



European Association for  
Quality Assurance in Higher Education

Ms. Sandra Bezjak  
Acting Director  
Agency for Science and Higher Education (ASHE)  
Donje Svetice 38/5, 10000 Zagreb  
Croatia

Gloucester, 10 March 2022

**Subject: Reconfirmation of ASHE membership in ENQA**

Dear Ms. Sandra Bezjak,

I am pleased to inform you that, at its meeting on 8 March 2022, the ENQA Board agreed to reconfirm ASHE's membership in ENQA for five years from that date. The Board concluded that ASHE is in compliance with the *Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015)* and thus fulfils the membership criteria according to article 6, paragraph 1 of ENQA's Rules of Procedure.

The Board would like to use this opportunity to provide an explanation regarding standard 2.7 Complaints and Appeals, where its judgement differs from that of the panel. In the view of the Board, the agency's interpretation of the difference between complaints and appeals doesn't accurately reflect the ESG and thus ASHE needs to implement an official complaints policy for any procedural matters of its external QA activities. Following this, in the opinion of the Board, the standard can be considered only as substantially compliant with the ESG.

The Board would like to receive a follow-up report within two years of its decision, i.e., by March 2024.

The Board also encourages ASHE to take advantage of the voluntary progress visit – an enhancement-led feature in the review process. The visit would take place in about two to three years' time from this decision. The ENQA Secretariat will be in touch with you in about a year's time to discuss this possibility. The cost of this visit has already been included as part of the review fee and are non-refundable except for the travel costs of the experts. More information about the progress visit can be found in the Guidelines for ENQA Agency Reviews.



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If you have any further queries, please do not hesitate to contact the ENQA Secretariat.

Please accept my congratulations for the re-confirmation of ASHE's membership in ENQA. I look forward to our continued cooperation.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Douglas Blackstock', is positioned above the printed name.

Douglas Blackstock  
President

Annex: Areas for development



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## **Annex: Areas for development**

As outlined by the review panel, ASHE is recommended to take appropriate action, in so far as it is empowered to do so, on the following issues:

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

The agency is recommended to include student representatives in the Follow-up Committee and Complaints Committee.

### **ESG 2.7 Complaints and appeals**

The agency is recommended to review and communicate the policy for complaints about procedural aspects, in addition to the existing policy in this regard.