

**Approval of the Application
by National Agency for Higher Education Quality
Assurance (NAQA)
for Inclusion on the Register**

Register Committee
21 – 22 September 2026

Ref. RC51/A177
Ver. 1.0
Date 2026-10-05
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Application of:	2025-06-26		
Agency registered since:	n/a		
Type of review:	Full	Site visit:	2025-12-11
External review report of:	2026-06-26	Submitted:	2026-07-09
Review coordinated by:	European Association for Quality Assurance of Higher Education (ENQA)		
Review panel members:	Artur Davtyan, Marie Gould, Nuria Comet, Oliver Vettori		
Decision of:	2026-09-22		
Registration until:	2031-09-30		
Absented themselves from decision-making:	Bjørn Stensaker (EQAR President)		
Attachments:	1. External Review Report, 2026-06-26		

1. The application of 2025-06-26 adhered to the requirements of the EQAR Procedures for Applications.
2. The Register Committee confirmed eligibility of the application on 2025-07-22.
3. The Register Committee considered the external review report of 2026-06-26 on the compliance of NAQA with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015 version).

Analysis:

4. In considering NAQA's compliance with the ESG, the Register Committee took into account *study programme accreditation*, the only activity the agency conducts.
5. The Register Committee learned by the report that NAQA is currently developing a procedure for institutional accreditation. The Committee expects that NAQA informs EQAR, through a substantive change report, once this new activity is introduced.

6. The Register Committee found that the report provides sufficient evidence and analysis on NAQA's level of compliance with the ESG.

7. With regard to the specific European Standards, the Register Committee considered the following:

ESG 2.3 – Implementing processes

8. The Register Committee learned from the panel's analysis that NAQA's review process is clearly defined, consistently implemented, and published. The Committee, however, understood that the follow-up stage, though defined in current regulations, is only conducted in pilot tests. A consistent, systematic approach is not yet in place and a full implementation is scheduled for 2026.

9. The Register Committee acknowledged the planned full implementation of follow-up procedures. It, however, emphasised that these changes are yet to be carried out in practice and assessed by a review panel.. **The Register therefore concurred with the panel that NAQA complies only partially with ESG 2.3.**

ESG 2.5 – Criteria for outcomes

10. The Register Committee learned that NAQA's criteria are clearly defined and publicly available. The Committee, however, acknowledged the panel's concerns regarding the consistency of decisions across the Sectoral Experts Councils (SECs), given the absence of specific mechanisms to ensure alignment among them.

11. While the Register Committee concurred with the panel's judgement and found the agency to be compliant with the standards, it highlighted the panel's recommendation on the importance of NAQA to ensure consistent application of accreditation criteria across different sectors.

ESG 2.7 – Complaints and appeals

12. The Register Committee noted from the panel's analysis that while NAQA processes complaints in accordance with the Law of Ukraine on Citizens' Appeals, it does not have a formal, clear and comprehensive complaints procedure. **Considering the lack of such a procedure, the Register Committee concurred with the panel and found the agency to be partially compliant with the standard.**

ESG 3.5 – Resources

13. The Register Committee noted that the agency has sufficient financial and human resources to carry out its activities, with a certain level of risk in human resources management due to high workload and staff turnover.

14. While the Register Committee concurred with the panel's judgement and found the agency to be compliant with the standard, it highlighted the panel's recommendation that NAQA should adopt a risk-based approach to

management of both human and financial resources to ensure the sustainability of the agency's activities.

ESG 3.6 – Internal quality assurance and professional conduct

15. The Register Committee learned from the panel's analysis that the agency has an internal quality assurance policy in place to ensure quality and integrity of its activities. The Committee further noted the panel's emphasis on the space for improvement regarding processes for planning staff development and cyclical enhancement.

16. While the Committee concurred with the panel's judgement and found the agency to be compliant with the standard, it highlighted the panel's recommendation that NAQA should further strengthen its internal quality assurance system, by establishing clear performance indicators across all processes and systematically track improvements driven by stakeholders feedback.

17. For the remaining standards, the Register Committee was able to concur with the review panel's analysis and conclusion without further comments.

Conclusion:

18. Based on the external review report and the considerations above, the Register Committee concluded that NAQA demonstrated compliance with the ESG (Parts 2 and 3) as follows:

Standard	Review panel conclusion	Register Committee conclusion
2.1	Compliance	Compliance
2.2	Compliance	Compliance
2.3	Partial compliance	Partial compliance
2.4	Compliance	Compliance
2.5	Compliance	Compliance
2.6	Compliance	Compliance
2.7	Partial compliance	Partial compliance
3.1	Compliance	Compliance
3.2	Compliance	Compliance
3.3	Compliance	Compliance
3.4	Compliance	Compliance
3.5	Compliance	Compliance
3.6	Compliance	Compliance
3.7	(not expected)	Compliance (by virtue of applying)

19. The Register Committee considered that NAQA only achieved partial compliance with some standards. In its holistic judgement, the Register

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Committee concluded that these are specific and limited issues, but that NAQA complies substantially with the ESG as a whole.

20. The Register Committee therefore approved NAQA's application for inclusion on the Register. NAQA's inclusion shall be valid until 2031-09-30¹.

21. The Register Committee further underlined that NAQA is expected to address the issues mentioned appropriately and to resolve them at the earliest opportunity.

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¹ Inclusion is valid for five years from the date of the decision by the Register Committee, see §3.26 of the EQAR Procedures for Applications.