

Decision on the Substantive Change Report by Evaluation Agency Baden-Württemberg (evalag)

Register Committee
11-12 December 2023

Ref. RC41/C107
Ver. 1.0
Date 2023-12-12
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Decision of:	2023-12-12
Result:	Take note + further report
Report received on:	2023-11-10
Agency registered since:	2009-09-01
Last external review report:	2019-06-20
Registration until:	2024-06-30
Absented themselves from decision-making:	n/a
Attachments:	1. Substantive Change Report, 2023-11-10

1. The Register Committee considered the Substantive Change Report of 2023-11-10. The report was submitted in the context of evalag's current application for renewal of registration based on a targeted review.
2. The Register Committee took note of the update of the Complaints and Appeals Procedure (ESG 2.7) based on the changes made earlier in 2023 and the creation of the Certification Commission (see [change report 2023-06-14](#) point A1).
3. The Committee expects that this activity will be analysed in full as part of evalag ongoing renewal of registration, as this has been already included in the Tripartite Terms of Reference between EQAR, evalag and the review coordinator, ENQA.

EQAR Substantive Change Report

Reference #	25907603
Status	Complete
Agency #1	evalag Evaluation Agency Baden-Württemberg
Agency acronym	evalag
Expiry date #1	30/06/2024
Contact #1	Sibylle Jakubowicz / Petra Gerlach
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Other organisations?	No
A. Has the organisational identity of the registered agency changed?	No
B. Has the organisational structure changed?	No
C. Changes in EQA activities	2. Substantive changes carried out to one or several existing external QA activities (e.g. changes to their methodology, criteria or procedures)
Description new/changed	<p>This substantive change refers to ESG 2.7. In addition to the previous bodies of evalag (Foundation Board, Accreditation Commission, Complaints and Appeals Commission) the Certification Commission was established earlier in 2023. Therefore the Complaints and Appeals Procedure had to be updated. On 10 November 2023 the Foundation Board of evalag decided on the updated Complaints and Appeals Procedure. See:</p> <p>https://www.evalag.de/en/services/accreditation/complaints-procedure</p> <p>(As part of the ongoing ENQA Targeted Review,</p>

evalag will present the updated pro-cedure to the panel.)

2. Changed EQA activity

1 not applicable

ESG 2.1 not applicable

ESG 2.2 not applicable

ESG 2.3

1 <https://www.evalag.de/en/services/accreditation/complaints-procedure>

ESG 2.4 not applicable

ESG 2.5 not applicable

ESG 2.6

1 not applicable

D. Activity outside the scope of the ESG No

File #1 [evalag_complaints_and_appeals_procedure_231110.pdf \(119 KB\)](#)

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Last Update 2023-11-10 17:02:18

Start Time 2023-11-10 16:59:59

Finish Time 2023-11-10 17:02:18

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