

**Approval of the Application**  
**by Fundación para el Conocimiento Madrimasd (madri+d)**  
**for Renewal of Inclusion on the Register**

**Register Committee**  
 22 June 2020

Ref. RC27/A84  
 Ver. 1.0  
 Date 24/06/2020  
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<b>Application of:</b>	07/03/2019
<b>Agency registered since:</b>	05/06/2015
<b>External review report of:</b>	20/02/2020
<b>Review coordinated by:</b>	European Association for Quality Assurance of Higher Education (ENQA)
<b>Review panel members:</b>	Norma Ryan (chair), Nieves Pascual (secretary), Almantas Šerpatauskas, Aleksandar Šušnjar
<b>Decision of:</b>	22/06/2020
<b>Registration until:</b>	29/02/2020
<b>Absented themselves from decision-making:</b>	nobody
<b>Attachments:</b>	<ol style="list-style-type: none"> <li>1. <a href="#">Confirmation of eligibility, 28/03/2019</a></li> <li>2. External Review Report, 20/02/2020 (separate file)</li> <li>3. <a href="#">Request to the Review Panel, 10/06/2020</a></li> <li>4. <a href="#">Request to madri+d, 10/06/2020</a></li> <li>5. <a href="#">Clarification by the Review Panel, 18/06/2020</a></li> <li>6. <a href="#">Clarification by madri+d, 18/06/2020</a></li> </ol>

1. The application of 07/03/2019 adhered to the requirements of the EQAR Procedures for Applications.
2. The Register Committee confirmed eligibility of the application on 28/03/2019 having considered clarification received from madri+d on 14/3/2019.
3. The Register Committee considered the external review report of 20/02/2020 on the compliance of madri+d with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015 version).
4. The Register Committee sought and received clarification from madri+d and from the chair of the review panel.

## Analysis:

5. In considering madri+d's compliance with the ESG, the Register Committee took into account:

- *Ex-Ante Accreditation: Verification of Official Programmes*
- *Modification of Official Programmes*
- *Ex-ante evaluation of master programmes in the arts*
- *Monitoring of official degree programmes*
- *Accreditation Renewal of official programmes*
- *DOCENTIA, assessment and certification of internal evaluation of teaching systems*
- *SISCAL madri+d, Internal Quality Assurance Systems of University Centres certification*
- *Institutional Accreditation*
- *Assessment of the programmes' development plan* (related to the creation, admission, authorisation and accreditation of universities and centres, as foreseen in the RD 420/2015)

6. The *Assessment of the programmes' development plan* was not listed amongst madri+d's activities at application stage. In its report, the panel considered this as an activity within the scope of the ESG and included it in its analysis; no other statement was made by madri+d. The Register Committee therefore concurred with the panel and considered this activity as within the scope of the ESG.

7. Madri+d's other activities (*Faculty assessment* – assessment of individual academic staff, *Scientific Culture and Communication, Technology Transfer and European Programmes participation, New technology based firms support*) are not within the scope of the ESG and, thus, not pertinent to the registration on EQAR.

8. The Register Committee found that the report provides sufficient evidence and analysis on madri+d's level of compliance with the ESG.

9. With regard to the specific European Standards and Guidelines, the Register Committee considered the following:

### ESG 2.3 – Implementing processes

10. When madri+d was admitted to the Register, the Register Committee flagged for attention at the time of renewal whether the follow-up processes by madri+d (for accredited study programmes and the DOCENTIA

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programme) guarantee that areas for improvement are dealt with consistently.

11. The external review panel noted that follow-up had improved from the last review and explicitly commended madri+d for that; the panel noted that madri+d's process provides quality evaluation of progress and follows up on all recommendations.

12. **The Register Committee therefore concluded that the flag has been addressed and concurred with the panel that madri+d complies with the standard.**

## ESG 2.6 – Reporting

13. At the time of writing of the panel's reports, no reports from SISCAL certifications or institutional accreditations were published. The panel was nevertheless confident that these will be published.

14. As the reports remained unpublished at the time the report was submitted to EQAR, the Register Committee sought clarification from madri+d on the reason for the delay.

15. In its response, madri+d explained that it was working to fully integrate the two processes into its IT system for managing evaluation processes (SICAM), which also covers the publication of reports in a unified website and is fully linked to DEQAR; the reason for the delay was that this integration has not yet been completed. The Register Committee welcomed that madri+d (provisionally) published the reports on its regular website now, thus enhancing transparency for users. The Committee further encouraged madri+d in its intention to fully integrate these reports in SICAM and thus also into DEQAR, so as to ensure the same level of transparency for European audiences.

16. The panel noted that the assessment of institutions' programmes development plans is "a procedure to authorise their operation" (under ESG 2.3) and that the resulting reports "'are all issued on demand from universities and are not published' because programmes have not started yet" (under ESG 2.6).

17. The standard requires that all reports be published for all external quality assurance activities. Based on the information in the report the Register Committee understood that the assessment of institutions' programmes development plans is part of an authorisation process in which institutions are assessed against preset criteria, and thus should be considered a quality assurance process. Unlike for consultancy services or similar, which would be outside the scope of the ESG, the Register Committee therefore considered that the standard applies here.

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18. Given that reports from the assessment of institutions' programmes development plans are not published, the Register Committee was unable to concur with the panel's conclusion, but considered that madri+d only partially complies with the standard.

### **ESG 3.1 – Activities, policy and processes for quality assurance**

19. The review panel did not specifically address how madri+d ensures a clear distinction between external quality assurance and other activities. The Register Committee considered that the organisation's other activities (see under para 7 above) are clearly of a different nature than external quality assurance within the scope of the ESG and, therefore, represent no increased risk for confusion or conflict.

### **ESG 3.3 – Independence**

20. When madri+d was admitted to the Register, the Register Committee noted that the current review should address whether the formal independence of madri+d has been strengthened.

21. The panel reported that the appointment procedure of the Board of Trustees was amended in November 2015 and the panel was convinced that the Board has a balanced composition. The panel commended this improvement and thus the implementation of the recommendation from the previous review.

22. **The Register Committee concluded that the flag has been addressed and concurred with the panel's conclusion that madri+d complies with the standard.**

### **ESG 3.4 – Thematic analysis**

23. The Register Committee generally concurred with the panel's analysis and conclusion.

24. The panel specifically recommended that the agency “publishes reports of thematic analysis every year”. While the standard requires that such analyses be published “regularly”, it does not impose a specific cycle.

25. **The Register Committee therefore underlined that this recommendation should rather be considered a suggestion.**

### **ESG 3.6 – Internal quality assurance and professional conduct**

26. The EQAR Policy on the Use and Interpretation of the ESG notes that a registered agency should demonstrate how it ensures ESG compliance of the parts of the work performed by another agency where it makes a decision based on that agency's report (see interpretations 26 & 27).

27. Given madri+d arrangements to take into account the results of international accreditations, the Register Committee had requested that the self-evaluation report and external review report address how the agency ensures ESG compliance where that agency is not registered on EQAR (e.g. ABET or NAAB).

28. Since the review report commented on the matter only briefly, the Register Committee sought additional clarification from the review panel.

29. The panel pointed out that it was “assured by the agency that the same criteria and guidelines were applied”. The panel noted it had discussed the issue with the madri+d Accreditation Commission, which “confirmed its focus on being assured that meeting the ESG standards are a key focus of such accreditations”.

30. The external review report and the panel’s clarification did not refer to any evidence or further details to support this assurance. The Register Committee noted that at least two actual cases (accreditation based on ABET accreditation, <https://data.deqar.eu/report/8971/> and <https://data.deqar.eu/report/9129/>) raised concerns insofar as the ABET reports, forming the basis for these decisions, are not published as required in ESG 2.6.

**31. The rather generic statements, combined with these two examples, did not demonstrate sufficiently how ESG compliance is assured for reports by other, non-registered agencies. The Register Committee was therefore unable to concur with the panel’s conclusion, but considered that madri+d only partially complied with standard 3.6.**

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

**Conclusion:**

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

Standard	Review panel conclusion	Register Committee conclusion
2.1	Full compliance	Compliance
2.2	Full compliance	Compliance
2.3	Full compliance	Compliance
2.4	Full compliance	Compliance
2.5	Full compliance	Compliance

2.6	Full compliance	Partial compliance
2.7	Substantial compliance	Compliance
3.1	Full compliance	Compliance
3.2	Full compliance	Compliance
3.3	Full compliance	Compliance
3.4	Partial compliance	Partial compliance
3.5	Full compliance	Compliance
3.6	Full compliance	Partial compliance
3.7	(not expected)	Compliance (by virtue of applying)

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34. The Register Committee considered that madri+d only achieved partial compliance with some standards.

35. In its holistic judgement, the Register Committee considered that the activities that do not fully comply with ESG 2.6 and 3.6 make up a very small proportion of madri+d's activities only. With regard to ESG 3.4, the Committee took into account that madri+d was well aware of the situation and committed to improve its thematic analyses.

36. The Register Committee therefore concluded that madri+d continues to comply substantially with the ESG as a whole and renewed madri+d's inclusion on the Register. madri+d's renewed inclusion shall be valid until 29/02/2020<sup>1</sup>.

37. The Register Committee further underlined that madri+d is expected to address the issues mentioned appropriately and to resolve them at the earliest opportunity.

<sup>1</sup> Inclusion is valid for five years from the date of the external review report, see §4.1 of the EQAR Procedures for Applications.

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Fundación para el Conocimiento Madrimasd (fmid)

Raul de Andres

Paseo de Recoletos no. 14

**28001 Madrid**

**Spain**

Brussels, 28 March 2019

## **Confirmation of Eligibility: Application for Renewal of Registration Application no. A84 of 07/03/2019**

Dear Raul,

We hereby confirm that the application by fmid for renewal of registration on EQAR is eligible.

Based on the information and draft terms of reference provided, the external review coordinated by European Association for Quality Assurance of Higher Education (ENQA) fulfils the requirements of the EQAR Procedures for Applications.

We confirm that the following activities of fmid are within the scope of the ESG:

- Ex-ante verification and modification of study programmes
- Ex-ante evaluation of master programmes in the arts
- Accreditation Renewal of official programmes (including joint programmes)
- Certification of Internal Quality Assurance Systems of University Centres (SISCAL madri+d)
- DOCENTIA
- Institutional Accreditation
- Monitoring of official programmes

Please ensure that fmid's self-evaluation report covers all the aforementioned activities.

In addition, the self-evaluation report and external review report should address how fmid checks and ensures ESG compliance when taking into account the results of an evaluation process by a different agency, where that agency is not registered on EQAR.

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EQAR Founding Members:



We further remind you that the following issue(s) were flagged when fmid was admitted to the Register, and should be addressed in your self-evaluation report and the external review report:

**ESG 2.3 – Follow-up procedures** [ESG 2005: standard 2.6]

It should receive attention whether the procedure for the periodic follow-up of accredited study programmes and the DOCENTIA programme have been revised to guarantee that areas for improvement are dealt with consistently.

**ESG 3.3 – Independence** [ESG 2005: standard 3.3]

It should be addressed whether the formal independence in the appointment procedure for the members of the Board of Trustees and the Executive Director has been ensured.

We confirm that the following activities are not within the scope of the ESG:

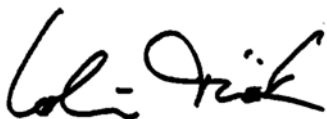
- Scientific Culture and Communication
- Technology Transfer and European Programmes participation
- New technology based firms support

While these activities are not relevant to your application, it is fmid's choice – in agreement with the review coordinator – whether those activities should be commented upon by the review panel.

We will forward this letter to ENQA in its capacity of the coordinator of the external review. At the same time we underline that it is fmid's responsibility to ensure that the coordinator and review panel take account of the present confirmation, so as to ensure that all activities mentioned are analysed by the panel.

This confirmation is made according to the relevant provisions of the EQAR Procedures for Applications. fmid has the right to appeal this decision in accordance with the Appeals Procedure; any appeal must reach EQAR within 90 days from receipt of this decision.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Colin Tück'.

Colin Tück  
(Director)

Cc: ENQA (coordinator)



Norma Ryan

Chair of the external review of madri+d

– by email –

Brussels, 10 June 2020

## Application by madri+d for Renewal of Registration on EQAR

Dear Norma,

The Fundación para el Conocimiento Madrimasd (madri+d) has made an application for renewal of registration on the European Quality Assurance Register for Higher Education (EQAR).

We are contacting you in your capacity as chair of the panel that prepared the external review report of 20/02/2020 on which madri+d's application is based.

The EQAR Register Committee's rapporteurs have been considering the application and the external review report. We would be obliged if you could clarify, in consultation with the panel members as necessary, some matters in order to contribute to the consideration of madri+d's application:

1. Under the heading "International activities", the panel reported that madri+d "cooperates with international agencies that perform evaluation activities in Madrid", referring to ABET, MusiQuE and ANECA as examples (p. 16).

In its self-evaluation report, madri+d had pointed out that it "has established the conditions under which these accreditations can be accepted" (p. 29, SER) [in the process of accreditation renewal].

When confirming that madri+d's application was eligible, we requested that "the self-evaluation report and external review report should address how [madri+d] checks and ensures ESG compliance when taking into account the results of an evaluation

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process by a different agency, where that agency is not registered on EQAR” (our letter of 28/3/2019).

While the self-evaluation report referred to “a previous check of the correspondence between the evaluation criteria of madri+d and the other accreditation model, and an observer from madri+d has to participate in the evaluation process” (p. 29, SER), the panel did not comment on these arrangements in detail.

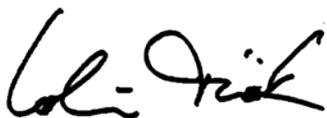
Could you please clarify whether the panel has reviewed these arrangements with a view to whether all requirements of ESG 2.1 – 2.6 are met when an accreditation by a non-EQAR-registered agency is used as a basis for a madri+d assessment<sup>1</sup> or decision?

We would be grateful if it was possible for you to respond **by 20 June 2020**, and we would appreciate if you get in contact with us should that not be feasible.

Please note that EQAR will publish this request and your response together with the final decision on madri+d’s application. We, however, kindly ask you to keep information related to the application confidential until the final decision has been published.

We acknowledge that it might not be possible to clarify all of the above. However, we appreciate your assistance and I shall be at your disposal if you have any questions in relation to this request.

Kind regards,

A handwritten signature in black ink, appearing to read 'Colin Tück'.

Colin Tück  
(Director)

Cc: Nieves Pascual (panel secretary)  
ENQA (coordinator)  
madri+d

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<sup>1</sup>E.g. <https://data.deqar.eu/report/8971/> or <https://data.deqar.eu/report/9129/>.

Brussels, 10 June 2020

## Application by madri+d for Renewal of Registration on EQAR

Dear Raúl,

The EQAR Register Committee's rapporteurs have been considering madri+d's application for renewal of registration, based on the external review report of 20/02/2020.

We kindly request that you clarify the following matter to inform the Register Committee's consideration and decision-making:

1. We understood that two university centres of the Universidad Politécnica de Madrid acquired the SISCAL certification and, consequently, institutional accreditation in July 2019.

In relation to reporting (ESG 2.6), the external review report noted:

*"At the time of writing this review, no results for SISCAL and institutional evaluation processes have been published on the agency's website, but they will. As already explained, these procedures have been implemented recently."*

Despite the panel's confidence that the corresponding reports and decisions would be published, we could not find them on the madri+d website; neither were these reports uploaded to DEQAR.

We therefore kindly request you to clarify why these reports have not yet been published.

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Please further clarify whether any further SISCAL or institutional accreditation procedures have been completed since the review and, if so, when those reports will be published.

We would be grateful if it was possible for you to respond **by 20 June 2020**, and we would appreciate if you get in contact with us should that not be feasible.

Please note that EQAR will publish this request and your response together with the final decision on madri+d's application.

Kind regards,

A handwritten signature in black ink, appearing to read 'Colin Tück'.

Colin Tück  
(Director)

**Subject:** Re: Request re. madri+d review report [A84]  
**From:** "Ryan, Norma" <n.ryan@ucc.ie>  
**Date:** 18.06.20 08:29  
**To:** Colin Tück <colin.tueck@eqar.eu>  
**CC:** Nieves Pascual Soler <nievespascualsoler@gmail.com>, Goran Đaković <goran.dakovic@enqa.eu>

Dear Colin,

In response to the query from EQAR:

I have re-read through all the notes I took during our site visit to Madri+d and also the SER of Madri+d checking with specific reference to international activities etc as requested by EQAR. All references are to the ensuring of the same standards and criteria as used in the agency's reviews itself, i.e. adherence to the standards of the ESG. The agency also appoints someone to sit in on panels set up by MusiQue, for example, to ensure guidelines are adhered to. All the assurances we were given were that the guidelines used by external agencies that were overseen by Madri+d are directly comparable to the agency's own guidelines.

We did not meet anyone from these external agencies. However colleagues from Madri+d check to ensure all criteria are investigated and met in such reviews.

As we did not meet anyone from ABET or NAAB (the 2 organisations most directly relevant) I am not sure we can say more than that we were assured by the agency that the same criteria and guidelines were applied. Deliberations re ANECA and Musique are not relevant as they are members of EQAR in their own right, but our discussions also confirmed the focus on meeting the standards of the ESG in all accreditation reviews.

The review panel did discuss the issue with the Accreditation Commission that issues the Accreditation renewal reports (ABET and NAAB) and we sought to verify during interviews that it meets ESG requirements. The Accreditation Commission confirmed its focus on being assured that meeting the ESG standards are a key focus of such accreditations.

I have consulted with Professor Nieves Pascual Soler, who acted a secretary to the review panel, and who was, in addition to being a full member of the review panel, responsible for drafting of the review report. She is satisfied that what I have stated above is accurate.

I hope this information is useful to you. Wishing you and colleagues every success in your deliberations.

Best regards

Norma

Dr. Norma Ryan  
Higher Education Consultant  
Mobile +353 (0)86 8368517 | email [n.ryan@ucc.ie](mailto:n.ryan@ucc.ie)

On 10/06/2020, 11:14, "Colin Tück" <[colin.tueck@eqar.eu](mailto:colin.tueck@eqar.eu)> wrote:

[EXTERNAL] This email was sent from outside of UCC.

Dear Norma,

I hope this email finds you well.

We are contacting you in your capacity as chair of the panel that externally reviewed the Madri+d foundation against the ESG. Madri+d has submitted the panel's report of 20 February 2020 in support of its application for renewal of registration on EQAR.

The EQAR Register Committee's rapporteurs have been considering the application and the external review report, and would like to kindly ask you to comment on madri+d's arrangements for accepting international accreditations. Please see my letter attached for the detailed request.

We would be obliged if you could clarify these matters in order to inform the Register Committee's consideration and decision-making on madri+d. We would be grateful if you could provide us with a response by 20 June 2020. Please get in touch with me should that not be feasible.

Best regards,  
Colin

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Colin Tück  
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Madrid, 18 June 2020

Dear Colin and EQAR Register members,

Thanks for the detailed revision you are doing of our application for Renewal, self-assessment report and external review report. I hope our clarifications help you in this work.

First of all it is necessary to clarify that, as explained in the self-assessment report and the panel's review report, Institutional Accreditation is a process in which only two elements from previous evaluation processes are taken into account:

- that the university centre has renewed the accreditation of 50% of the Bachelor and Master degrees.
- that the university center has an Internal Quality Assurance System, IQAS, certification issued by some model that adjusts to the protocol approved by the General Conference of University Policy of Spain.

It is the IQAS certification, according to the SISCAL madri+d model and equivalent models in other Spanish agencies, the process in which the compliance of the ESG is checked.

The centres institutionally accredited by madri+d mentioned in the external review report are:

- Escuela Técnica Superior de Ingenieros Industriales  
Universidad Politécnica de Madrid
- Escuela Técnica Superior de Edificación  
Universidad Politécnica de Madrid.

These two centres do not have SISCAL certification, but have an AUDIT certification issued by ANECA. madri+d recognises AUDIT certification in the Institutional Accreditation process, as it fulfils the requirements of the protocol approved by the General Conference of University Policy of Spain. madri+d Institutional Accreditation reports were issued in June 2019 and a resolution by the Spanish Council of Universities were received in July 2019.

At the end of September 2019, another Institutional Accreditation report was issued, based on an AUDIT certificate by ANECA, and a resolution was received from the Council of Universities in October 2019, for:

- Centro Superior de Estudios Universitarios La Salle  
Universidad Autónoma de Madrid.

madri+d completed and issued its first SISCAL certification reports in February 2020. The three certified centres are:

- Facultad de Ciencias de la Actividad Física y del Deporte  
Universidad Europea.  
Process started in 2018
- Escuela Técnica Superior de Ingenieros de Caminos Canales y Puertos  
Universidad Politécnica de Madrid.  
Process started in 2019

- Escuela Técnica Superior de Ingenieros Informáticos  
Universidad Politécnica de Madrid.  
Process started in 2019

madri+d received a request of Institutional Accreditation from these centres and issued the Institutional Accreditation report in March 2020, and the resolution of the Spanish Council of Universities was received on 19 May 2020, during the state of alarm due to covid-19 .

These are the first three centres whose complete Institutional Accreditation process, including the certification of the internal quality assurance system according to the SISCAL madri+d model.

At present, five other centres of the Universidad Francisco de Vitoria and two more centres of the Universidad Politécnica de Madrid are in the process of obtaining the SISCAL madri+d certification.

Regarding the publication, both on the madri+d website and in DEQAR, it is madri+d's intention to link the management of SISCAL madri+d and the Institutional Accreditation process, to SICAM. SICAM is the IT system implemented by madri+d that manages the program evaluation processes. SICAM manages the publication of title reports on the madri+d website (<https://buscadorde titulos.madrimasd.org/>) and also uses a gateway to send the information published to DEQAR.

The integration of SISCAL and the Institutional Accreditation in SICAM is not complete at this moment, and the automatic publication of reports issued on the web page is not possible, nor is it possible to send the reports to DEQAR via a gateway.

Last week, the SISCAL madri+d certification reports issued on the website have been published, as well as the Institutional Accreditation reports.

<http://www.madrimasd.org/universidades/evaluacion-acreditacion-verificacion/siscal-madrid/informes-evaluacion>

<http://www.madrimasd.org/universidades/evaluacion-acreditacion-verificacion/acreditacion-institucional/resultados>

When the integration of the processes in the SICAM computer system has been completed, they will be replaced by the automated report publication system.

If you further clarifications are need, please contact with us, so we can provide all the information you may need.

Yours faithfully,

Federico Morán

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Director

Fundación para el Conocimiento madri+d