



ESQA
Effective involvement of Stakeholders in
External Quality Assurance Activities

ACTION PLAN

**for the effective involvement of the stakeholders in the quality
assurance activities carried out by the National Agency for Quality
Assurance in Education and Research**



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The action plan for the effective involvement of the stakeholders in the quality assurance activities carried out by the National Agency for Quality Assurance in Education and Research (hereinafter - ANACEC) within the project “Effective Involvement of Stakeholders in External Quality Assurance Activities (ESQA)”, based on the „Analysis on the needs for change at the level of the National Agency for Quality Assurance in Education and Research”.

A working group of representatives of the following stakeholders has been set up to develop this action plan:

1. representatives of ANACEC:
 - Andrei Chiciuc, President
 - Elena Petrov, Vice President
 - Sergiu Baciuc, Secretary General
 - Alexandr Cauia, member of the Governing Board
 - Liliana Poștan, member of the Governing Board
 - Stela Guvir, Head of the Public Relations and International Cooperation Office
 - Felicia Banu, Head of the Department of Evaluation in Higher Education
 - Natalia Danila, Main Specialist, Department of Evaluation in Higher Education
2. Representatives of the profile committee in higher education:
 - Petru Todos, PhD, university professor, Chairman of the Profile Committee
 - Angela Solcan, PhD, assoc.prof., member
3. representatives of academia:
 - Irina Tutunaru, Technical University of Moldova (Deputy Head of the Academic Management and Quality Assurance Department)
4. student representatives:
 - Irina Cojocar, PhD student, Moldova State University

Methodology. The team members were involved both in the elaboration and in the consultation (two online sessions) of this action plan, between May 1 and June 21, 2021.

Main results. During the discussions held, it was decided that the action plan follows the logics and the topics covered in the analysis on the needs for change that were inspired from the Guideline on the involvement of stakeholders' in quality assurance activities. Since the involvement of stakeholders in the quality assurance activities of the Agency is not a one or two times activity, but actually represents a continuous process at all levels of activities carried out, the timeline specified in the action plan is mostly focused on permanent involvement, with some actions, like their involvement in the (re)design of the QA system or their recruitment / selection methods, to be performed upon necessity.

Conclusion. The members of the working group agreed that the involvement of different categories of stakeholders is of great importance for the Agency's quality assurance activities (e.g. external evaluations, drafting of methodologies, guidelines and procedures, decision-making, dissemination etc.) so that they become meaningful and lead to the continuous improvement and enhancement of both internal and external quality assurance, creating the premises for the instilment of a quality culture in education in our country.

The action plan for the effective involvement of the stakeholders in the quality assurance activities carried out by the National Agency for Quality Assurance in Education and Research, that was developed based on the Analysis on the needs for change at the level of the National

Agency for Quality Assurance in Education and Research, is published for public consultation on the website of the Agency - <https://www.anacec.md/en/projects>.

No.	Proposed action	Timeline	Responsible for the activity
1.	Organizing open dialogue with stakeholders to clarify the concepts of quality assurance	Yearly (2-3 information sessions per year)	Management of ANACEC, Department of Evaluation in Higher Education (DEHE)
2.	Systematic involvement of stakeholders in (re) designing the quality assurance system	Upon necessity	Ministry of Education, Culture and Research (MECR), Department of Evaluation in Higher Education (DEHE), Profile committee
3.	Creating a greater and more explicit level of transparency regarding the different objectives of involving different categories of stakeholders	Permanently	Department of Evaluation in Higher Education (DEHE), Public Relations and International Cooperation Office
4.	Applying various methods of recruitment / selection of stakeholders	Upon necessity	Department of Evaluation in Higher Education (DEHE)
5.	Organizing a transfer of knowledge with regard to higher education and (internal and external) quality assurance	Yearly (2-3 sessions per year)	Department of Evaluation in Higher Education (DEHE)
6.	Equal treatment of the views of all members of the evaluation panel both in the external evaluation process and in decision-making, regardless of the different roles and tasks of the stakeholders involved	Permanently (in the external evaluation process)	Department of Evaluation in Higher Education (DEHE), Governing Board, Profile Committee
7.	Identification and involvement of all relevant stakeholders in the Agency's internal and external quality assurance activities	Permanently (in the external evaluation process)	Department of Evaluation in Higher Education (DEHE), Public Relations and International Cooperation Office
8.	Increasing the independence of the quality assurance system, governance and the Agency's activities by involving stakeholders	2023	MECR, Agency's Management, Governing Board, Profile Committee, Department of Evaluation in Higher Education (DEHE)
9.	Ensuring communication and a high level of transparency with all categories of stakeholders	Permanently	Department of Evaluation in Higher Education (DEHE), Public Relations and International Cooperation Office
10.	Integrating the effective involvement of stakeholders in the Agency's strategic policy, and other policies related to internal quality assurance	Permanently	Management of the Agency, Governing Board, Profile Committee, Department of Evaluation in Higher Education (DEHE)

Andrei CHICIUC,
President of ANACEC