

External review of the Independent Agency for Accreditation and Rating (IAAR) by the European Association for Quality Assurance in Higher Education (ENQA)

Annex I: TERMS OF REFERENCE May 2020

I. Background and context

The Independent Agency for Accreditation and Rating (IAAR) is an international accreditation agency for the quality assurance of education (founded in November 24, 2011). IAAR is a nonprofit organisation which created to improve the competitiveness of higher education institutions and educational programmes on national and international levels by conducting the procedures of accreditation and academic rankings. The IAAR goal is to ensure the high quality of educational services based on international institutional and programme accreditation of educational organisations and conducting rating research.

Our mission:

Continuous support and promotion of a quality culture in the field of education, with the aim of increasing the competitiveness of educational services at the national and international levels, based on ongoing measures of the external quality assurance of education.

IAAR's main activities are based on:

- ✓ International institutional and programme accreditation of higher and postgraduate, technical and vocational, additional education, research organisations and international schools
- ✓ Development of standards and guidelines for the quality assurance of education in accordance with international standards and guidelines
- ✓ Dissemination of international best practices in quality assurance in the activities of educational organisations
- ✓ Training and professional development of experts (reviewers) in the field of quality assurance
- ✓ Participation in researches, international projects and conducting international conferences and forums
- ✓ Development of scientific, methodological and informational publications
- ✓ Rating studies in the field of higher and postgraduate, technical and vocational education

IAAR Strategic Objectives:

- ✓ Continuous activities to develop a quality assurance system of education in the national and international educational space
- ✓ Monitoring of the quality assurance of education and bringing the best international experience to the development of national systems of educational organisations

- ✓ Conducting rating research in the field of higher, technical and vocational education, with the aim of increasing the competitiveness of educational institutions and their recognition in the international educational space
- ✓ Timely informing the public about the results of the quality assessment of the activities of educational organisations and the development of feedback, based on the implementation of the principles of transparency and reliability
- ✓ IAAR is a recognised international accreditation agency

IAAR has been a member of ENQA since 2016 and is applying for ENQA renewal of membership.

IAAR has been registered on the European Quality Assurance Register for Higher Education (EQAR) since 2017 and is applying for renewal of EQAR registration.

2. Purpose and scope of the evaluation

This review will evaluate the extent to which IAAR fulfils the requirements of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). Consequently, the review will provide information to the Board of ENQA to aid its consideration of whether membership of IAAR should be reconfirmed and to EQAR to support IAAR application to the register.

2.1 Activities of IAAR within the scope of the ESG

In order for IAAR to apply for ENQA membership and for registration in EQAR, this review will analyse all activities of IAAR that are within the scope of the ESG, i.e. reviews, audits, evaluations or accreditation of higher education institutions or programmes that relate to teaching and learning (and their relevant links to research and innovation). This is independent of whether the activities are carried out within or outside the EHEA and whether they are obligatory or voluntary.

The following activities of IAAR have to be addressed in the external review:

- Institutional Accreditation in the Republic of Kazakhstan (including Ex-Ante)
- Programme Accreditation in the Republic of Kazakhstan (including Ex-Ante)
- Cross-Border Institutional Accreditation
- Cross-Border Programme Accreditation (including Ex-Ante)
- Institutional Accreditation of the Organisation of Continuing Education in the Republic of Kazakhstan
- Accreditation of Programmes in Management Studies, Economics, Law and Social Science (with FIBAA)

- Joint International Accreditation of Educational Programmes (with ACQUIN)
- Programme accreditation at higher education institutions in the Kyrgyz Republic
- Accreditation of Medical Institutions of Education (including all forms of procedures developed for medical accreditation within Kazakhstan or cross-border)

3. The review process

The review will be conducted following the methodology of ENQA Agency Reviews. The process is designed in line with the Guidelines for ENQA Agency Reviews and the requirements of the EQAR Procedures for Applications.

The evaluation procedure consists of the following steps:

- Formulation of the draft Terms of Reference for the review;
- Finalising the Terms of Reference for the review following EQAR's Eligibility Confirmation (if relevant);
- Nomination and appointment of the review panel;
- Self-assessment by IAAR including the preparation and publication of a self-assessment report;
- A site visit by the review panel to IAAR;
- Preparation and completion of the final evaluation report by the review panel;
- Scrutiny of the final evaluation report by the ENQA Review Committee;
- Analysis of the scrutiny by the Board of ENQA and their decision regarding ENQA membership;
- Follow-up of the panel's and/or the Board's recommendations by the agency, including a voluntary progress visit.

3.1 Nomination and appointment of the review team members

The review panel consists of four members: one or two quality assurance experts (at least one of which is currently employed by an ENQA member agency), an academic employed by a higher education institution, a student member, and eventually a labour market representative (if requested). One of the members will serve as the chair of the review panel, and another member as a review secretary. For ENQA Agency Reviews at least one of the reviewers is an ENQA nominee (most often the QA professional[s]). At least one of the reviewers is appointed from the nominees of either the European University Association (EUA) or the European Association of Institutions in Higher Education (EURASHE), and the student member is always selected from among the ESU-nominated reviewers. If requested, the labour market representative may come from the Business Europe nominees or from ENQA. An additional panel member may be included in the panel at the request of the agency under review. In this case, an additional fee to cover the reviewer's fee and travel expenses is applied.

The panel will be supported by the ENQA Secretariat review coordinator who will monitor the integrity of the process and ensure that ENQA's requirements are met throughout the process. The ENQA staff member will not be the secretary of the review and will not participate in the discussions during the site visit interviews.

Current members of the Board of ENQA are not eligible to serve as reviewers.

ENQA will provide IAAR with the list of suggested experts and their respective curricula vitae to establish that there are no known conflicts of interest. The experts will have to sign a non-conflict of interest statement as regards the IAAR review.

3.2 Self-assessment by IAAR, including the preparation of a self-assessment report

IAAR is responsible for the execution and organisation of its own self-assessment process and shall take into account the following guidance:

- Self-assessment is organised as a project with a clearly defined schedule and includes all relevant internal and external stakeholders;
- The self-assessment report is broken down by the topics of the evaluation and is expected to contain, among others: a brief description of the national HE and QA system; background description of the current situation of the Agency; an analysis and appraisal of the current situation; proposals for improvement and measures already planned; a SWOT analysis; each criterion (ESG part II and III) addressed individually. All agency's QA activities (whether within their national jurisdiction or outside of it, and whether obligatory or voluntary) will be described and their compliance with the ESG analysed.
- The report is well-structured, concise and comprehensively prepared. It clearly demonstrates the extent to which IAAR fulfils its tasks of external quality assurance and meets the ESG and thus the requirements of ENQA membership.
- The self-assessment report is submitted to the ENQA Secretariat which has four weeks to pre-scrutinise it before forwarding the report to the panel of experts. The purpose of the pre-scrutiny is to ensure that the self-assessment report is satisfactory for the consideration of the panel. The Secretariat will not judge the content of information itself but whether the necessary information, as stated in the Guidelines for ENQA Agency Reviews, is present. For the second and subsequent reviews, the agency is expected to enlist the recommendations provided in the previous review and to outline actions taken to meet these recommendations. In case the self-assessment report does not contain the necessary information and fails to respect the requested form and content, the ENQA Secretariat reserves the right to reject the report and ask for a revised version within two weeks. In such cases, an additional fee of 1000 EUR will be charged to the agency.
- The report is submitted to the review panel a minimum of six weeks prior to the site visit.

3.3 A site visit by the review panel

The review panel will draft a proposal of the site visit schedule which shall be submitted to the agency at least two months before the planned dates of the visit. The schedule is to include an indicative timetable of the meetings and other exercises to be undertaken by the review panel during the site visit, the duration of which is usually 2,5 days. The approved schedule shall be given to IAAR at least one month before the site visit, in order to properly organise the requested interviews.

The review panel will be assisted by IAAR in arriving in Nur-Sultan, Kazakhstan.

The site visit will close with a final de-briefing meeting outlining the panel's overall impressions but not its judgement on the ESG compliance of the agency or the granting or reconfirmation of ENQA membership.

3.4 Preparation and completion of the final evaluation report

On the basis of the review panel's findings, the review secretary will draft the report in consultation with the review panel. The report will take into account the purpose and scope of the evaluation as defined under articles 2 and 2.1. It will also provide a clear rationale for its findings concerning each ESG. A draft will first be submitted to the ENQA review coordinator who will check the report for consistency, clarity and language, and it will be then submitted to IAAR usually within 10 weeks of the site visit for comment on factual accuracy. If IAAR chooses to provide a position statement in reference to the draft report, it will be submitted to the chair of the review panel within two weeks after the receipt of the draft report. Thereafter, the review panel will take into account the statement by IAAR and finalise and submit the document to ENQA.

The report is to be finalised within three months of the site visit and will normally not exceed 40 pages in length.

When preparing the report, the review panel should also bear in mind the EQAR Policy on the Use and Interpretation of the ESG to ensure that the report will contain sufficient information for the Register Committee for application to EQAR.

For the purpose of applying for ENQA membership, IAAR is also requested to provide a letter addressed to the Board of ENQA outlining its motivation for applying for membership and the ways in which IAAR expects to contribute to the work and objectives of ENQA during its membership. This letter will be taken into consideration by the Board of ENQA together with the final evaluation report when deciding on the agency's membership.

4. Follow-up process and publication of the report

IAAR will receive the expert panel's report and publish it on its website once the Board of ENQA has made its decision. The report will also be published on the ENQA website, regardless of the review outcome and decision by the Board. IAAR commits to preparing a follow-up plan in which it addresses the recommendations of the review panel and to submitting a follow-up report to the Board of ENQA within the timeframe indicated in the Board's decision on membership. The follow-up report will be published on the ENQA website, in addition to the full review report and the Board's decision.

The follow-up report could be complemented by a small-scale progress visit to the agency performed by two members of the original panel (whenever possible). This visit will be used to discuss issues, based on the ESG, considered to be of particular importance or a challenge to IAAR. Its purpose is entirely developmental and has no impact on the judgement of membership and/or judgment of compliance of the agency with the ESG. Should the agency not wish to take advantage of this opportunity, it may opt out by informing the ENQA Review Coordinator about this.

5. Use of the report

ENQA shall retain ownership of the report. The intellectual property of all works created by the expert panel in connection with the review contract, including specifically any written reports, shall be vested in ENQA.

The review report is used by the Board of ENQA for the purpose of reaching a conclusion on whether IAAR is in compliance with the ESG and can thus be admitted/reconfirmed as a member of ENQA. The report can also be used for registration on EQAR, and is designed to serve these two purposes. However, the review report is to be considered final only after being approved by the Board. Once submitted to ENQA and until it is approved by the Board, the report may not be used or relied upon by IAAR, the panel, or any third party and may not be disclosed without the prior written consent of ENQA. The approval of the report is independent of the decision of the ENQA Board on membership.

6. Budget

IAAR shall pay the review related fees as specified in the contract between ENQA and IAAR.

It is understood that the fee of the progress visit is included in the overall cost of the review and will not be reimbursed in case the agency does not wish to benefit from it.

In the event of a second site visit required by the board of ENQA and aiming at completing the assessment of compliance, and should the agency accept a second visit, an additional fee of 500 EUR per expert, as well as the travel and subsistence costs related to the second site visit will be charged to the agency.

7. Indicative schedule of the review

Agreement on terms of reference	May 2020
Appointment of review panel members	September 2020
Self-assessment completed	30 November 2020
Pre-screening of SAR by ENQA coordinator	December 2020
Preparation of site visit schedule and indicative timetable	January 2021
Briefing of review panel members	February 2021
Review panel site visit	March 2021
Draft of evaluation report and submitting it to ENQA coordinator for pre-screening	Early May 2021
Draft of evaluation report to IAAR	June 2021
Statement of IAAR to review panel if necessary	June 2021
Submission of final report to ENQA	July 2021
Consideration of the report by Board of ENQA	September 2021
Publication of report	September/October 2021