



European Association for  
Quality Assurance in Higher Education

Mr. Paul Thijssen  
Director  
Netherlands Quality Agency (NQA)  
Catharijnesingel 56-6  
3511 RE Utrecht  
The Netherlands

Brussels, 6 November 2023

**Subject: Membership of NQA in ENQA**

Dear Mr. Paul Thijssen,

I am pleased to inform you that, at its meeting of 25 October 2023, the ENQA Board agreed to reconfirm NQA's membership in ENQA for five years from that date. The Board concluded that NQA 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 I of ENQA's Rules of Procedure.

The Board wishes to use this opportunity to note the agency's strengths as identified in the review report under the ESG 3.6 Internal quality assurance and professional conduct, foremost on the professional conduct of NQA staff, and the agency's commitment to ensure the quality and consistency of the work of panel secretaries.

Regarding ESG 2.7 Complaints and appeals, the Board urges the agency to separate and revise the appeals and complaints procedures, communicate the changes to all relevant stakeholders, and address the angle of impartiality more broadly across these procedures (in this regard, see also the panel's recommendation on communication on separation of consultancy and assessment activities under the ESG 3.1 Activities, policy, and processes for quality assurance).

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 June 2025 where the ENQA Board expects NQA to demonstrate that it has addressed the panel's recommendations.



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The Board also strongly encourages NQA 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.

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

Please accept my congratulations for the re-confirmation of NQA's membership in ENQA. We look forward to continuing our valuable cooperation.

Yours sincerely,

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

Douglas Blackstock  
President