



European Association for  
Quality Assurance in Higher Education

Assoc. Prof. Pavel Zufan, President  
European Council for Business Education (ECBE)  
Avenue Louise 65, 1050 Brussels, Belgium

Gloucester, 8 March 2022

**Subject: ENQA Board's decision on discontinuation of the external review of ECBE**

Dear Assoc. Prof. Pavel Zufan,

We would like to inform you that, at its meeting on 8 March 2022, the ENQA Board discussed the external review of ECBE, following the outcome of the agency's complaint on the conduct of the review process. The Board's decision on the complaint, dated 7 December 2021, confirms procedural irregularities in the review process and proposed to ECBE that the review process be discontinued by mutual consent which you have agreed to. The following sets out a formal record of the basis for the decision.

In their decision on the complaint, the Board considered the conclusion of the independent Appeals and Complaints Committee (ACC) that the decision of the Board to appoint two additional experts to the panel during the review fell outside the Guidelines for ENQA Agency Review.

The ACC identified that the formally established review process should have been followed (see section 6.4.4. of the Guidelines for ENQA Agency Reviews): "If the ERR's contents, or the way in which the review was conducted, do not, in the Board's opinion, allow it to come to a conclusion, the Board may decide what additional information is required. This may comprise further documentary evidence, additional information from the review panel (or the review coordinator) or the agency itself, or information to be acquired during an additional visit to the agency (lasting normally one day), carried out by the review chair and the review secretary if needed, to complete the assessment on compliance." Nevertheless, at the same time, in their report the ACC noted: "...as the procedural irregularities led to a more positive solution for the complainant, the ACC does not consider it necessary to reverse the panel's report or ENQA's decisions".

As the ACC did not concur with the other elements of the agency's complaint, this was therefore dismissed by the Board as stated in the letter dated 7 December 2021.

Following the Board's proposal to discontinue the review process, ECBE accepted the proposal on 24 December 2021, thus the Board concludes that the external review of ECBE should be terminated. Consequently, no review report of ECBE should be published on ENQA's website, and the agency reimbursed the full amount of the review fee.



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I regret that the review process could not be concluded in the planned terms. I can assure you that the Board's decision to appoint two additional members of the panel represents an effort to strengthen the consistency element of the evaluation of agency's compliance with the ESG and was done with the intention of achieving a fair outcome for ECBE.

If you have any further queries, please do not hesitate to contact the ENQA Secretariat.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Douglas Blackstock', is written over a light blue horizontal line.

Douglas Blackstock  
President