatia)
- College for Management in Tourism and Informatics in Virovitica  
Visoka škola za menadžment u turizmu i informatici u Virovitici  
Virovitica (Croatia)
- College for Technology and Business - Pula Polytechnic  
Istarsko veleučilište  
Pula / Pola (Croatia)
- College of AGORA  
Visoka škola tržišnih komunikacija "Agora"  
Zagreb (Croatia)
- College of Applied Sciences Lavoslav Ružička in Vukovar  
Veleučilište "Lavoslav Ružička" u Vukovaru

## Croatia

EUROPEAN HIGHER EDUCATION AREA - EHEA

VIEW 129 INSTITUTIONS WITH 490 REPORTS



### Governmental membership

Croatia has been a Governmental Member of EQAR since September 2011.

Map: [EHEA countries by governmental membership](#)

### General information on higher education

Higher education in Croatia is offered through universities and their constituents - faculties and academies of arts, polytechnics and colleges. Universities offer bachelor, master and doctoral programs. Polytechnics offer professional bachelor and professional master programs. Colleges offer only professional bachelor programs. The higher education system is regulated by the Act on Scientific Activity and Higher Education (see link below).

### National external quality assurance requirements

- **Accreditation of higher education institutions and programmes**  
in all three cycles (every five years).
- **Audit of higher education institutions.**  
assessment of the quality assurance system of a higher education institution or a faculty (legal changes are envisaged to make audit a voluntary activity).
- **Initial accreditation**  
all new higher education institutions (public and private) and all new study programmes of private universities, polytechnics and colleges. Public

Refine your search ^

Search term

Institution name, city, cou



Agency v

Country

Croatia x

Status v

Cross-border review v

Report level v

Croatia

View country profile





## Database ▼

### Refine your search ▲

#### Search term

#### Agency ▼

#### Country ×

Croatia

#### Status ▼

#### Cross-border review ▼

#### Report level ▼

### Croatia

[View country profile](#)



eqar.eu > Database > Search > By institution

Sort by

1 - 20 of 129 institutions

Results per page

Institution name ▲

« < 1 > »

10 20 50 100

Aspira University College ▶  
Visoka škola za menadžment i dizajn "Aspira"  
Split (Croatia)

Business College "PAR" ▶  
Visoka poslovna škola "PAR"  
Rijeka (Croatia)

 Business School Libertas, Zagreb ▶  
Visoka poslovna škola "Libertas", Zagreb  
Zagreb (Croatia)

Catholic University of Croatia ▶  
Hrvatsko katoličko sveučilište  
Zagreb (Croatia)

College for Information Technologies, Zagreb ▶  
Visoka škola za informacijske tehnologije, Zagreb  
Zagreb (Croatia)

College for Management in Tourism and Informatics in Virovitica ▶  
Visoka škola za menadžment u turizmu i informatici u Virovitici  
Virovitica (Croatia)

College for Technology and Business - Pula Polytechnic ▶  
Istarsko veleučilište  
Pula / Pola (Croatia)

College of AGORA ▶  
Visoka škola tržišnih komunikacija "Agora"  
Zagreb (Croatia)

College of Applied Sciences Lavoslav Ružička in Vukovar ▶  
Veleučilište "Lavoslav Ružička" u Vukovaru

# Alternative providers & micro credentials in DEQAR

eqar.eu > Database > Search

**Database**

**Search**

By higher education institution

By alternative provider

By report

**Database of External Quality Assurance Results**

Q Institution name, city, country or ETER ID

Currently available: 77 706 reports on 3 386 institutions

## New fields to be added:

### Alternative Providers

- Type of organization (e.g. private company, public – private partnership, NGO etc.)
- Source of information about the provider e.g., agency, list of alternative providers etc.

### Microcredentials:

- number of ECTS credits
- learning outcomes
- field of study
- availability of a diploma supplement etc.



# European Framework for QA

## Osiguravanje kvalitete u obrazovanju

Melinda Szabó, Deputy Director EQAR  
19 January 2023

**Intro**

**Registration  
on EQAR**

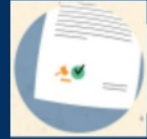
**EHEA QA  
Framework**

**Challenges &  
Success  
factors**

eqar 



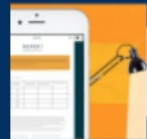
# Registration on EQAR



Initial application based on a review against ESG



Annual updates on registered-agency's activities



Substantive Change Reports (if the case)



Third-party complaints (if the case)



Periodic renewal (review against the ESG) every 5 years

Common  
Questions



## Common questions to review panels & QA agencies

- Whether and **how stakeholders, especially students, are involved in the governance bodies** of the agency (ESG 3.1.)
- Which of the **activities fall within the scope of the ESG** (ESG 3.1)
- **Publication of (negative) reports** (ESG 2.6)
- **Involvement of students and other actors in review panels** (ESG 2.4)



# European Framework for QA

## Osiguravanje kvalitete u obrazovanju

Melinda Szabó, Deputy Director EQAR  
19 January 2023

**Intro**

**Registration  
on EQAR**

**EHEA QA  
Framework**

**Challenges &  
Success  
factors**

eqar 



# EHEA QA Framework

- **ESG alignment:** one of the three EHEA key commitment on QA;
- all higher education institutions in a HE system are expected to be subject to a regular review against the ESG carried out by (an) agency/-ies listed in EQAR.
- 29 of the 47 EHEA higher education systems satisfy this requirement

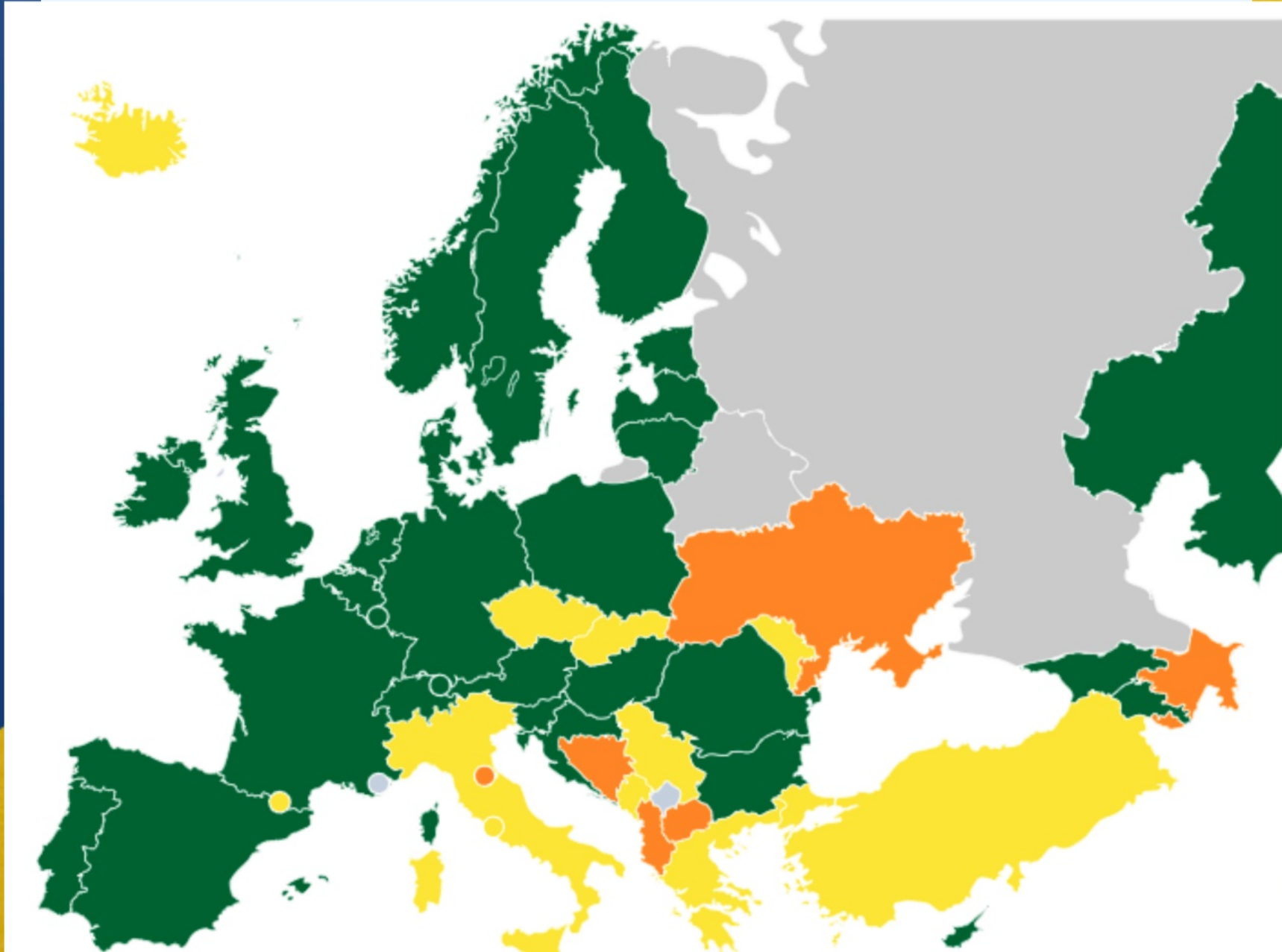
Key issues  
in QA

National QA  
Frameworks

Diversity of  
EQA  
Approaches



# Key Commitment: ESG-aligned QA





# Key issues

National approach to QA should reflect the diversity and the different missions of their higher education institutions;

In introducing EQA frameworks important to have:

- a broad stakeholder buy-in,
- a shared understanding of the purpose of QA
- a clear division of responsibilities

ESG designed to be sufficiently generic and adaptable to the various political, national and cultural contexts and respect the system and institutional diversity

# National QA Frameworks in EHEA

## Requirements for external QA:

- generally a combination of institutional and programme level external QA: 38 HE education systems
- institutional level external QA: audits (in Finland), institutional evaluations (in Iceland, Wales, Scotland and Northern Ireland) or institutional accreditation (in Turkey)
- programme level external QA: Poland & Ukraine



## Diversity of external QA approaches

- lighter form of programme level external QA (Netherlands & Portugal)
- programme level external QA occasionally required:
  - Belgium (Flemish Community), Croatia, Lichtenstein, Slovenia require external QA for the establishment of new programmes only;
  - Armenia, Switzerland require programme level accreditation for medical study programmes only;
  - Cyprus, Norway and Ireland require external QA of study programmes for institutions who do not (yet) have 'self-accreditation rights.
- a clustered form external QA at programme (subject or discipline) level:
  - Belgium - FR, France, Estonia and Hungary 1st and 2nd cycle;
  - Latvia, Lithuania and Romania 2nd cycle;
  - Croatia clustered evaluation of the 3rd cycle



# European Framework for QA

## Osiguravanje kvalitete u obrazovanju

Melinda Szabó, Deputy Director EQAR  
19 January 2023

**Intro**

**Registration  
on EQAR**

**EHEA QA  
Framework**

**Challenges &  
Success  
factors**

eqar 



# Challenges & success factors

## Challenges ahead:

- Possible revision of the ESG?
- QA of European Universities
- Integrating digitalisation tools
- Addressing micro-credentials
- Alternative providers

## Success factors:

- combining standards & monitoring
- combining monitoring & peer support
- balance standardisation and flexibility
- clear focus and lean structures
- an established QA system & quality culture



# European Framework for QA

## Osiguravanje kvalitete u obrazovanju

Melinda Szabó, Deputy Director EQAR  
19 January 2023

**Intro**

**Registration  
on EQAR**

**EHEA QA  
Framework**

**Challenges &  
Success  
factors**

eqar 