

Decision on the Substantive Change Report by The Canarian Agency for Quality Assessment and Accreditation (ACCUEE)

Register Committee

Ref. RC/C108

Ver. 1.0

Date 2024-02-29

Page 1 / 1

Decision of:	2024-03-04
Result:	Take note
Report received on:	2023-11-17
Agency registered since:	2022-10-01
Last external review report:	2022-10-26
Registration until:	2027-10-31
Absented themselves from decision-making:	n/a
Attachments:	1. Substantive Change Report, 2023-11-17

1. The Register Committee considered the Substantive Change Report of 2023-11-17.
2. The Register Committee took note of the agency's own ex-ante verification and modification procedures, that were modelled after ANECA's VERIFICA and MONITOR procedures and carried out with the current protocols of the Spanish Network of University Quality Assurance Agencies (REACU).
3. The Committee further took note that the mapping of ACCUEE standards for these procedures against Part 1 of the ESG has been presented in their last self-assessment report and covered in the last external review report (see [External Review Report from 2022-10-26](#)). Therefore, the Register Committee had no prima facie concerns that ACCUEE complies with the ESG.
4. **The Register Committee expects that the new activities, verification and modification, will be analysed in full against ESG 2.1 – 2.7 as part of the next external review of ACCUEE.**
5. The Register Committee further understood that ACCUEE has made changes in their internal complaints and appeals processes, based on the recommendations by the last Register Committee decision and the recommendations by the external review report. The Register Committee expects ACCUEE to submit a substantive change report and inform EQAR on the changes made in relations to ESG 2.7.

EQAR Substantive Change Report

Agency #1	The Canarian Agency for Quality Assessment and Accreditation
Agency acronym	ACCUEE
Expiry date #1	31/10/2027
Contact #1	José Saturnino Martínez García
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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	1. One or several new external QA activities were introduced
Description new/changed	<p>After our validation by ENQA and registration in EQAR, we are able to manage two processes that until now were being applied by ANECA in our universities: Verification and Modification. These processes already exist in our universities and are carried out with the current protocols of the Spanish Network of University Quality Assurance Agencies (REACU), which are those that by regulation are applied in all Spanish quality agencies registered in EQAR.</p> <p>The activity is reflected in the ACCUEE SAR on pages 40-41 under 'Design and implementation of the Agency's EQA Activities' and was even reviewed by the ENQA panel during their visit.</p> <p>Link: https://www3.gobiernodecanarias.org/</p>

1. New EQA activity:

1

Verification

2

Modification

Focus

study programmes or higher education institutions

ESG 2.1

The Spanish Network of University Quality Assurance Agencies (REACU), formed by ANECA and the University Quality Assurance Agencies, has drawn up the Assessment Protocols for the verification and modification of Bachelor's, Master's and Doctoral Degrees.

The protocols are therefore the same as those used in all Spanish agencies registered in EQAR and which have been validated. In addition, all these protocols contain a specific and detailed section on ESG alignment.

ESG 2.2

This is a process regulated by Spanish regulations with the aim of guaranteeing the quality of all official university studies in Spain. This regulation establishes that REACU must agree on joint evaluation protocols for verification and for modification that are aligned with the ESG. The institutions have participated in the elaboration of the protocols in different meetings and providing comments to the different versions. Currently, all Spanish evaluation agencies registered in EQAR apply these evaluation protocols.

Therefore, we will use the same evaluation protocols. In other words, the main change is that the Canarian universities, instead of carrying out

this external evaluation through ANECA, as until now, will start doing it through ACCUEE.

To support the process, ACCUEE has developed an Evaluation Guide, which has been shared with the Canarian universities, and we have developed a new computer application (based on the one we already have for the Monitoring of Degrees) for the elaboration of the evaluation reports by the external technical committees. In addition, we have enabled a space in our MOODLE platform for this process (in order to share the information and documentation with our external technical committees). We have held a first meeting with the external technical committees to inform them of this activity and we have organized meetings with the universities and their technical quality units.

ESG 2.3

1

<https://www3.gobiernodecanarias.org/educacion/accuee/universitario/titofi/vermod?idioma=en>

ESG 2.3

In the Verification process, on-site visits are not compulsory. As it is a degree project, which has not yet been implemented, nor is it yet authorised by the Canarian Government or by the Spanish Government, the universities submit their project report, including their proposed plan of studies, as well as the resources committed. The external evaluation of the ACCUEE's technical commissions is based on this information. It is the responsibility of all parties to ensure that the information is accurate. However, at any time, the technical commission of ACCUEE, if it considers it necessary, may request additional information, and may even request a visit to validate some information.

In the Modification process there are no compulsory site visits. It is the responsibility of all parties to ensure that the information is accurate. However, given that the degree has already been authorised and is being implemented, the ACCUEE technical committee, taking into account the external assessment reports that exist, both for monitoring the degree and for its accreditation renewal (in this process the on-site visit is compulsory), decides, depending on the modification requested by the University, whether an on-site visit is necessary to validate some information or even to request additional information.

The external evaluation carried out by the agency, within the Verification and Modification processes, is carried out exclusively by the agency, so there are no other bodies that carry out part of this evaluation.

ESG 2.4

To facilitate the incorporation of these activities into ACCUEE, we have revised and expanded our existing external technical committees for Monitoring so that they can also take on Verification and Modification activities. In addition, we have prepared an Evaluation Guide (including REACU Evaluation Protocols, evaluation guidelines and reporting templates). The guidelines we have included in the guide, which are mainly based on those applied by ANECA (it should be noted that this process was already applied by ANECA in the Canarian universities), and which are especially addressed to the external technical commissions and universities, will be completed, where appropriate, with the development of these activities by the ACCUEE in the first months of the programme.

<p>ESG 2.5</p>	<p>Same as before. Same methods as in the rest of the validated processes. Furthermore, taking into account that the external technical committees are the ones currently developing the validated degree monitoring process, the procedure for the application of the criteria will follow the same model.</p>
<p>ESG 2.6</p>	
<p>1</p>	<p>https://www3.gobiernodecanarias.org/accuee/evalapp/titulos/mapas?idioma=en</p>
<p>ESG 2.7</p>	<p>The ACCUEE has established a procedure for suggestions, complaints and appeals which can be found on its website:</p> <p>https://www3.gobiernodecanarias.org/educacion/accuee/sugerencias</p> <p>In addition, the “ACCUEE Escucha” Programme collects the opinions, assessments, proposals, etc. of the different agents participating in the different processes, including universities. From the different agents participating in the different processes, including the universities:</p> <p>https://www3.gobiernodecanarias.org/educacion/accuee/universitario/accuee-escucha</p> <p>However, following the recommendations of the ENQA panel which are reflected in their report:</p> <p>https://www.enqa.eu/wp-content/uploads/ACCUEE-external-review.pdf</p> <p>The ACCUEE established an 'Improvement Plan' as a result of which, among other actions, the creation of an Assurance Commission was found. Our web page already contains the</p>

constitution of this committee with the resolutions of creation, composition, regulations and instances for the interest groups.

Link: <https://www3.gobiernodecanarias.org/educacion/accuee/universitario/garantias?idioma=en>

ESG 3.4/ESG 3.6

At the recent ENQA panel visit ESG 3.4 and 3.6 were praised. ESG 3.4 for its sound methodology and 3.6 for its regular use of international quality assurance processes.

Link: <https://www.enqa.eu/wp-content/uploads/ACCUEE-external-review.pdf>

Therefore, we will apply the same methodology with the Verification and Modification processes, i.e. produce annual meta-evaluation reports, apply and analyse the results of stakeholder surveys, conduct studies derived from the needs identified, etc. In addition, we will incorporate these processes into the Internal Quality Assurance System implemented in ACCUEE and externally certified by Bureau Veritas in compliance with ISO 9001:2015.

D. Activity outside the scope of the ESG

No

Submit form?

I am ready to submit the change report form
