



European Association for  
Quality Assurance in Higher Education

Mr Henning Schäfer  
Managing Director  
Central Agency for Evaluation and Accreditation (ZEvA)  
Lilienthalstraße 1, D-30179 Hannover  
Germany

Gloucester, 17 September 2021

**Subject: Reconfirmation of membership of ZEvA in ENQA**

Dear Mr Henning Schäfer,

I am pleased to inform you that, at its meeting of 13-14 September 2021, the Board of ENQA agreed to reconfirm the ZEvA membership of ENQA for five years from that date. The Board concluded that ZEvA is in compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015) and thus fulfils the membership criteria according to article 6, paragraph 1 of ENQA's rules of procedure.

The Board would like to receive a follow-up report within two years of its decision, i.e. by September 2023.

The Board also encourages ZEvA 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 from this decision. The ENQA Secretariat will be in touch with you in about a year's time to discuss this possibility. The costs of this visit have 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.

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

Please accept my congratulations for the re-confirmation of membership of ZEvA.

Yours sincerely,

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

Douglas Blackstock  
President

Annex: Areas for development

## **Annex: Areas for development**

As outlined by the review panel, ZEvA 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 formalise the approach to agreeing, documenting and monitoring progress towards the strategic priorities of the agency.

The agency is recommended to review and ensure a shared understanding of the responsibilities of its board, commissions and management following a period of major change, including responsibility for approving new and revised external quality assurance methodologies.

### **ESG 3.4 Thematic analysis**

The agency is recommended to develop, assign resources to, and implement a plan for thematic analysis of findings from across the range of the agency's QA procedures.

### **ESG 3.6 Internal quality assurance and professional conduct**

The agency is recommended to complete the review of operating procedures used by staff to guide the delivery of external quality assurance activities and monitor the effectiveness of their implementation.

The agency is recommended to formalise and systematise the way in which feedback from stakeholders informs the agency's approach to strategic development and internal quality assurance.

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

The agency is recommended to establish a systematic approach to periodically and comprehensively reviewing each of the external quality assurance methodologies operated by the agency.

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

The agency is recommended to clarify its expectations for experts to engage with training, including a more robust mandatory requirement for newer experts to undertake initial training, and implement systems to record experts' engagement with training in order to monitor that these expectations are met.

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

The agency is recommended to further develop the complaints and appeals procedure to include a more detailed operating procedure, the point of submission, expected timescales and authority delegated by the Board of Trustees to other governance and management bodies in handling complaints and appeals.