

Dr Anne Flierman
Chairman
Parkstraat 28 / Postbus 85498
2508 CD The Hague
The Netherlands

Dublin, 26 September 2017

Subject: Reconfirmation of membership of NVAO in ENQA

Dear Anne,

I am pleased to inform you that, at its meeting of 13 September 2017, the Board of ENQA agreed to reconfirm the NVAO membership of ENQA for five years from that date.

The ENQA Board concluded that NVAO is in substantial compliance with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015). The Board would like to receive a follow-up report on the recommendations in the panel report (as outlined in the annex attached) within two years of its decision, i.e. by September 2019.

In addition, the Board recommends that you consider taking advantage of the new ENQA procedure, i.e. a progress visit. The visit would take place after the submission of the follow-up report, in about two 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 NVAO.

Yours sincerely,



Padraig Walsh
President

Annex: Areas for development

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As outlined by the review panel, NVAO is recommended to take appropriate action, so far as it is empowered to do so, on the following issues:

ESG 2.3 – It is recommended that NVAO remains sensitive regarding issues of implementation as experienced by stakeholders and adopts a clearer terminology to differentiate between substantively different approaches to follow up of decisions.

ESG 2.5 – NVAO is recommended to reflect on the grading system as presently applied and to consider making it as straightforward as necessary for the purpose of yes/no/conditional accreditation.

ESG 2.6 – It is recommended that NVAO analyses the actual and potential readership of its reports and their needs, and develops new means to reach a readership among students and employers.

ESG 2.7 – It is recommended that NVAO develops a complaint procedure and opens a section ‘Complaints and appeals’ on its website with appropriate formats for complaints and appeals.

ESG 3.1 – It is recommended that NVAO prepares coherent development plans on the future short-term and long-term development of accreditation processes in Flanders and The Netherlands, on the basis of comprehensive evaluations of the NL- and FL-pilots and taking into account expectations about quality assurance in higher education by all relevant stakeholders.

ESG 3.4 – It is recommended that NVAO reviews the approach to thematic analysis and in consultation with stakeholders, identifies a common purpose and a means to regularize processes and priorities in this area.

ESG 3.6 – NVAO is recommended to remain alert on loose loops in the plan-do-check-act-cycle of the quality assurance system.