



European Association for
Quality Assurance in Higher Education

Prof. Emer. Mary Koutselini
President
Cyprus Agency of Quality Assurance and Accreditation in Higher Education (CYQAA)
Lemesou Avenue, 5
2112 Nicosia
Cyprus

Brussels, 19 January 2024

Subject: Statement on validation of the external review report of CYQAA

Dear Prof. Emer. Mary Koutselini,

I am pleased to inform you that, at its meeting on 10 January 2024, the ENQA Agency Review Committee validated the external review report of CYQAA. 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, 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 hereby notes that the methodology for ENQA Agency Reviews has been followed and has no further remarks on the final report.

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

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As outlined by the review panel and further discussed by the committee (where relevant), CYQAA 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 agency is recommended to adopt and publish annual activity plans operationalising its multi-annual strategic plan to demonstrate to its stakeholders how its goals are translated into actions and provide a sound basis for monitoring progress towards its goals and key performance indicators.

The agency is recommended to widen the stakeholder base that it formally engages with to ensure that all the higher education institutions, including the colleges and their students, are involved in its governance and evaluation processes. For the related recommendation regarding student experts involved in evaluation processes, see ESG 2.4.

ESG 3.3 Independence

Based on the changes proposed by CYQAA, the Law setting the framework for the agency's activities should be urgently amended to ensure that it is fully separated from the Ministry of Education, Sport and Youth in operational terms and, in particular, is able to recruit its own staff and manage its own full-fledged budget covering all of its operating expenses.

The agency is recommended to propose amendments to the Law that would allow it greater autonomy in modifying its external evaluation methodologies in response to developments in higher education and the feedback collected from its stakeholders.

ESG 3.6 Internal quality assurance and professional conduct

The agency is recommended to close the feedback loop to external evaluation committees on their performance and on the follow-up to their recommendations in evaluation reports.

The agency is recommended to put in place a mechanism for regular evaluation of the effectiveness of its internal governance.

ESG 2.2 Designing methodologies fit for purpose

To reduce the burden of external quality assurance on institutions, The agency is recommended to continue streamlining its evaluation processes, considering, in particular, the balance of cost and benefit

for universities undergoing both departmental and institutional evaluations in addition to programme evaluations, and review its evaluation criteria to eliminate any unnecessary overlap between those applied in all types of evaluation processes.

ESG 2.3 Implementing processes

The agency is recommended to publish on its website clear information about the follow-up stage of evaluation processes and all follow-up reports submitted by institutions so that all stakeholders are informed on improvements made by HEIs in response to outcomes of external evaluations.

ESG 2.4 Peer-review experts

The agency is recommended to expand membership of its external evaluation committees, in particular, for programme and departmental evaluations, to include employers representing non-regulated professions.

The agency is recommended to expand the pool from which student experts are selected to include candidates put forward by institutions other than the public universities.

The agency is recommended to provide annual training to its pool of student experts to maximise their involvement in, and contribution to external evaluations.

ESG 2.7 Complaints and appeals

The agency is recommended to establish (if necessary, on an ad hoc basis for a particular procedure) a separate appeals panel or body to ensure that an appeal on the basis of deviation from process is considered by a body other than the Council.