



European Association for  
Quality Assurance in Higher Education

Ms. Jolanta Silka  
Head  
Academic Information Centre (AIC)  
Valņu iela 2  
LV-1050 Riga  
Latvia

Brussels, 12 July 2023

**Subject: Statement on validation of the external review report of AIC**

Dear Ms. Jolanta Silka,

I am pleased to inform you that, at its meeting on 28 June 2023, the ENQA Agency Review Committee validated the external review report of AIC. The committee concluded that the report has been produced in accordance with the Guidelines for ENQA Agency Reviews and can thus be used to apply for ENQA membership and EQAR registration, as well as for any other purposes. This is in line with article 26, paragraph 2 of ENQA's Rules of Procedure, which states that the review report can be further used only once this statement of validation has been issued. The purpose of this statement is to set out the committee's views on the quality of the final report and consistency of the panel's evaluation on the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

The committee examined the provided review report and asked the panel for minor revisions on the following standards: ESG 3.4, and ESG 2.3.

On the ESG 3.4 Thematic analysis, the committee asked for the evidence part to be further clarified and connected to the conclusion part of the chapter, i.e., the panel should state clearly how it justifies its judgement on compliance.

Furthermore, regarding ESG 2.3 Implementing processes, the committee learned in the report that the agency implements no follow-up to the accreditation of a study programme abroad, while at the same time the panel listed no recommendations on this. The committee thus asked the panel to consider adding a related recommendation.

The committee received the final review report that addressed the additional requirements. The final review report can thus be further used to apply for ENQA membership and EQAR registration, as well as for any other purposes, as stipulated above.



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This statement will be published on ENQA's website as an annex to the review report.

Thank you for your trust placed in ENQA to conduct this review. If you have any further queries, please do not hesitate to contact the ENQA Secretariat.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Alastair Delaney', is written over a light blue horizontal line.

Mr. Alastair Delaney  
Chair of ENQA Agency Review Committee

Annex: Areas for development

## **Annex: Areas for development**

As outlined by the review panel and further discussed by the committee (where relevant), AIC is recommended to take appropriate action, in so far as it is empowered to do so, on the following issues:

### **ESG 3.3 Independence**

The agency is recommended to continue to pursue further increases in its independence from state institutions to define quality assurance procedures and assessment frameworks.

### **ESG 3.4 Thematic analysis**

The agency is recommended to regularly publish thematic analysis reports in line with the first reports which were in preparation at the moment of the ENQA review.

### **ESG 2.1 Consideration of internal quality assurance**

The agency is recommended to define an assessment framework in order to ensure that the Assessment of feasibility on changes in study fields considers all relevant standards of ESG Part 1 in order to guarantee that the study field stays ESG-compliant upon implementation of the proposed changes.

The agency is recommended to mention the requirement of a public quality assurance policy (ESG 1.1) explicitly in the Inclusion of a licensed study programme on the accreditation form of a study field and the Accreditation of foreign study programmes frameworks, the national qualification framework (ESG 1.2) in each assessment framework, focus more on assessment policies in all assessment frameworks, including a focus on student-centred assessment (ESG 1.3), and to add reference to public information (ESG 1.8) in the Inclusion of a licensed study programme on the accreditation form of a study field framework.

### **ESG 2.3 Implementing processes**

The agency is recommended to implement a follow-up process for the Accreditation of a study programme abroad.

### **ESG 2.4 Peer-review experts**

The agency is recommended to include student-members in all procedures involving external experts, in particular in the procedures for Inclusion of a licensed study programme in the accreditation form of study field and the Assessment of feasibility on changes in study field.

### **ESG 2.5 Criteria for outcomes**

The agency is recommended to make the guidelines for decisions of the Study Quality Commission more explicit, especially in so far it concerns compulsory tasks which may be required as a condition to sustain a positive accreditation decision.



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The agency is recommended to provide full and easily accessible information in English about the procedure and requirements it will apply in case of accreditation of study fields based on an external assessment by another EQAR-registered agency.

### **ESG 2.6 Reporting**

The agency is recommended to urgently publish accreditation decisions as they are communicated to the institution, including potential tasks and elements taken which are taken into account next to the published experts' reports.

### **ESG 2.7 Complaints and appeals**

The agency is recommended to publish the procedure to follow-up complaints concerning Latvian activities of the agency.

The agency is recommended to develop an appeals and complaints procedure for its accreditation procedure for foreign degrees.