



European Association for  
Quality Assurance in Higher Education

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Brussels, 30 June 2022

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

Dear Dr. Ruben Topchyan,

I am pleased to inform you that, at its meeting on 10 June 2022, the ENQA Agency Review Committee validated the external review report of ANQA. 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 made observations on the introduction to the review report and information provided on ESG 3.1. and asked the panel for minor revisions.

Furthermore, regarding ESG 3.1, the committee believes that the following suggestion is to become a recommendation, as listed in the below noted areas for development: "The panel suggests the agency to actively engage student representatives in QA-related discussions and increase student involvement in other relevant processes such as decision-making of accreditation, by including a student representative into the Accreditation Committee.". The panel namely raises the lack of student engagement in external QA on several occasions, such as the need to involve student representatives in ANQA's processes, bodies, and events.

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.

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



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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,

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), ANQA is recommended to take appropriate action, in so far as it is empowered to do so, on the following issues:

### **ESG 3.1 Activities, policy, and processes for quality assurance**

The panel recommends the agency to develop separate regulations and procedures for accreditation of HEIs and VETs to avoid possible confusion and better reflect the needs of the two sectors.

The panel recommends the agency to identify ways to involve international representatives in the agency's governance.

The panel recommends the agency to review its organizational chart and correctly reflect the current structure of the organization and display the reviewed version on the website.

The panel recommends the agency to conduct at least one pilot phase before implementing regulatory mechanisms for programme accreditation once it becomes mandatory.

The panel recommends the agency to actively engage student representatives in QA-related discussions and increase student involvement in other relevant processes such as decision-making of accreditation, by including a student representative into the Accreditation Committee.

### **ESG 3.4 Thematic analysis**

The panel recommends the agency to further work on broadening the thematic analysis by selecting and analysing various relevant aspects for the higher education sector. The themes could focus not only on accreditation processes (as it is now), but also analyse good practices and trends of the tertiary education system in Armenia, including through the findings of the external review reports.

### **ESG 3.5 Resources**

The panel recommends the agency to ensure that enough resources are available to extend its activities once the new Law on Education and Science is adopted.

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

The panel recommends the agency to review its criteria and standards in the view of addressing:

- publicly available regulations covering all the phases of the student life cycle (ESG 1.4);
- transparency of processes for recruitment and development of staff (ESG 1.5);
- communication of planned or taken actions to those concerned in the institutions (ESG 1.9);



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- clear definition of the period of EQA cycle and run procedures within it covering all HEIs in Armenia.

### **ESG 2.2 Designing methodologies fit for purpose**

The panel recommends the agency to pursue the dialog with the Ministry of Education and Science for linking the accreditation procedures to licensing of HEIs operation on the RA territory.

### **ESG 2.3 Implementing processes**

The panel recommends the agency to involve external experts in the follow-up process.

The panel keeps the 2017 ENQA recommendation regarding the follow-up procedure after 6 months, as it hasn't been addressed yet and is still relevant.

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

The panel recommends the agency to establish a clear and transparent complaints procedure and publish it on the website.