



European Association for
Quality Assurance in Higher Education

Mr. Kenneth Vall
President
The European Council on Chiropractic Education (ECCE)
Charlottenstraße 32
40210 Düsseldorf
Germany

Brussels, 29 September 2023

Subject: Membership of ECCE in ENQA

Dear Mr. Kenneth Vall,

I am pleased to inform you that, at its meeting of 21 September 2023, the Board of ENQA took the decision to grant the ECCE membership of ENQA for five years from that date. The Board concluded that ECCE is in compliance with the *Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015)*, following the receipt of the external review report validated by the ENQA Agency Review Committee, and the agency's motivation letter, thus fulfilling the membership criteria according to article 6, paragraph 1 of ENQA's Rules of Procedure.

The Board would draw your attention to three areas that were identified in the Board's decision as needing rapid attention. The standards that require further attention by the agency are the ESG 3.1, ESG 3.3, and ESG 2.7:

- Regarding ESG 3.1 Activities, policy, and processes for quality assurance, the Board urges the agency to address the clarity and explicitness of its goals and objectives that should be part of the agency's publicly available mission statement and effectively translated into the agency's daily work.
- On ESG 3.3 Independence, the Board concurs with the panel's findings and asks the agency to urgently reconsider the agency's composition of its various committees, and their roles and responsibilities in order to increase the guarantees for independence of the agency's operations.
- In relation to ESG 2.7 Complaints and appeals, the Board asks the agency to define its complaints and appeals processes more clearly, communicate these processes to all relevant stakeholders, and reconsider the composition of the agency's Appeals and Complaints Committee in light of its independence.

The Board strongly encourages the agency to provide sufficient attention to these recommendations and implement them. Should this not be addressed in a timely manner, the agency's compliance with the ESG and the linked membership with ENQA might be put at risk.

The Board would like to receive a follow-up report within two years of the validation of the final external review report, i.e., by December 2024 where the ENQA Board expects ECCE to demonstrate that it has addressed the panel's recommendations.

The Board also strongly encourages ECCE to take advantage of the voluntary progress visit – an enhancement led feature in the review process. The visit would take place in about two to three years' time after the validation of the final external review report (and after submission of the follow-up report). The ENQA Secretariat will be in touch with you in about a year's time to discuss this possibility. The cost of this visit has already been included as part of the review fee and are non-refundable except for the travel costs of the experts. More information about the progress visit can be found in the Guidelines for ENQA Agency Reviews.

I would strongly encourage you to take advantage of the follow-up report and progress visit as a means of furthering your objectives and securing a higher level of alignment with the ESG.

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

Once again, please accept my congratulations for the confirmation of membership of ECCE.

Yours sincerely,



Douglas Blackstock
President

Annex: Areas for development

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As outlined by the review panel, ECCE is recommended to take appropriate action, 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 streamline the mission and vision statements in the different documents ECCE is publishing.

The agency is recommended to translate the broad goals and objectives into a clear and future-proof strategy, which is also translated into the daily work of the agency.

The agency is recommended to develop more flexible appointment procedures for student-members, in order to be able to replace a student-member as soon as a position becomes vacant.

ESG 3.3 Independence

The agency is recommended to urgently reconsider its processes, composition of committees, roles and responsibilities in order to increase the guarantees for independence in its operations.

ESG 3.5 Resources

The agency is recommended to reflect strategically on whether it wants to increase its incomes and/or find operational collaboration with another structure to reduce dependence on a limited number of people.

ESG 3.6 Internal quality assurance and professional conduct

The agency is recommended to make explicit how results of internal quality assurance processes are processed and lead to quality improvements.

The agency is recommended to extend the scope of stakeholders to gather feedback from (e.g. students in member institutions and professionals, next to sector organisations), and to add key performance indicators and evaluation of whether these indicators are achieved.

ESG 2.1 Consideration of internal quality assurance

The agency is recommended to integrate a reference to the relevant national qualifications' frameworks for higher education and the Framework for Qualifications of the European Higher Education Area in Standard 2.8 itself, and not only in an Annotation.

The agency is recommended to continue to train all stakeholders on the concept of student-centred learning, and how this concept may be combined with care for patients' health.

ESG 2.2 Designing methodologies fit for purpose

The agency is recommended to clarify in which cases a programme would be required to undergo an earlier ECCE re-accreditation because 'major issues arise as part of the annual monitoring process, and which procedure would be applicable in this case.

ESG 2.4 Peer-review experts

The agency is recommended to make sure to involve enough experts from beyond the small chiropractic community in the review processes.

ESG 2.5 Criteria for outcomes

The agency is recommended to provide clear guidance for accreditation decisions in cases where the maximum duration of 8 year is not granted.

ESG 2.6 Reporting

The agency is recommended to add a summary of the findings of the report, including the specific characteristics of the programme under review in order to provide (potential) students accessible and objective information.

ESG 2.7 Complaints and appeals

The agency is recommended to clearly define the concepts of appeal and complaint.

The agency is recommended to allow appeal to question formal outcomes.

The agency is recommended to reconsider the compositions of the Appeals and Complaints Committee in order to guarantee a more independent composition of the Committee.