



Republic of Moldova

GOVERNMENT DECISION No. 616
of 18-05-2016

**On the approval of the METHODOLOGY
of external quality evaluation for the authorization of provisional operation and
accreditation of vocational education and training, higher education and professional
continuous training study programmes and institutions and of the Regulation for the
calculation of fees for services provided in the external evaluation of the quality of
vocational education and training, higher education, professional continuous training study
programmes and institutions**

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AMENDED

GD79 of 16.02.22, MO45-52/18.02.22 art. 110; in force 02.18.22

I. GENERAL PROVISIONS

1. The Methodology of external quality evaluation for the authorization of provisional operation and accreditation of vocational education and training, higher education and professional continuous training study programmes and institutions from the Republic of Moldova (hereinafter - *Methodology*) is developed by the National Agency for Quality Assurance in Professional Education (hereinafter referred to as "*the Agency*"), in accordance with the following national and European regulatory framework (international recommendations) in the field:

The Education Code of the Republic of Moldova no. 152 of July 17, 2014;

Regulation on the organization and operation of the National Agency for Quality Assurance in Education and Research, approved by the Government Decision no.201 / 2018;

Nomenclatures of vocational training areas, specialties and qualifications, skills/professions for the training of staff in higher, vocational education and training, and continuous training educational institutions;

Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015), developed by the European Association for Quality Assurance in Higher Education (ENQA);

Recommendation of the European Parliament and of the Council of 18 June 2009 on the establishment of a European Quality Assurance Reference Framework for Vocational Education and Training (2009 / C 155/01);

European Framework for Quality Assurance in Vocational Education and Training (EQAVET Framework), developed by the European Quality Assurance in Vocational Education and Training (EQAVET).

2. For the purposes of this methodology, the terms defined in Article 3 of the Education Code of the Republic of Moldova shall be used, as well as the following notions:

accreditation (in education) - a process of external evaluation of the study programme quality and/or of an educational institution, materialized by the issuance of an act by which the institution is granted the right to conduct the educational process, to organize admission to studies and completion exams of studies and the right to issue diplomas, certificates and other study documents recognized by the Ministry of Education and Research;

authorization of provisional operation (in education) - act of establishing an educational institution, which gives the right to carry out the educational process and to organize admission to studies;

quality in education – set of characteristics of a study programme and its providers, through which the expectations of the beneficiaries are met in relation to the quality standards;

state control of quality in education and research – all actions to verify compliance by the persons subject to control of the provisions of the legislation in the field of accreditation and authorization of entities offering educational and research programmes;

evaluation criterion – performance level through which the possibility of reaching certain objectives and/or standards can be examined. The criteria refer to each of the established accreditation standards and represent the fundamental aspects of the organization and operation of a study programme/educational institution. A set of performance indicators and evaluation standards corresponds to each criterion;

internal evaluation/self-evaluation of the quality of education - a process carried out by the institutional structures responsible for quality assurance, based on an institutional regulation, according to the national reference standards, which consists in systematic data collection on the educational/research/artistic creation, questioning employees, students, graduates, employers and other beneficiaries, reflecting the results and performances of teachers, scientific staff and other actors involved in the activity of the educational institution, with the purpose of producing a Self-Evaluation Report;

external evaluation of the quality of education – a complex process of analysing the quality of a study programme/group of study programmes offered by an educational institution or of the quality of the educational/research/artistic creation process of an educational institution, as well as the presentation of recommendations for quality improvement. The external evaluation of the quality of education is carried out on the basis of the analysis of the Self-Evaluation Report of the study programme/group of study programmes/educational institution and the site visit of the expert evaluators of the Agency or of another external quality evaluation agency registered in the European Quality Assurance Register for Higher Education (EQAR);

trainee – person doing a continuous professional training programme;

performance indicator – measurement tool that indicates the characteristics of a certain criterion for evaluating the quality of the study programme and the activity of the educational institution. The way of manifestation and level of achievement of each performance indicator is reflected by the evaluation standards. The minimum level of performance indicators corresponds to the requirements of a mandatory minimum evaluation standard. The maximum levels correspond to

the reference standards, are optional and differentiate the quality of education/research/artistic creation in educational institutions in a hierarchical, progressive manner;

quality management (in education) - a set of measures, regularly approved at institutional or national level, aimed at ensuring the quality of education. Quality management covers all activities that ensure achieving policies, goals and responsibilities, referring to quality and implementing them through planning, control and quality assurance, and through mechanisms of continuous improvement of the quality of education;

learning outcomes - general competencies necessary/required by graduates of the study programmes by training areas and education cycles, defined in the European Qualifications Framework (EQF) and the National Qualifications Framework (NQF);

re-accreditation - process of external evaluation of the quality of the accredited study programme and/or of the educational institution;

study programme/professional training programme/continuous training programme for adults – a set of activities of developing, organizing, teaching, learning, research, artistic creation and evaluation that provides training in an occupational and academic field in accordance with the legal framework in force and which leads to receiving a certified qualification by a qualified body;

evaluation standard - a measurement tool associated with a performance indicator that reflects the requirements/exigencies imposed on the quality of the study programme and the activity of the educational institution and which allows to determine the fulfilment level of these requirements. The evaluation standard describes (quantitatively and/or qualitatively), with a certain level of detail, the requirements and conditions to be met and is the basis for the evaluation conclusions. The evaluation standards are of three types: measurable (measured in percent or in units of its own: number of publications, square meters, etc.); bivalent attributions (assessed by yes/no) and multivalent attributes (assessed by quality levels). Each evaluation standard corresponds to a numeric value ranging from 0 to 1;

mandatory minimum evaluation standard – the requirement/condition imposed on the quality of the study programme and the activity of the educational institution related to a performance indicator. The mandatory minimum evaluation standard reflects an acceptable and mandatory minimum level for the authorization of provisional operation or accreditation of the study programme/educational institution and is established by national normative acts or international practices in the field.

3. The purpose of this Methodology is to establish, regulate and monitor how study programmes and educational institutions correspond to the quality level defined by national educational standards. This Methodology focuses on the following objectives:

1) to ensure the educational/academic community, beneficiaries, employers and the general public in general that the study programme and the educational institution meet the minimum quality level, in relation to national reference standards and national and international best practices;

2) to assist educational institutions in developing an efficient management and a true quality culture, as well as to demonstrate their status by actual and relevant evidence and documents;

3) to provide support to educational institutions in the process of aligning to the values of the European Education Area, including the European Higher Education Area and the European Research Area;

4) to stimulate the involvement of educational institutions in the continuous promotion of the quality of the educational process, research, innovation, artistic creation demonstrated through relevant results correlated with the requirements of the labour market;

- 5) to support educational institutions in the process of creating conditions for academic mobility and mutual recognition of study documents;
- 6) to promote cooperation between educational institutions in the conduct, monitoring and comparison of the educational process quality;
- 7) to identify, make public, and not accept any attempt of operation of a study programme or educational institution that does not meet the minimum quality standards.

4. This Methodology regulates the conceptual, normative and procedural framework of external quality evaluation for the authorization of provisional operation and accreditation of vocational education and training, higher education and continuous training study programmes and institutions of all types and forms of organization of education, by levels and cycles, in line with the Education Code and the International Standard Classification of Education (ISCED-2011), as well as for state quality control in education and research.

For the purposes of this Methodology, all types of educational institutions and providers of educational services are hereinafter referred to as “educational institutions” and all types of study programmes/vocational training programmes/adult professional training programmes are hereinafter referred to as “study programme”.

5. This Methodology is applicable to the following categories of persons:

- 1) representatives of vocational education and training, higher education and adult continuous training institutions of the Republic of Moldova – rectors/directors, vice-rectors/deputy directors, deans, vice-deans, heads of chairs/departments, educational communities (pupils, students, teaching staff, scientific researchers, administrative and auxiliary staff);
- 2) members of committees, councils and other structures responsible for the quality management in educational institutions or for the external quality evaluation;
- 3) beneficiaries of vocational education and training, higher education and continuous training - pupils, students, trainees, employers.

6. Study programmes and educational institutions are subject to external quality evaluation every 5 years or at the expiry of their provisional authorization or accreditation period based on this Methodology.

6¹. External quality evaluation can be organized per study programme or per group of study programmes in the same field of professional training, including interdisciplinary programmes.

7. The internal quality evaluation (self-evaluation) with a view to authorize the provisional operation and accreditation of study programmes and educational institutions is carried out independently by the educational institution, based on the present Methodology. The Self-Evaluation Report shall be drawn up in accordance with the requirements set out in the Guidelines for the external quality evaluation approved by the Governing Board of the Agency.

8. The reference period for the development of the internal quality evaluation (self-evaluation) report includes the last 5 years of activity of the evaluated institution/study programme.

- 1) In case of the first external quality evaluation for accreditation, the reference period is calculated from the date of authorization of provisional operation to the requested evaluation date, but not more than 5 years.

2) In case of the external quality evaluation with a view to authorize the provisional operation of a new study programme/new educational institution, the internal evaluation (self-evaluation) report will not reflect the indicators related to the analysis of the final outcomes of the study programmes indicated in the Guidelines for the external quality evaluation.

9. The external quality evaluation for the authorization of provisional operation and accreditation of the study programmes and the educational institutions is preceded by the internal quality evaluation (self-evaluation) carried out by the educational institution.

10. The external quality evaluation for the authorization of provisional operation and accreditation of study programmes and/or educational institutions is carried out upon the request of educational institutions, public or private persons interested in offering educational programmes/educational services, as well as upon request of the Ministry of Education and Research. Doctoral schools obtain authorization of provisional operation/accreditation together with the authorization of provisional operation/accreditation of their study programmes.

10¹. State quality control in education and research is carried out in accordance with the provisions of Law no. 131/2012 regarding state control over the activity of an entrepreneur and based on the Methodology for carrying out state control based on the analysis of risk criteria in the field of education and research, approved by the Government.

11. The study programmes of consortia/partnerships created by educational institutions in the country and abroad, branches of educational institutions in the country or abroad, consortia created by the educational institutions together with the research, development, innovation or artistic creation organizations, as well as other associations of educational institutions having the status of legal person operating on the territory of the Republic of Moldova, according to the legislation in force, are also subject to external quality evaluation for accreditation.

Higher education institutions participating in joint programmes shall jointly select a quality assurance agency registered in the European Quality Assurance Register for Higher Education (EQAR). The external quality evaluation process for the accreditation of the joint programme shall be carried out according to the procedures mentioned in parts B and C of the European Approach for Quality Assurance of Joint Programmes, approved in the Common European Higher Education Area (EHEA, 2015). The branches of higher education institutions abroad shall organize study programmes on the territory of the Republic of Moldova only if the institution has been accredited by a quality assurance agency registered in EQAR or goes through the procedures of external quality evaluation by the Agency.

Higher education institutions in the Republic of Moldova engaged in such programmes shall request acceptance of the Agency and Ministry of Education and Research for study programmes in consortia/partnerships.

12. The operational and instrumental aspects of the external quality evaluation are detailed in the Guidelines for the external quality evaluation, developed by the Agency in collaboration with the vocational education and training, higher education and continuous training institutions, the Ministry of Education and Research, other stakeholders, and approved by the Governing Board of the Agency.

II. PRINCIPLES, ACCREDITATION STANDARDS, CRITERIA AND PERFORMANCE INDICATORS FOR THE QUALITY ASSURANCE OF STUDY PROGRAMMES AND EDUCATIONAL INSTITUTIONS

13. The process of quality evaluation of a vocational education and training, higher education and continuous training institution and/or study programme offered by educational institutions or other educational service providers is based on the following fundamental principles:

1) *responsibility* - quality assurance is the responsibility of each educational institution, which is publicly responsible for its results and performance, the information provided in the Self-Evaluation Reports and other documents that are subject to the quality evaluation and is obliged to correct within a reasonable time the shortcomings found within the external quality evaluation; responsibility is deontological, normative and social;

2) *European reference* - vocational education and training, higher education and continuous training institutions in the Republic of Moldova shall ensure the quality standards according to the provisions of the Bologna Process, the Copenhagen Process, the European Higher Education Area, the European Research Area, the European Education Area, in order to achieve trust in the quality of studies, academic mobility and the recognition of qualifications and study documents;

3) *institutional autonomy* - in the process of external quality evaluation, the autonomy of the educational institutions in the institutional management, the management of the property, personnel and resources policy, the establishment of the undertaken educational and research mission, its organization and operation irrespective of any ideological, political or religious interference, shall be respected;

4) *continuous improvement of quality* - the activities of the education system are systematically reported to the national reference standards and to the national and international best practices in the field of quality assurance and promotion of quality culture;

5) *transparency* - quality assurance is achieved by all actors involved by promoting transparent procedures, which are made public and responsible for the whole evaluated educational process;

6) *objectivity* - in the external quality evaluation process, the Agency shall ensure the objectivity, accuracy and validity of actual results and performances in strict accordance with this Methodology and the actors involved shall honestly and rigorously identify the achievements and shortcomings;

7) *cooperation* - quality evaluation by the Agency is based on cooperation with all stakeholders involved, mutual collaboration and trust between stakeholders involved in ensuring quality in education;

8) *non-discrimination* - the quality evaluation process ensures the exclusion of any discrimination based on ungrounded and illegitimate considerations of educational institutions, study programmes and all the actors involved, and shall be carried out with respect for human rights, equal opportunities, gender, age, racial, ethnic, linguistic, religious, cultural and political affiliation of persons, in accordance with the legislation in force.

14. Quality evaluation in vocational education and training and continuous training is aimed at:

1) the institutional capacity;

2) the educational efficiency, including school results;

3) the quality of professional training programmes;

4) the institutional quality management;

5) the consistency between the internal evaluation and the real situation.

15. Quality evaluation in higher education aims at:

- 1) the institutional capacity;
- 2) the educational efficiency, including academic results;
- 3) the quality of initial and continuous professional training programmes;
- 4) the institutional quality management;
- 5) the results of scientific research and/or artistic creation;
- 6) the consistency between the internal evaluation and the real situation.

16. The external quality evaluation for the authorization of provisional operation and accreditation of study programmes and educational institutions shall be carried out based on the accreditation standards, criteria and performance indicators set out in Annexes no. 2-7 to this Methodology, as well as the evaluation standards and the mandatory minimum standards set out in the Guidelines for the external quality evaluation.

III. PROCEDURES FOR THE INITIATION OF THE EXTERNAL EVALUATION FOR THE AUTHORIZATION OF PROVISIONAL OPERATION OF STUDY PROGRAMMES AND EDUCATIONAL INSTITUTIONS

17. Any legal, public or private person interested in offering study programmes and educational services is mandatorily subject to the external quality evaluation process for the authorization of provisional operation before it starts operating.

18. The request for the initiation of the external quality evaluation for the authorization of provisional operation of the study programme and the educational institution is made by submitting the application to the Agency's specialized department by the educational institution/consortium/partnership/subsidiary/founder/Ministry of Education and Research.

19. The initiation of the external quality evaluation procedure for the authorization of provisional operation of the study programme and/or the educational institution is carried out if the following conditions are met:

1) the vocational education and training institution:

a) requests a new vocational training programme, which is found in the Nomenclature of vocational training areas and professions, Nomenclature of vocational training areas, specialties and qualifications, Classification of occupations and is registered in the National Register of Qualifications;

b) is interested in initiating and carrying out the educational activity and providing education services and is founded based on the legislation in force;

c) if it has obtained accreditation for at least one study programme in a field of initial professional training, it is entitled to organize continuous training programmes of a maximum of 20 credits/600 hours in this field, after the approval of the respective programmes by the Teachers' Council of the educational institution. In this case, the continuous training programmes in the respective professional training field are considered authorized for provisional operation, but are not exempted from the accreditation procedure;

2) the high education institution:

a) requests a new study programme at the first cycle (bachelor's degree studies), which is included in the Nomenclature of professional training and qualifications for the training of staff in higher education institutions (Cycle I);

- b) has accredited/re-accredited study programmes at the first cycle (bachelor degree studies) in the professional training field in which it requests to obtain authorization of the provisional operation of the study programme at the second cycle (master's degree studies);
 - c) has accredited/re-accredited study programmes at the first cycle (bachelor's degree studies) and at the second cycle (master's degree studies) in the professional training field in which it requests to obtain authorization of the provisional operation of the study programme at the third cycle (doctoral degree studies);
 - d) is interested in initiating and carrying out educational activity and is founded based on the legislation in force;
 - e) if it has obtained accreditation for at least one study programme from cycle I – bachelor degree studies or integrated higher education in a professional training field, it is entitled to organize continuous professional training programmes of a maximum of 20 credits/ 600 hours in this field, after the approval of the respective programmes by the Senate of the educational institution. In this case, continuous professional training programmes in the respective professional training field are considered authorized for provisional operation, but are not exempted from the accreditation procedure;
- 3) the educational institution in the field of continuous training of adults:
- a) requests a new continuous professional training programme, which is found in the Nomenclature of vocational training areas and professions, Nomenclature of vocational training areas, specialities and qualifications, Classification of occupations and is registered in the National Register of Qualifications;
 - b) is interested in initiating and carrying out educational activities and is founded based on the legislation in force.

20. The external quality evaluation procedure for the authorization of provisional operation of study programmes and educational institution is completed by the Agency within up to 5 months from the date of initiation of the external evaluation procedure by decision of the Governing Board of the Agency.

21. The authorization of provisional operation is granted to a newly created educational institution under the following conditions:

- 1) for vocational education and training: the educational institution has initiated training programmes/vocational training programmes authorized for provisional operation;
- 2) for higher education: the educational institution has initiated study programmes for the first cycle (bachelor's degree studies) authorized for provisional operation;
- 3) for continuous training: the educational institution has initiated study programmes authorized for provisional operation.

22. The authorization of provisional operation of educational institutions is required in the following cases:

- 1) establishment of a new educational institution;
- 2) modification of the organizational form of the educational institution;
- 3) other cases provided by the legislation in force.

23. The authorization of provisional operation of study programmes is required in the following cases:

- 1) initiation of a new study programme;
- 2) other cases provided by the legislation in force.

24. The authorization of provisional operation is issued on individual basis:

- 1) for vocational education and training and continuous training: for each study programme, vocational training programme, continuous professional training programme for adults;
- 2) for higher education: for each study programme in the first cycle (bachelor's degree studies), cycle II (master's degree studies) and cycle III (doctoral degree studies) leading to a distinct university qualification.

25. The authorization of provisional operation of a study programme and an educational institution is granted based on the decision of the Ministry of Education and Research, adopted on the basis of the decision of the Governing Board of the Agency or of the decision of another quality assurance agency, registered in the European Quality Assurance Register for Higher Education.

IV. PROCEDURES FOR INITIATING THE EXTERNAL EVALUATION FOR THE ACCREDITATION OF STUDY PROGRAMMES AND EDUCATIONAL INSTITUTIONS

26. The accreditation of study programmes is requested upon the expiry of the authorization of provisional operation, after the first promotion of graduates, and the accreditation of educational institutions is requested upon the expiry of the authorization of provisional operation or the previous accreditation.

27. The request for the initiation of the external quality evaluation procedure for the accreditation of the study programme and of the educational institution is done by submitting the application to the specialized department of the Agency by the educational institution/consortium/partnership/branch/founder/Ministry of Education and Research.

28. The initiation of the external quality evaluation procedure for the accreditation of the study programmes is done if the following conditions are met:

- 1) for vocational education and training institutions (secondary, postsecondary and non-tertiary postsecondary):
 - a) the educational institution has an authorization of provisional operation;
 - b) the educational institution has authorization of provisional operation for the study programme/professional training programme for which it requests to obtain accreditation;
 - c) the study programme has promotion of graduates every year for the last 5 years;
- 2) for higher education:
 - a) the educational institution has an authorization of provisional operation;
 - b) the educational institution has authorization of provisional operation for the study programme at Cycle I (bachelor's degree studies) for which it requests to obtain accreditation;
 - c) the educational institution has the study programme(s) accredited at Cycle I (bachelor's degree studies) in the professional training field(s) for which it requests to obtain accreditation of the study programme at Cycle II (master's degree studies);

- d) the educational institution has the study programme(s) accredited at Cycle I (bachelor's degree studies) and at Cycle II (master's degree studies) in the professional training field(s) for which it requests to obtain accreditation of the study programme at Cycle III (doctoral degree studies);
 - e) the study programme has promotion of graduates every year for the last 5 years, except for master's and doctoral degree study programmes;
- 3) for continuous training of adults:
- a) the educational institution has an authorization of provisional operation;
 - b) the educational institution has authorization of provisional operation for the continuous training study programme;
 - c) the study programme has promotion of graduates in the last 5 years.

29. The initiation of the external evaluation procedure for the accreditation of the educational institutions is carried out if the following conditions are met:

- 1) for vocational education and training institutions:
- a) the educational institution has an authorization of provisional operation;
 - b) the educational institution has at least half of the study programmes accredited;
 - c) other cases provided by the legislation in force;
- 2) for higher education:
- a) the educational institution has an authorization of provisional operation;
 - b) the educational institution has at least half of the study programmes accredited;
 - c) in case of reorganizing the educational institution;
 - d) other cases provided by the legislation in force;
- 3) for continuous training of the adults:
- a) the educational institution has an authorization of provisional operation;
 - b) the educational institution has at least half of the study programmes accredited;
 - c) in case of reorganizing the educational institution;
 - d) other cases provided by the legislation in force;

30. The educational institution requires an external quality evaluation for the accreditation of the study programmes/educational institution at least 6 months before the expiry of the authorization of provisional operation or the accreditation of the study programmes/the educational institution.

31. The external quality evaluation procedure for the accreditation of study programmes and educational institutions is completed by the Agency within up to 5 months from the date of initiation of the external evaluation procedure by decision of the Governing Board of the Agency.

32. Accreditation is requested and granted individually for each educational institution and for each study programme in order to obtain a distinct qualification:

- 1) in vocational education and training and in continuous training of adults: for each study programme, vocational training programme or continuous professional training programme;
- 2) in higher education: for each study programme at Cycle I (bachelor's degree studies), integrated higher education, including interdisciplinary programmes, Cycle II (master's degree studies) and Cycle III (doctoral degree studies);
- 3) the higher education institution that has received accreditation for a study programme at Cycle II (master's degree studies in a professional training field) or for an integrated higher education study programme in a professional training field, including interdisciplinary programmes, is

entitled to organize any other study programme at Cycle II (master's degree studies in this field), after the approval of the respective programme by the Senate of the educational institution. In this case, study programmes at Cycle II (master's degree studies in the same field of professional training) are considered to be authorized for provisional operation, but are not exempted from the accreditation procedure. Study programmes in full-time and distance education forms cannot be organized if there is no such study programme accredited in the full-time education form.

4) study programmes in full-time and distance education forms cannot be organized and evaluated for accreditation if the respective study programme is not accredited in the full-time education form.

33. The accreditation of study programmes and/or educational institutions shall be carried out in accordance with the external quality evaluation procedure set out in point 37 of this Methodology.

34. The accreditation of a study programme and an educational institution is granted by decision of the Ministry of Education and Research, adopted on the basis of the Decision of the Governing Board of the Agency or of the decision of another quality assurance agency, registered in the European Quality Assurance Register for Higher Education.

35. After obtaining accreditation, study programmes and educational institutions are subject, at least once every 5 years, to external quality evaluation for re-accreditation.

36. The re-accreditation of study programmes and educational institutions is based on a request to initiate the external evaluation procedure for re-accreditation submitted to the Agency by the educational institution/consortium/partnership/branch/founder/Ministry of Education and Research.

The re-accreditation is carried out according to the external quality evaluation procedure set out in point 37 of this Methodology.

V. EXTERNAL EVALUATION PROCEDURES FOR THE AUTHORIZATION OF PROVISIONAL OPERATION AND ACCREDITATION OF STUDY PROGRAMMES AND EDUCATIONAL INSTITUTIONS

37. The external quality evaluation procedure for the authorization of provisional operation or accreditation of the study programme/group of study programmes and/or the educational institution has the following stages:

1) Initiation of the evaluation procedure by the educational institution/consortium/partnership/branch/founder / Ministry of Education and Research;

2) internal quality evaluation (self-evaluation) and development of the Self-Evaluation Report per study programme/group of study programmes/educational institution:

a) for the evaluation of the vocational education and training institution, according to Annex no. 2 to this Methodology;

b) for the evaluation of the study programme in vocational education and training, according to Annex no. 3 to this Methodology;

c) for the evaluation of the higher education institution, according to Annex no. 4 to this Methodology;

d) for the evaluation of the study programme in higher education, according to Annex no. 5 to this Methodology;

- e) for the evaluation of the adult continuous training institution according to Annex no. 6 to this Methodology;
- f) for the evaluation of the continuous professional training programme, according to Annex no. 7 to this Methodology;
- 3) external quality evaluation:
 - a) submitting the application and dossier in paper and electronic format, completed according to Annex no. 1 to this Methodology, to the Agency's specialized department;
 - a¹) returning the dossier to the educational institution in case of non-compliance with the requirements for completing the dossier or drafting the Self-Evaluation Report, after a prior examination within the Agency;
 - a²) approving the decision to initiate or reject the external evaluation procedure by the Governing Board of the Agency;
 - c) setting up the External Evaluation Panel;
 - d) analysis of the Self-Evaluation Report;
 - e) carrying out the evaluation visit to the educational institution/institutions and filling in the "Site visit record sheet";
 - f) development of the External Evaluation Report;
 - g) examination and validation of the results of the external evaluation by the Profile Committee and the submission of the proposed decisions, accompanied by minutes, to the Governing Board of the Agency;
 - g¹) examination of the evaluation results and decision-making by the Governing Board of the Agency;
- 4) handing over the decision of the Governing Board of the Agency to the Ministry of Education and Research;
- 5) providing the authorization of provisional operation/accreditation by the Ministry of Education and Research for higher education, vocational education and training and continuous training;
- 6) implementation of the recommendations resulting from external evaluation.

38. The Governing Board of the Agency, after approval of the decision to initiate the external evaluation procedure, shall designate the nominal composition of the members of the External Evaluation Panel, consisting of expert evaluators with competences in the professional training field of the study programme, depending on the level of education, selected from the Agency's own Register of evaluators, and shall appoint the evaluation coordinator. In the case of external quality evaluation for the accreditation of doctoral programmes and higher education institutions, the involvement of an international expert in each Panel shall be mandatory

39. The External Evaluation Panel shall be made up of at least 3 members, selected from the Agency's Register of expert evaluators and shall include representatives of the educational/academic environment, specialists in the evaluated field, representatives of students who have had status of student at the time of initiating the external evaluation procedure, and employers' representatives who carry out their professional activity in the evaluated field. The members of the Governing Board of the Agency cannot be members of the External Evaluation Panels during their term of office. Student representatives shall be co-opted as members of External Evaluation Panels in vocational education and training, and higher education.

40. The members of the External Evaluation Panel must confirm the absence of conflicts of interest, through a declaration on own responsibility, keep the information confidential, not represent the interests of the organization they belong to or of other third parties and be independent in making decisions.

41. The members of the External Evaluation Panel shall meet the following conditions:

- 1) to know about the functioning of the education system and the legislation of the Republic of Moldova in the field;
- 2) to have work and/or managerial experience in the field;
- 3) to know about the education trends in the European Union;
- 4) to be trained in the field of external quality evaluation;
- 5) to have, preferably, teaching experience in an educational institution;
- 6) to know the working language during the evaluation.

42. The Agency shall, within 5 working days of the date of designation of the External Evaluation Panel, inform the evaluated educational institution of its composition by e-mail.

43. The educational institution, which is subject to the external evaluation procedure has the right, one time, to present its position regarding the composition of the External Evaluation Panel, within 5 working days from the date when the institution was informed of its composition.

44. The President of the Agency shall issue the order on the composition of the External Evaluation Panel and the evaluation coordinator, based on the decision of the Governing Board of the Agency. The Agency shall, within 5 working days of the date of designation of the panel, inform the educational institution which is subject to the external evaluation procedure of its final composition by fax or e-mail.

45. The evaluation coordinator (hereinafter referred to as “coordinator”) is the panel’s support person and an administrator of the evaluation process, whose main responsibility is to ensure the smooth running of the evaluation process, based on the requirements and the deadline set out in this Methodology. The coordinator is, as a rule, employed in the Agency’s specialized department.

46. The educational institution subject to the external evaluation shall designate a contact person to ensure effective communication between the Agency and the educational institution. This appointment shall be done by a written decision submitted to the Secretariat of the Agency within 5 working days from the date of the institution’s notification of the final composition of the External Evaluation Panel.

47. The External Evaluation Panel verifies the fulfilment of the accreditation standards by examining the submitted self-evaluation dossier and by a visit to the institution on the basis of the provisions of this Methodology, as well as the evaluation standards and the mandatory minimum evaluation standards set out in the Guidelines for the external quality evaluation.

If the member of the Evaluation Panel, for objective reasons, cannot participate in the Panel’s activity, the President of the Agency shall issue the order regarding the modification of the composition of the Panel.

48. The evaluation visit to the educational institution lasts for up to 5 days. The coordinator, in collaboration with the educational institution and with the chairperson of the External Evaluation Panel, drafts a programme of the visit. In exceptional cases, conditioned by external factors, which limit the access of people to the institutions to be evaluated, the activities provided for in the external quality evaluation visits can be carried out online, on remote communication platforms, jointly established with the educational institution.

49. During the evaluation visit, the educational institution shall provide the members of the Evaluation Panel with an appropriately furnished office and allow them:

- 1) to examine the documents related to the activity of the educational institution and its subdivisions;
- 2) to interview, at the choice of the experts, the employees, the pupils/students/trainees/graduates of the educational institution, as well as the employers;
- 3) to access information on the teaching-scientific activity, on teachers and scientists, foremen, pupils/students/trainees, on the technical-material equipment and the financial activity of the educational institution;
- 4) to attend lessons;
- 5) to examine the internal quality assurance system;
- 6) to receive other information related to the activity of the educational institution.

The results of the visit shall be recorded in the Site visit record sheet, which shall be signed by all members of the Panel, one copy shall be kept at the evaluated institution.

50. The External Evaluation Panel shall draft the External Evaluation Report within 15 working days from the date of the last visit to the institution.

51. The External Evaluation Report contains a qualitative and quantitative analysis of the Self-Evaluation Report presented by the educational institution/consortium partnership/branch; of the validated data following the evaluation visit; the trends from the previous evaluation (in case of re-accreditation); the strengths and weaknesses identified by the institution evaluated and validated by the External Evaluation Panel, as well as a series of recommendations on quality improvement that are sent to the evaluated institution.

52. If the External Evaluation Panel finds false information intentionally included in the Internal Evaluation (Self-Evaluation) Report, the Panel shall propose to the Governing Board of the Agency to interrupt the external evaluation process. In the event of the interruption of the external evaluation process of the study programme(s)/educational institution, the educational institution shall eliminate all non-conformities found in the external quality evaluation process, after which it shall submit the application and a new external evaluation dossier, according to the procedure provided in point 37.

53. The External Evaluation Report is sent to the educational institution subject to the external evaluation procedure. The educational institution has the right, within 3 working days of receiving the Report, to make certain written comments, on paper, regarding the report. The External Evaluation Panel shall analyse the comments made by the educational institution within 7 working

days, finalize the External Evaluation Report and submit it to the Agency, in electronic and paper format, signed by the members of the External Evaluation Panel.

The External Evaluation Report shall be sent to the educational institution subject to the external evaluation procedure. The educational institution, within 3 working days of receiving the Report, has the right to make certain comments, in writing, on paper and in electronic format, regarding it. The External Evaluation Panel shall analyse the comments made by the educational institution within up to 5 working days, finalize the External Evaluation Report and presents it to the Agency, in electronic format and on paper, signed by the members of the External Evaluation Panel.

54. The External Evaluation Report shall contain the recommendation on the external evaluation of the study programme or the educational institution: provisional authorization or non-authorization; accreditation; non-accreditation. Recommendations shall be justified based on the data presented in the dossier submitted to the Agency, data collected during the evaluation visit, as well as those resulting from the analysis of the documents provided by the institution subject to the external evaluation.

55. The External Evaluation Panel shall make decisions by consensus or by a simple majority of votes of its members. In the case of separate opinions, they are included in the minutes together with the appropriate arguments.

55¹. In the case of continuous professional training programmes with a number of up to 900 hours (30 credits), expected to be completed within 6 consecutive months, upon the initiation of a new programme or the foundation of a new educational institution, the external evaluations for the authorization of provisional operation and accreditation of the institution/study programme shall be carried out in a single external evaluation, consisting of two stages: for the authorization of provisional operation and for accreditation.

VI. FINAL DECISIONS ON THE RESULTS OF THE EXTERNAL EVALUATION FOR PROVIDING AUTHORIZATION OF PROVISIONAL OPERATION AND ACCREDITATION OF STUDY PROGRAMMES AND EDUCATIONAL INSTITUTIONS

56. The External Evaluation Panel shall submit the External Evaluation Report to the specialized department within the Agency. The External Evaluation Report shall be submitted for review and validation to the Profile Committee. The Agency's Profile Committee shall examine and validate, by consensus or by simple majority of votes, the External Evaluation Report during working sessions, attended by the chairperson of the External Evaluation Panel and, as the case may be, its members. Following the examination, minutes shall be drafted, recording the summary of the analysis, discussions and decisions made. The External Evaluation Report, after validation by the Profile Committee, accompanied by minutes, shall be sent to the Governing Board of the Agency.

57. The Governing Board of the Agency shall examine the External Evaluation Report during the working meetings, which may also be attended by the members of the Profile Committee and the members of the External Evaluation Panel. Following the examination, minutes shall be drafted, recording the summary of the analysis, discussions and decisions made.

58. The Governing Board of the Agency shall base its decision on the proposal presented by the Profile Committee, the External Evaluation Panel, the comments made by the educational institution received within up to 10 working days of the completion of the Report, as well as the additional materials submitted at the request of the Governing Board of the Agency.

59. In case of contradictions in the evaluation of the components made by the External Evaluation Panel or some inadequate justifications, the Agency shall return the External Evaluation Report, with the evaluations of the accreditation standards, to the External Evaluation Panel for review and clarification. The External Evaluation Panel shall review the evaluation of the components within 10 working days of their receipt and return them to the Agency with additional explanations and arguments.

60. The Governing Board of the Agency shall adopt the decision on the authorization of provisional operation or non-authorization, accreditation or non-accreditation based on the conclusions presented in the External Evaluation Report and following debates.

61. The Governing Board of the Agency shall adopt the decision on the authorization of provisional operation and the tuition capacity based on the accreditation standards, part of this Methodology, starting from the following:

1) if the share of the level of achievement of each accreditation standard is at least 50%, and the accreditation standard 2. *Design and approval of programmes* has 100% level of achievement, the Governing Board of the Agency proposes the authorization of provisional operation of the study programme or educational institution;

2) if the share of the level of achievement of at least one accreditation standard is less than 50%, and the accreditation standard 2. *Design and approval of programmes* does not have 100% level of achievement, the Governing Board of the Agency proposes the non-authorization of provisional operation of the study programme or educational institution.

62. The Governing Board of the Agency shall adopt the decision on the accreditation or non-accreditation of the study programme/educational institution and offers the tuition capacity taking into account the following:

1) if the share of the level of achievement of each accreditation standard is at least 90%, and the accreditation standard 2. *Design and approval of programmes*, and the accreditation standard 5. *Teaching staff*, respectively, have 100% level of achievement, the Governing Board of the Agency proposes the accreditation of the study programme or educational institution for a period of 5 years;

2) if the share of the level of achievement of accreditation standards is 60-90%, and the accreditation standard 2. *Design and approval of programmes*, and the accreditation standard 5. *Teaching staff*, respectively, have 100% level of achievement, the Governing Board of the Agency proposes the accreditation of the study programme or educational institution only after the removal of detected non-conformities, within up to 6 months, demonstrated by an exhaustive report.

If at the end of the granted term the educational institution demonstrates the achievement of each accreditation standard to a share of at least 90%, and the accreditation standard 2. *Design and*

approval of programmes and the accreditation standard 5. *Teaching staff*, respectively, have 100% level of achievement, the Governing Board of the Agency proposes the accreditation of the study programme or educational institution for a period of 5 years.

If at the end of the granted term the educational institution does not demonstrate the achievement of each accreditation standard to a share of at least 90%, and accreditation standard 2. *Design and approval of programmes* and accreditation standard 5. *Teaching staff*, respectively, do not have 100% level of achievement, the Governing Board of the Agency proposes the non-accreditation of the study programme or educational institution.

3) if the share of the level of achievement of at least one accreditation standard is less than 60%, and the level of achievement of the accreditation standards 2 and 5 is less than 100%, the Governing Board of the Agency proposes the non-accreditation of the study programme or educational institution.

63. The decision of the Governing Board of the Agency on the authorization or non-authorization of provisional operation, the accreditation or non-accreditation of the study programme or of the educational institution shall be sent to the educational institution(s) within up to 5 days from the date of adoption of the decision.

64. The Agency shall send the decision on the external evaluation to the Ministry of Education and Research and to the institution(s), as well as publish the decision on the Agency's website after the exhaustion of appeal procedures provided in paragraph 72 of this Methodology.

65. The decision on the authorization or non-authorization of provisional operation, the accreditation or non-accreditation of the study programme or of an educational institution, as well as the withdrawal of the right of operation of an educational institution or the right to organize a study programme shall be adopted by decision of the Ministry of Education and Research, based on the decision of the Governing Board of the Agency or the decision of another quality assurance agency, registered in the European Quality Assurance Register for Higher Education, within 30 days at the latest from the date the decision was made.

66. The authorization of provisional operation of a study programme in vocational education and training and higher education expires after the first graduation.

66¹. The educational institution shall develop and implement a plan of corrective measures to eliminate the non-conformities identified in the external quality evaluation process and, within 6 months, shall submit it to the Agency, in accordance with the Procedure for post-evaluation monitoring of vocational education and training, higher education and continuous training study programmes and institutions, developed by the Agency.

69. In case of non-authorization of provisional operation/non-accreditation of the study programme/educational institution, the educational institution, after a period of at least 2 years, shall submit the application and a new external evaluation dossier of the study programme/educational institution. In the Self-Evaluation Report, the educational institution shall provide evidence of elimination of all non-conformities found in the previous external evaluation.

70. If the educational institution, which was authorized for provisional operation, does not require accreditation within 5 years, it shall not be entitled to organize admission to studies or to issue study documents.

71. In case of non-authorization of provisional operation/non-accreditation of the study programme/educational institution, the educational institution subject to the external evaluation procedure shall be informed in writing of the decision made, indicating the accreditation standards, the criteria, the performance indicators, and mandatory minimum evaluation standards that had not been met.

72. The external evaluation procedures and the decision of the Governing Board of the Agency on the authorization or non-authorization of provisional operation, accreditation or non-accreditation of the study programme/educational institution may be appealed if they do not correspond to this Methodology. The educational institution subject to the external evaluation process lodges the appeal to the Agency within 10 working days from the date of sending the decision to the educational institution.

73. Every year, the Agency shall elaborate thematic studies and an analytical report on quality assurance in national education in the Republic of Moldova, as part of its annual report as a structure of the ministry. The report shall include information on the results of external evaluations and decisions made, generalized results regarding the authorization of provisional operation and accreditation of study programmes or educational institutions, as well as recommendations for improving the national education system.

Annex no. 1
to the Methodology of external quality evaluation
for the authorization of provisional operation and
accreditation of vocational education and training, higher
education and professional continuous training study
programmes and institutions

CONTENT OF THE DOSSIER
of the external quality evaluation for the authorization of provisional operation and
accreditation of vocational education and training, higher education and continuous
training study programmes and institutions

In order to initiate and carry out the external evaluation process, the educational institution shall submit to the Agency the dossier on paper and in electronic format containing the following:

1. The request to initiate the evaluation procedure, endorsed by the management of the educational institution/consortium/partnership/branch or the request submitted by the founder/Ministry of Education and Research;
2. Copy of the registration certificate of the educational institution / institutions;
3. Copy of the authorization of provisional operation of the educational institution (in case of application for accreditation);
4. The Self-Evaluation Report, on paper and in electronic format, elaborated in accordance with the present Methodology and with the Guidelines of external quality evaluation, approved by the management of the educational institution;
5. The syllabus of the study programme, elaborated, endorsed and approved according to the requirements in force for the respective level and cycle of studies (in case of the request for evaluation of the study programmes);
6. Proof of payment of the application fee according to the Regulation for the calculation of fees for services provided in the external evaluation of the quality of vocational education and training, higher education professional continuous training study programmes and institutions;
7. Proof of payment for external evaluation services, determined according to the Regulation for the calculation of fees for services provided in the external evaluation of the quality of vocational education and training, higher education professional continuous training study programmes and institutions.

Annex no. 4
to the Methodology of external quality evaluation
for the authorization of provisional operation and
accreditation of vocational education and training, higher
education and professional continuous training study
programmes and institutions

**ACCREDITATION STANDARDS, CRITERIA AND PERFORMANCE INDICATORS
FOR THE EXTERNAL EVALUATION OF HIGHER EDUCATION INSTITUTIONS**

Accreditation standard 1. Policy for quality assurance

Institutions should have a policy for quality assurance that is made public and forms part of their strategic management. Internal stakeholders should develop and implement this policy through appropriate structures and processes, while involving external stakeholders.

Criteria	Performance indicators
1.1. The legal framework for the operation of the institution	1.1.1. The legal status of the institution
1.2. The mission, strategy and policies of the institution	1.2.1. The mission of the institution
	1.2.2. The development strategy of the institution
	1.2.3. Continuous quality assurance and improvement policy
1.3. The internal organization of the institution	1.3.1. The effectiveness of the internal organization of the institution
	1.3.2. Representation of stakeholders in the governing bodies of the institution
	1.3.3. Organizational, academic, financial and human resource autonomy
	1.3.4. Organization of scientific research
	1.3.5. Institutional internationalization
1.4. Internal quality management	1.4.1. Organization and effectiveness of the internal quality assurance system
	1.4.2. Application of internal quality assurance procedures

Accreditation standard 2. Design and approval of programmes

Institutions should have processes for the design and approval of their programmes. The programmes should be designed so that they meet the objectives set for them, including the intended learning outcomes. The qualification resulting from a programme should be clearly specified and communicated, and refer to the correct level of the national qualifications framework for higher education and, consequently, to the Framework for Qualifications of the European Higher Education Area.

Criteria	Performance indicators
2.1. Realization of study programmes	2.1.1. General framework for designing study programmes
	2.1.2. The structure of study programmes

Accreditation standard 3. Student-centred learning, teaching and assessment

Institutions should ensure that the programmes are delivered in a way that encourages students to take an active role in creating the learning process, and that the assessment of students reflects this approach.

Criteria	Performance indicators
3.1. The teaching-learning process	3.1.1. Forms of organizing the teaching-learning process
	3.1.2. Student-centred teaching-learning methods
	3.1.3. Use of ICT tools in the teaching-learning-assessment process
3.2. Assessment of learning outcomes	3.2.1. The normative-regulatory framework for the assessment of learning outcomes
	3.2.2. Organizing the process of assessing learning outcomes during studies
	3.2.3. Organizing the assessment process of the internships
	3.2.4. Organizing the final assessment process

Accreditation standard 4. Student admission, progression, recognition and certification

Institutions should consistently apply pre-defined and published regulations covering all phases of the student “life cycle”, e.g., student admission, progression, recognition and certification.

Criteria	Performance indicators
4.1. Admission of students	4.1.1. Recruitment and admission of students
	4.1.2. Access for disadvantaged groups to studies
4.2. Student progression	4.2.1. Student attendance
	4.2.2. Student promotion
	4.2.3. Academic mobility
4.3. Recognition and obtaining of certifications	4.3.1. Awarding the title and issuing the diploma

Accreditation standard 5. Teaching staff

Institutions should assure themselves of the competence of their teachers, apply fair and transparent processes for the recruitment and development of the staff.

Criteria	Performance indicators
5.1. Recruitment and administration of teaching staff	5.1.1. Planning, recruitment and administration of teaching staff
	5.1.2. Professional qualification of the teaching staff
	5.1.3. Assessment of teaching staff
5.2. Teaching staff development	5.2.1. Strategies / policies / measures for the development of the teaching staff
	5.2.2. Planning and carrying out the methodical activity of the teaching staff
5.3. Scientific research and innovation activity of teaching staff	5.3.1. Planning and supporting the scientific research and innovation activity of the teaching staff
	5.3.2. Carrying out, monitoring and capitalizing on the scientific research and innovation activity of the teaching staff

Accreditation standard 6. Learning resources and student support

Institutions should have appropriate funding for learning and teaching activities and ensure that adequate and readily accessible learning resources and student support are provided.

Criteria	Performance indicators
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6.1. Administrative and auxiliary staff	6.1.1. Planning and coordinating the activity of administrative and auxiliary staff
6.2. Material resources	6.2.1. Existence, use and accessibility of educational and research facilities
	6.2.2. Endowment of educational and research facilities
	6.2.3. Accessibility of equipment, teaching aids and curricular auxiliaries
	6.2.4. Endowment, development and accessibility of the institution's library collection
6.3. Learning resources	6.3.1. Ensuring and providing students with access to curricular support
	6.3.2. The internship bases
6.4. Financial resources	6.4.1. The institution's budget and the financing of the educational and research process
	6.4.2. Tuition fees and scholarships
6.5. Social insurance for students	6.5.1. Providing students with dormitory
	6.5.2. Medical, catering, cultural and sports services for students

Accreditation standard 7. Information management

Institutions should ensure that they collect, analyse and use relevant information for the effective management of their programmes and other activities.

Criteria	Performance indicators
7.1. Access to information	7.1.1. Information management systems
	7.1.2. Student and staff access to information
7.2. Databases	7.2.1. Setting up the database of the institution
	7.2.2. Access to the internal quality assurance database

Accreditation standard 8. Public information

Institutions should publish information about their activities, including programmes, which is clear, accurate, objective, up-to date and readily accessible.

Criteria	Performance indicators
8.1. Transparency of information of public interest regarding the activity of the institution	8.1.1. Website of the institution
	8.1.2. Transparency of information of public interest regarding the activity of the institution

Accreditation standard 9. On-going monitoring and periodic review of programmes

Institutions should monitor and periodically review their programmes to ensure that they achieve the objectives set for them and respond to the needs of students and society. These reviews should lead to continuous improvement of the programme. Any action planned or taken as a result should be communicated to all those concerned.

Criteria	Performance indicators
9.1. Procedures for initiating, monitoring and periodically reviewing study programmes	9.1.1. Monitoring and reviewing the educational offer and study programmes
	9.1.2. Monitoring the teaching-learning-assessment processes
	9.1.3. Involvement of the beneficiaries of the educational process in the internal evaluations
	9.1.4. Public accountability of the institution (internal audit)
9.2. Employment	9.2.1. Institutional mechanisms for recording the employment of graduates on the labour market
	9.2.2. Career guidance activities and the competitiveness of graduates on the labour market

Accreditation standard 10. Cyclical external quality assurance

Institutions should undergo external quality assurance on a cyclical basis.

Criteria	Performance indicators
10.1. External quality assurance	10.1.1. Implementation of the provisions and recommendations of the Ministry of Education and Research and the relevant ministries
	10.1.2. Implementation of the observations, recommendations and decisions formulated based on the external evaluation by the National Agency for Quality Assurance in Education and Research / other quality assurance agencies

**ACCREDITATION STANDARDS, CRITERIA AND PERFORMANCE
INDICATORS FOR THE EXTERNAL EVALUATION OF THE STUDY PROGRAMME
IN HIGHER EDUCATION**

Accreditation standard 1. Policy for quality assurance

Institutions should have a policy for quality assurance that is made public and forms part of their strategic management. Internal stakeholders should develop and implement this policy through appropriate structures and processes, while involving external stakeholders.

Criteria	Performance indicators
1.1. The legal-normative framework for the operation of the programme	1.1.1. The legal status of the institution vs the realization of the study programme
1.2. Strategies, policies and internal quality management	1. 2.1. Quality assurance strategy and educational policy
	1.2.2. Organization, application and effectiveness of the internal quality assurance system
	1.2.3. Internationalization of the study programme

Accreditation standard 2. Design and approval of programmes

Institutions should have processes for the design and approval of their programmes. The programmes should be designed so that they meet the objectives set for them, including the intended learning outcomes. The qualification resulting from a programme should be clearly specified and communicated, and refer to the correct level of the national qualifications framework for higher education and, consequently, to the Framework for Qualifications of the European Higher Education Area.

Criteria	Performance indicators

2.1. Design and approval of the study programme	2.1.1. General framework for designing the study programme
	2.1.2. Connecting the study programme to the National Qualifications Framework
2.2. Content of the study programme	2.2.1. Mission and objectives of the study programme
	2.2.2. The syllabus
	2.2.3. The curricula on disciplines
	2.2.4. Relevance of the study programme

Accreditation standard 3. Student-centred learning, teaching and assessment

Institutions should ensure that the programmes are delivered in a way that encourages students to take an active role in creating the learning process, and that the assessment of students reflects this approach.

Criteria	Performance indicators
3.1. The teaching-learning process	3.1.1. Forms of organizing the teaching-learning process
	3.1.2. Student-centred teaching-learning methods
	3.1.3. Use of ICT tools in the teaching-learning-assessment process
	3.1.4. Academic calendar and study process schedule
3.2. Internships	3.2.1. Organizing internships
	3.2.2. Collaboration agreements to carry out internships
3.3. Assessment of learning outcomes	3.3.1. Organizing the assessment process of the learning outcomes
	3.3.2. Organizing the assessment process of the internships

Accreditation standard 4. Student admission, progression, recognition and certification

Institutions should consistently apply pre-defined and published regulations covering all phases of the student “life cycle”, e.g., student admission, progression, recognition and certification.

Criteria	Performance indicators
4.1. Admission of students	4.1.1. Recruitment and admission of students
	4.1.2. Access for disadvantaged groups to studies
4.2. Student progression	4.2.1. Student promotion
	4.2.2. Academic mobility
4.3. Recognition and obtaining of certifications	4.3.1. Awarding the title and issuing the diploma

Accreditation standard 5. Teaching staff

Institutions should assure themselves of the competence of their teachers, apply fair and transparent processes for the recruitment and development of the staff.

Criteria	Performance indicators
5.1. Recruitment and administration of teaching staff	5.1.1. Planning, recruitment and administration of teaching staff
	5.1.2. Professional qualification of teaching staff
5.2. Teaching staff development	5.2.1. Teaching staff development strategies / policies / measures
	5.2.2. Planning and carrying out the methodical activity of the teaching staff
	5.2.3. Assessment of teaching staff
5.3. Scientific research and innovation activity of teaching staff	5.3.1. Planning and supporting the scientific research and innovation activity of the teaching staff
	5.3.2. Carrying out and monitoring the scientific research and innovation activity of the teaching staff
	5.3.3. Capitalization on the results of the scientific research and innovation activity of the teaching staff in the context of the study programme

Accreditation standard 6. Learning resources and student support

Institutions should have appropriate funding for learning and teaching activities and ensure that adequate and readily accessible learning resources and student support are provided.

Criteria	Performance indicators
6.1. Administrative and auxiliary staff	6.1.1. Planning and coordinating the activity of administrative and auxiliary staff
6.2. Material and learning resources	6.2.1. Existence and use of educational and research facilities
	6.2.2. Endowment and accessibility of educational and research facilities
	6.2.3. Endowment, development and accessibility of the library collection for the study programme
	6.2.4. Ensuring and providing students with access to curricular support
6.3. Financial resources	6.3.1. The financial means allocated to the educational and research process for the study programme
	6.3.2. Tuition fees and scholarships for the study programme
6.4. Social insurance for students	6.4.1 Providing students with dormitory

Accreditation standard 7. Information management

Institutions should ensure that they collect, analyse and use relevant information for the effective management of their programmes and other activities.

Criteria	Performance indicators
7. 1. Access to information	7.1.1. Information management and access of students and staff to information about the study programme
7.2. Databases	7.2.1. Establishment and access to the study programme database

Accreditation standard 8. Public information

Institutions should publish information about their activities, including programmes, which is clear, accurate, objective, up-to date and readily accessible.

Criteria	Performance indicators
8.1. Transparency of information of public interest regarding the study programme	8.1.1. Website of the institution / study programme
	8.1.2. Transparency of information regarding the activity of the chair / department / study programme

Accreditation standard 9. On-going monitoring and periodic review of programmes

Institutions should monitor and periodically review their programmes to ensure that they achieve the objectives set for them and respond to the needs of students and society. These reviews should lead to continuous improvement of the programme. Any action planned or taken as a result should be communicated to all those concerned.

Criteria	Performance indicators
9.1. Procedures for regular monitoring, evaluation and review of the study programme	9.1.1. Monitoring and reviewing the educational offer and the study programme
	9.1.2. Monitoring the teaching-learning-assessment processes
	9.1.3. Existence and application of self-evaluation procedures of the study programme
	9.1.4. Evaluation of the study programme by students, graduates, employers and other beneficiaries
9.2. Employment	9.2.1. Mechanisms for recording the employment and evolution of graduates from the study programme on the labour market
	9.2.2. Career guidance activities and the competitiveness of graduates on the labour market

Accreditation standard 10. Cyclical external quality assurance

Institutions should undergo external quality assurance on a cyclical basis.

Criteria	Performance indicators
10.1. External quality assurance	10.1.1. Implementation of the provisions and recommendations of the Ministry of Education and Research and of the relevant ministries
	10.1.2. Implementation of the observations, recommendations and decisions formulated based on the external evaluation by the National Agency for Quality Assurance in Education and Research / other quality assurance agencies