

**Approval of the Application
by Music Quality Enhancement (MusiQuE)
for Renewal of Inclusion on the Register**

Register Committee
17-18 November, 2025

Ref. RC48/A166
Ver. 1.0
Date 2025-12-01
Page 1 / 5

Application of:	2024-06-18		
Agency registered since:	2015-11-01		
Type of review:	Targeted	Site visit:	2025-02-20
External review report of:	2025-06-27	Submitted:	2025-07-11
Review coordinated by:	European Association for Quality Assurance of Higher Education (ENQA)		
Review panel members:	Carlo Mazzini, Eva Fernández de Labastida, Lineke van Bruggen, Oliver Vettori		
Decision of:	2025-11-18		
Registration until:	2030-06-30		
Absented themselves from decision-making:	Blazhe Todorovski (Secretariat)		
Attachments:	1. External Review Report (external file), 2025-06-27		

1. The application of 2024-06-18 adhered to the requirements of the EQAR Procedures for Applications.
2. The Register Committee confirmed eligibility of the application on 2024-07-02.
3. The Register Committee considered the targeted external review report of 2025-06-27 on the compliance of MusiQuE with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG, 2015 version).

Analysis:

4. In considering MusiQuE's compliance with the ESG, the Register Committee took into account the following activities:

- *Quality enhancement reviews of institutions*
- *Quality enhancement reviews of programmes*
- *Quality enhancement reviews of joint programmes*
- *Institutional accreditation*
- *Programme accreditation*
- *Accreditation of joint programmes*

- *Critical Friend Review*

5. The following activities are not within the scope of the ESG and, thus, not pertinent to the application inclusion on the Register:

- *Quality Assurance Desk*
- *Quality enhancement review and accreditation of pre-college institutions and programmes*
- *Consultative visits*
- *Coordination of benchmarking projects*
- *Evaluation of projects*
- *Evaluation of research activities undertaken by higher music education institutions*

6. The Register Committee found that the report provides sufficient evidence and analysis on MusiQuE'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 review panel report that the follow-up is part of the agency's external quality assurance activities and is included in the review contracts for all institutions. The Committee further learned that although the follow-up is part of the official procedures, this step is not compulsory, its implementation is not guaranteed, and institutions do not always report their progress.

9. The Register Committee therefore concurred with the panel that the agency only partially complies with the standard.

ESG 2.6 – Reporting

10. In its last decision for renewal of registration (of 2020-11-02), the Register Committee found the agency to be partially compliant with the standard due to the lack of publication of the reports resulting from the *Critical Friend* visits.

11. The Register Committee found from the review report that in order to address this concern, MusiQuE made adjustments to its publication policy. MusiQuE now creates and publishes summaries of findings from the individual *Critical Friend* reports together with the final review report by the external panel. However, the reports are only published in full if permitted by the evaluated institution.

12. While the Register Committee commended the steps taken by the agency to address the issue, it reaffirmed that the agency is expected to publish all full reports prepared by the experts covering the complete

¹MusiQuE's registration on EQAR covers only the *Critical Friend* visits that are part of the *Critical Friend Review*, i.e., the formal quality assurance activity that is in advance of the full review.

Register Committee

17-18 November, 2025

Ref. RC48/A166

Ver. 1.0

Date 2025-12-01

Page 2 / 5

evidence and analysis. Publication of summaries of the *Critical Friend* reports is not sufficient. **Therefore, the Register Committee was unable to concur with the panel's conclusion of compliance and concluded that MusiQuE complies only partially with ESG 2.6.**

ESG 2.7 – Complaints and appeals

13. In its last decision for renewal of registration (of 2020-11-02), the Register Committee found the agency to be partially compliant with the standard, as the appeals procedures were not applied to the enhancement-type reviews. Additionally, the Committee noted that the Board of MusiQuE, the agency's decision-making body responsible for endorsing the review team's judgments, also nominated members of the Appeals Committee, raising concerns about potential conflicts of interest.

14. The Register Committee learned from the review report that MusiQuE has revised its procedures for complaints and appeals to address this concern, including outlining detailed steps for submitting complaints and appeals on its website. The revised procedures now also apply to the outcomes of the agency's quality enhancement activities as well.

15. The Register Committee noted that the agency has established a Complaints and Appeals Committee. The nomination procedure has been revised: three voting members are nominated by the MusiQuE office and appointed by the MusiQuE Board for a fixed three-year term, renewable once. To address concerns about conflicts of interest, committee members must not have served on MusiQuE's decision-making or executive bodies during the previous five years.

16. The Register Committee welcomed the steps taken by MusiQuE and found that the concerns raised in the last renewal of registration had been addressed. Therefore, the Committee concurred with the panel that MusiQuE is compliant with the standard.

ESG 3.1 – Activities, policy and processes for quality assurance

17. The Register Committee found from the panel analysis that the status and the role of the *Critical Friend Review* are unclear to MusiQuE's stakeholders. Guiding documents and practice show minor inconsistencies, and interviews revealed diverging stakeholder views on how the procedure is perceived.

18. The panel found that MusiQuE conducts consultative *Critical Friend* visits using the same procedure as those within the *Critical Friend Review*, even though the former is a consultative, advisory version, while the latter is part of a formal quality assurance activity aligned with the ESG.

19. According to the panel's analysis, the two activities are conceptually distinct. However, stakeholders often perceive them as conflated, and in practice they may become indistinct. Additionally, although rules for conflicts of interest exist on paper, they are not always clear to involved parties.

20. **Taking into account the lack of a clear distinction between the external quality assurance activity and the consultancy nature of the *Critical Friend* visits for the public and stakeholders, the Register Committee concurred with the panel that MusiQuE complies with the standard only partially.**

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

Conclusion:

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

Standard	Previous decision (2020-11-02)	Review panel conclusion	Register Committee conclusion
2.1	Compliance	Compliance	Compliance
2.2	Compliance	<i>Inherited</i>	<i>Inherited</i>
2.3	Compliance	Partial compliance	Partial Compliance
2.4	Compliance	<i>Inherited</i>	<i>Inherited</i>
2.5	Compliance	Compliance	Compliance
2.6	Partial compliance	Compliance	Partial Compliance
2.7	Partial compliance	Compliance	Compliance
3.1	Compliance	Partial compliance	Partial Compliance
3.2	Compliance	<i>Inherited</i>	<i>Inherited</i>
3.3	Compliance	<i>Inherited</i>	<i>Inherited</i>
3.4	Compliance	<i>Inherited</i>	<i>Inherited</i>
3.5	Compliance	<i>Inherited</i>	<i>Inherited</i>
3.6	Compliance	<i>Inherited</i>	<i>Inherited</i>
3.7	Compliance	(not expected)	Compliance (by virtue of applying)

23. **The Register Committee considered that MusiQuE only achieved partial compliance with some standards. In its holistic judgement, the Register Committee concluded that these are specific and limited issues, but that MusiQuE complies substantially with the ESG as a whole.**

24. **The Register Committee therefore renewed MusiQuE's inclusion on the Register. MusiQuE's renewed inclusion shall be valid until 2030-06-30².**

² Inclusion is valid for five years from the date of the external review report, see §3.25 of the EQAR Procedures for Applications.

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

Register Committee

17-18 November, 2025

Ref. RC48/A166

Ver. 1.0

Date 2025-12-01

Page 5 / 5