

Quality Management at the Accreditation Council Foundation

(Resolution of the Accreditation Council dated September 17, 2019)

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1 Legal Basis

The work of the Accreditation Council Foundation is based on the State Treaty on Study Program Accreditation and the associated legal regulations. The Accreditation Council Foundation is also subject to the *Standards and Guidelines for Quality*

10 *Assurance in the European Higher Education Area* (ESG). The objectives enshrined in the ESG are to be implemented, as is the mission statement adopted by the Accreditation Council on June 4, 2019.

As an institution for the external quality assurance of higher education institutions, the Accreditation Council Foundation is committed to the principle of internal and external quality assurance of its own work

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2 Objectives

The following quality objectives have been defined in the mission statement of the Accreditation Council Foundation (Drs. 51/2019):

- The Accreditation Council Foundation ensures that the accreditation procedures
20 are conducted efficiently, reliably, in a timely manner, and transparently, from the submission of the application through to the decision by the Accreditation Council. In particular, the administrative burden associated with the application process for higher education institutions and agencies should be kept to a minimum.
- The Foundation acts in accordance with the *European Standards and Guidelines (ESG)*
25 and the State Treaty on Study Program Accreditation, as well as its implementation through corresponding state ordinances.
- It ensures that accreditation decisions are made independently of third parties and that potential conflicts of interest are prevented through appropriate measures.
- It promotes dialogue among all actors involved in the accreditation process and works
30 toward a trusting collaboration among all represented stakeholders.

3 Quality cycles and responsibilities

a. Structured evaluations

In accordance with Article 15 of the State Treaty on Study Program Accreditation, the Foundation's work is subject to regular external evaluation within a reasonable timeframe. Section 14 of the Articles of Association of the Accreditation Council Foundation provides for an external evaluation every five years with the participation of foreign experts.

5 To regularly review quality objectives, the Secretariat analyzes feedback from applicants regarding the following processing procedures after all cases have been closed:

- Program Accreditation
- System accreditation
- 10 • Alternative Procedures
- Application for a substantial change
- Application for extension of accreditation periods
- Application for approval of a bundle composition
- Decisions of the Appeals Commission

15 The results are presented in the Executive Board's annual quality report to the Accreditation Council. The Accreditation Council decides on measures and reviews their implementation.

b. Feedback

In addition to structured evaluation procedures, feedback is also incorporated into the quality cycles

20 receives feedback from all stakeholders involved in the accreditation process.

Further processing of structured and unstructured feedback is differentiated based on the recipient and relevance:

- Feedback concerning workflows within the office is addressed during office meetings and regular meetings.
- 25 • Feedback concerning ongoing business pursuant to § 12(2) of the Bylaws is addressed by the Executive Board.
- Feedback relevant to the accreditation system as a whole is addressed by the Accreditation Council.

30 All three levels constitute closed and mutually complementary control loops and form constitute the quality management system of the Akkreditierungsrat Foundation.

4 Implementation

With this resolution, the Accreditation Council establishes principles for the Foundation's internal quality management, which are to be integrated into daily operations.

Core business processes are defined by the office in order to establish, on this basis, a quality-assured further development of processes.

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