

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

Register Committee  
3-4 April 2024

Ref. RC42/C118

Ver. 1.0

Date 2024-04-05

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Decision of:	2024-04-04
Result:	Take note
Report received on:	2024-03-13
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. <a href="#">Substantive Change Report, 2024-03-13</a>

1. The Register Committee considered the Substantive Change Report of 2024-03-13.
2. The Register Committee noted that ACCUEE has established a new independent and permanent body, the Guarantee Commission.
3. The Committee understood that ACCUEE established this body as an independent and permanent body within the agency with responsibility to deal with complaints and appeals processes within the agency.
4. Based on the information provided in the Substantive Change Report, the Register Committee had no prima facie concerns that the ESG are complied with.
5. The Register Committee noted that the implementation of this organisational change and the operation of the Guarantee Commission should be further addressed in the new external review of ACCUEE.

## EQAR Substantive Change Report

<b>Agency #1</b>	The Canarian Agency for Quality Assessment and Accreditation
<b>Agency acronym</b>	ACCUEE
<b>Expiry date #1</b>	31/10/2027
<b>Contact #1</b>	José Saturnino Martínez García
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<b>Other organisations?</b>	No
<b>A. Has the organisational identity of the registered agency changed?</b>	No
<b>B. Has the organisational structure changed?</b>	No
<b>C. Changes in EQA activities</b>	2. Substantive changes carried out to one or several existing external QA activities (e.g. changes to their methodology, criteria or procedures)
<b>Description new/changed</b>	<p>Regarding the analysis of ESG 2.7, in ENQA's evaluation report of the ACCUEE (published in October 2022), available on ENQA's website:</p> <p><a href="https://www.enqa.eu/review-database/external-review-of-accuee-2022/">https://www.enqa.eu/review-database/external-review-of-accuee-2022/</a></p> <p>ENQA made the following recommendations (page 44 of the report):</p> <p>-‘The panel recommends, when an appeal through a resolution is received by ACCUEE, to appoint experts who did not intervene in the first evaluation, independent from the Technical Committees who ran the first evaluation in order</p>

to clearly assure impartiality’.

-‘The panel recommends ACCUEE to work on an appeal procedure within the Agency in the case of the ex-ante, monitoring and ex-post accreditation of study programmes’ procedures. A separate and standing appeal committee should allow to dissociate the decision on the appeal from the Technical

Committee that has made the initial decision which is being appealed against’.

-‘The panel recommends the Agency to formalize the complaints procedure and to communicate more largely on it in its protocols, to ensure HEIs are informed satisfactorily’.

As a result of these recommendations, the ACCUEE created its Guarantee Commission, which is the focus of this report.

By Resolution No. 202/2023 dated 25/05/2023 of the Management of the Canarian Agency for University Quality and Educational Assessment (ACCUEE), modified by Resolution No. 342/2023 dated 03/07/2023, a technical committee was created to analyse and issue reports on appeals and...

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... complaints lodged against decisions adopted in the different university quality assurance processes in which the ACCUEE participates, under the name of the Guarantees Commission, with the following functions:

a) To report on complaints, claims or appeals submitted to the ACCUEE management for non-compliance with the ESG.

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b) To issue the report requested in claims or appeals lodged in assessment procedures linked to the ESG in which the competent body for resolution is other than the ACCUEE.

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## 2. Changed EQA activity

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Guarantee Commission

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### 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 Protocols for the Evaluation of University Degrees in Spain. Each agency draws up its own guidelines, adapting the protocols to its own context.

The protocols are, therefore, the same as those used in all the Spanish agencies registered in the EQAR and which have been validated.

In addition, all these protocols contain a specific and detailed section on ESG alignment. ACCUEE has included the Assurance Commission in all its evaluation protocols.

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### ESG 2.2

Subject of study within the agency's Advisory Committee, the internal technical teams and also shared with the Canarian universities in working meetings.

The agency has a space in Moodle for the Advisory Committee where the minutes of its meetings are available, as well as minutes of internal meetings and meetings with stakeholders.

In terms of methodology, it was included in the evaluation protocols.

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## ESG 2.3

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

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

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

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

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

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## ESG 2.4

The Guarantees Committee has been newly created. It is made up of four people: chairman, secretary and two members, one of whom is a student.

The ACCUEE has published their names and all of them were appointed by resolution.

All members of the Commission have signed the Agency's Confidentiality Agreement and Code of Ethics.

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## ESG 2.5

The Guarantees Commission has defined by resolution the legal aspects that give coherence to its functioning

It also has specific regulations published on our website.

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The Guarantees Committee is the ESG's guarantor committee, responsible for the coherence of the criteria that govern its actions.

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## ESG 2.6

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The Agency has a catalogue application in which all the reports of the degrees of the Canarian universities are uploaded. Consultation of evaluation reports: <https://www3.gobiernodecanarias.org/accuee/evalapp/titulos/mapas>

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**D. Activity outside the scope of the ESG**

No

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**Submit form?**

I am ready to submit the change report form

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