




REGULATION ON THE INVOLVEMENT OF STAKEHOLDERS IN EXTERNAL QUALITY ASSURANCE ACTIVITIES

Edition I, Revision 0

Approved by the Governing Board of
The National Agency for Quality Assurance in Education and Research,
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I. General provisions


1. The Regulation on the involvement of stakeholders in external quality assurance activities carried out by the National Agency for Quality Assurance in Education and Research (hereinafter Regulation) under the provisions of national normative acts and international regulations, aims to describe and regulate the actions by which there are established and maintained constructive relationships with stakeholders, to ensure the timely provision of relevant information in the context of consultation and implementation of procedures in the area of competence.
2. This Regulation is public in nature and ensures the effectiveness of stakeholder involvement in external quality evaluation activities at education levels, including the field of research conducted by the National Agency for Quality Assurance in Education and Research (hereinafter ANACEC).
3. The regulation is drafted in accordance with the following national and European normative acts (international recommendations) in the field:
 - Education Code of the Republic of Moldova no. 152/2014.
 - Law no. 239-XVI of 13.11.2008 on transparency in the decision-making process.
 - Law on access to information no. 982-XIV of 11.05.2000.
 - Government Decision no. 668 of 19.06.2006 „On the official pages of public administration authorities on the Internet”.
 - Regulation on the organization and operation of the National Agency for Quality Assurance in Education and Research, approved by Government Decision no. 201/2018 with subsequent amendments.
 - Government Decision no. 327/2019, Regulation of the profile committees of the National Agency for Quality Assurance in Education and Research.
 - 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, approved by Government Decision no. 616/2016, with subsequent amendments.
 - The evaluation methodology of the general education institutions, approved by the MECC order no. 581/2020.
 - The evaluation methodology of the management staff in general education, approved by MECC order no. 581/2020.
 - Methodology for training the expert evaluators of the National Agency for Quality Assurance in Education and Research, 2nd revised edition, approved at the meeting of the Governing Board of ANACEC, decision no. 10 of December 18, 2018.
 - The methodology for selecting the expert evaluators, approved by the Governing Board of the National Agency for Quality Assurance in Education and Research, decision no. 70 of November 27, 2020.
 - Regulation of the commissions of experts in the fields of research and innovation of the National Agency for Quality Assurance in Education and Research, decision no. 4 of December 2018, with subsequent amendments and completions.
 - Regulation on the organization and operation of the Profile Committee in Higher Education, approved by Order no. 12-A of 18.05.2020.

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- Guide for effective stakeholders' involvement in quality assurance, published in 2021 as a result of the Erasmus + project "Effective Involvement of Stakeholders in External Quality Assurance Activities (ESQA)".
 - 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).
4. This Regulation shall apply to the performance of external quality evaluation activities and collateral activities in the field of competence of ANACEC in accordance with the provisions of the national regulatory framework, European regulations / recommendations and good practices in the field.
 5. The regulated activities are aimed at:
 - consulting stakeholders,
 - selecting members for external evaluation panels, expert commissions, profile committees,
 - analyzing and implementing proposals made by beneficiaries,
 - drafting and implementing regulatory acts in the field of quality assurance.
 6. For the purposes of this Regulation, the notions defined in point 2 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 programs and institutions from the Republic of Moldova are used (GD 616 / 2016), as well as the following notions:
 - *Specialized department* - subdivision of ANACEC (Department of Evaluation in Vocational Education and Training and Continuing Education / Department of Evaluation in Higher Education, Department of Evaluation in Research and Innovation, Department of Evaluation in General Education).
 - *Continuous improvement* - uninterrupted activity to improve the processes / results of educational institutions in order to comply / exceed accreditation standards and requirements of clients / beneficiaries / stakeholders.
 - *Monitoring* - performing a series of actions in order to verify the correct evolution of an activity / process.
 - *Process* - a flow of activities or a succession of logically structured activities, organized in order to achieve defined objectives.
 - *Stakeholder* - any natural or legal person interested in the processes of external quality assurance of studies of all levels of education (preschool education, general secondary education, vocational education and training, higher education, continuing education), including research: representatives of academia, pupils, students, trainees, representatives of the business environment / employers, Ministry of Education and Research, representatives of OLSDÎ (local specialized body in the field of education), representatives of the management of educational institutions, parents, graduates, non-governmental organizations, central and local public authorities, civil society, experts (researchers).

II. Institutional structures involving stakeholders

7. *Governing Board of ANACEC* - the collective management body that ensures the elaboration and implementation of the Agency's strategy, consists of 15 members: 13 staff


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with scientific and didactic-scientific titles, with didactic and managerial degrees relevant for general education, vocational education and training, higher education and research, a student representative and a representative of the business environment.

8. *Profile committees* - organized for each field of activity of the Agency: general education, vocational education and training, higher education, continuous professional training, research and innovation, consisting of personalities with outstanding experience in the fields of activity of the committees, with professional achievements recognized nationally and internationally. The profile committees participate in the validation of the evaluation results, in the elaboration and updating of the quality standards in education and the methodologies necessary for the realization of the quality assurance function in their field of activity, by their participation in meetings, round tables, seminars, conferences, focus groups, webinars.
9. *External evaluation panels* – set up to evaluate the quality of study programs / educational institutions, consisting of at least 3 members, include representatives of the educational / academic environment, specialists in the evaluated field, OLSDI representatives, student representatives, who are students at the time of initiating the procedure of external evaluation, and representatives of employers, who carry out their professional activity in the field subject to evaluation, including international experts.
10. *Expert commissions* – set up for the evaluation of the attestation files of the scientific and scientific-didactic staff, consisting of 7-15 members each, selected from the Register of experts in the fields of research and innovation based on the principles of competence, independence and integrity.

III. Organizing the involvement of stakeholders

11. ANACEC, based on its legal attributions and obligations, makes public and accessible the information regarding the external quality assurance activities in order to involve the stakeholders in accordance with the provisions of the normative acts in force.
12. ANACEC selects and recruits representatives of the stakeholders, in accordance with the provisions of the normative acts in force, known to the general public. The methods of recruiting and selecting different categories of stakeholders are clear, known to the general public and used consistently by ANACEC and all stakeholders.
13. Stakeholders directly involved in the external quality evaluation process are properly trained for each evaluation mission on the regulatory framework (external evaluation methodology, accreditation standards and applicable ethical standards and other applicable regulations).
14. Stakeholders express their attitude and make their contribution in the field of competence, in accordance with the statutory provisions and the principles of quality assurance in education and research.
15. *The Ministry of Education and Research* is involved in consulting the methodologies, regulations and other procedures necessary for the efficient and impactful implementation of ANACEC activities.
16. *Representatives of the academic environment / Representatives of vocational education and training and continuing education* are involved in developing and updating external evaluation methodologies, external evaluation guidelines, as well as other regulations and procedures developed within ANACEC by participating in meetings, round tables, seminars, webinars and submitting proposals by e-mail.
17. *The management of continuing education / training institutions* participates in the elaboration of internal evaluation (self-evaluation) reports and, as members of the elaboration

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commissions, is involved in the elaboration and updating of external evaluation methodologies, external evaluation guidelines, as well as regulations and procedures developed within ANACEC through their participation in meetings, round tables, seminars, webinars.

18. *The Rectors' Council* is involved in the development and updating of external evaluation methodologies and external evaluation guidelines through its participation in meetings, round tables, seminars, webinars.
19. *The student representatives* participate in the elaboration of the internal evaluation (self-evaluation) reports and, as members of the external evaluation panels, of the external evaluation reports.
20. *Representatives of the business environment* participate in the elaboration of internal evaluation (self-evaluation) reports and, as members of the elaboration commissions, are involved in the elaboration and updating of external evaluation methodologies, external evaluation guidelines elaborated by the Agency by their participation in meetings, round tables, seminars, webinars and submission of proposals by e-mail.
21. *The OLSDÎ representatives* ensure and monitor the involvement of the subordinated general education institutions in carrying out the evaluation process, coordinate the quality of the elaboration of the activity reports of the institution and of the annual activity reports of the general education management staff. In the process of organizing external evaluation in general education, OLSDÎ representatives may be involved as evaluating members in the external evaluation panels. Based on the results of the external evaluation of the general education institution and the results of the management evaluation, approved by order of the ANACEC President or by the decision of the ANACEC Governing Board, OLSDÎ monitors, as the case may be, the realization of the process of improving the quality of some aspects related to the activity of the institution and / or to the managerial activity of the management staff in general education.
22. *Other stakeholders* are involved in improving the activities carried out by ANACEC in various ways, such as: questionnaires, meetings, round tables, seminars, webinars, public consultation page (<https://particip.gov.md/ro>), as well as web page (<https://anacec.md>, in the Transparency / Public Consultations section) and the social networks of the Agency.
23. The results of the consultations of the opinions of the stakeholders in the external quality assurance in education and research, are registered, analyzed, formalized, by making the appropriate decisions by the Governing Board of ANACEC, and are implemented following the elaboration and updating of various procedures at Agency level.

IV. Final provisions

24. This Regulation is public and is placed on the website of ANACEC.