



## **SYSTEM PROCEDURE:**

# **POST-EVALUATION MONITORING PROCEDURE OF VOCATIONAL EDUCATION AND TRAINING, HIGHER EDUCATION AND CONTINUOUS TRAINING STUDY PROGRAMMES AND INSTITUTIONS**

**Issue II\*, Review 0**


**Code: SP-03**

Approved by the Governing Board of  
the National Agency for Quality Assurance in Education and Research,  
Decision no. 23 of 01.04.2022

President

Andrei CHICIUC

Chisinau, 2022

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## 1. Purpose of the procedure

1.1. This documented procedure establishes the way of carrying out the post-evaluation monitoring of the actions taken by the educational institutions to improve the educational services offered, as a result of the external quality evaluation in order to authorize the provisional operation/accreditation of the study programmes and vocational education and training, higher education and continuous training institutions.

1.2. The procedure is public, binding, general, impersonal and ensures a coherent and unitary framework, which includes the activities, stages, responsibilities and documented information necessary to ensure a fair, effective and efficient post-evaluation process.

## 2. Scope

2.1. This procedure is applied in the monitoring process (follow-up), which aims to track/observe the progress of the evaluated educational institutions regarding the implementation of the improvement areas/recommendations proposed by ANACEC, as a result of the external evaluation process.

2.2. The procedure also applies if the Governing Board of ANACEC, pursuant to point 62 sub-point 2) from 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 (GD 616/2016), granted the educational institution a term of up to 6 months to remove non-conformities detected in the external evaluation process of the study programme/educational institution.


## 3. Reference documents (regulations) applicable to the procedure

- Standards and Guidelines for Quality Assurance in the European Higher Education Area, ESG 2015
- Guidelines for ENQA Agency reviews, 2021
- Education Code of the Republic of Moldova no. 152 of July 17, 2014
- Administrative Code of the Republic of Moldova, no. 116 of 19.07.2018
- 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 (GD 616/2016, with subsequent amendments)
- Regulation on the organization and operation of the National Agency for Quality Assurance in Education and Research (GD 201/2018)
- System procedure: SP-01 Elaboration of documented procedures (Issue I, 10.07.2020)

## 4. Definitions and abbreviations of terms used

### 4.1. Definitions of terms

No.	Term	The definition and/or, if applicable, the act defining the term
1.	Corrective action	Action to eliminate the cause of an identified non-conformity or other existing undesirable situation, in order to prevent their repetition.
2.	Preventive action	Action taken to eliminate the causes of non-conformities, defects, incidents or other potential unwanted situations, in order to prevent their occurrence and improve processes.
3.	Profile Committee	Organizational structures - components of ANACEC: Profile Committee in Higher Education / Profile Committee in Vocational

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		Education and Training / Profile Committee in the field of continuous professional training.
4.	Specialized Department	ANACEC subdivisions: Department of vocational education and training, and continuous training evaluation / Department of higher education evaluation.
5.	Document	Information, presented in written and/or electronic form, that describes activities, processes, requirements and responsibilities.
6.	Continuous improvement	Continuous improvement of educational institutions' processes/outcomes to meet/exceed accreditation standards and customer/beneficiary/stakeholder requirements.
7.	Non-conformity	Failure to meet accreditation standards and client/beneficiary/stakeholder requirements.
8.	Monitoring	Carrying out a series of actions with the aim of checking the correct evolution of an activity/process.
9.	Documented procedure	The specific way of carrying out an activity or a process, edited on paper or in electronic format.
10.	Process	A flow of activities or a logically structured sequence of activities organized to achieve defined objectives.
11.	Post-evaluation monitoring procedure (follow-up)	Carrying out actions to verify the progress/results of the implementation by the educational institutions of the improvement areas/recommendations proposed by ANACEC as a result of the external quality assessment with a view to the authorization of provisional operation and the accreditation of the study programmes and VET, higher and continuous training institutions.
12.	Accreditation standards	"Set of requirements that define the minimum mandatory level of performance of the activities of an education provider organization requesting authorization of provisional operation, of an accredited higher education/vocational education and training institution requesting authorization of provisional operation/accreditation of a new professional training programme or of an accredited vocational education and training/higher education institution that requests external quality evaluation of the education offered." (art. 3 of the Education Code).


#### 4.2. Abbreviations of terms:

- ANACEC – National Agency for Quality Assurance in Education and Research;
- MER – Ministry of Education and Research;
- SP – System procedure;
- DMS – Document Management Service.

#### 5. Procedure description


The monitoring of actions to improve the quality assurance process undertaken by higher education, VET and continuing training institutions is carried out in accordance with the following requirements and stages:

5.1. Study programmes and VET, higher education and continuing training institutions accredited/authorized for provisional operation and study programmes and educational

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institutions that fall under point 2.2. are compulsorily subject to the post-evaluation monitoring procedure.

- 5.2. The educational institution, upon completion of the external evaluation process, draws up the Plan of Corrective Measures to eliminate the non-conformities detected in the external evaluation process for each evaluated study programme/institution.
  - 5.2.1. The educational institution includes in the Plan of Corrective Measures distinct actions for each mandatory improvement area formulated in the external evaluation report of the quality of the study programme/educational institution.
  - 5.2.2. The educational institution analyses the recommendations made in the External Evaluation Report of the quality of the study programme/educational institution and includes in the Plan of Corrective Measures the actions it considers appropriate to improve the quality.
  - 5.2.3. The educational institution can (optionally) include preventive activities in the Plan of Corrective Measures.
  - 5.2.4. The Plan of Corrective Measures must contain the planned activities, responsible persons and deadlines (Annex 8.1).
  - 5.2.5. The Plan of Corrective Measures is discussed within the institutional quality assurance structures and approved by the head of the institution.
- 5.3. The Plan of Corrective Measures for the study programme/educational institution accredited/authorized for provisional operation is submitted (in electronic format) to the specialized department and is placed, within up to 6 months from the date of approval of the decision of the Governing Board of ANACEC, on the website of the educational institution.
- 5.4. The Plan of Corrective Measures for the study programme/educational institution that falls under point 2.2. is submitted to ANACEC together with the Report on the Implementation of the Plan of Corrective Measures (Annex 8.2).
- 5.5. Educational institutions place on the institution's web page and submit (in electronic format) to the specialized department a Report on the Implementation of the Plan of Corrective Measures for the study programme/educational institution, as follows:
  - a) for the accredited study programme/ educational institution - after the expiry of 24 months from the date of accreditation;
  - b) for the study programme/educational institution that falls under point 2.2. - up to 6 months from the date of approval of the decision by the Governing Board of ANACEC;
  - c) for the study programme/educational institution authorized for provisional operation - the Report on the Implementation of the Plan of Corrective Measures is presented as part of the self-evaluation dossier, at the initiation of the accreditation procedure of the study programme/educational institution.
- 5.6. The specialized department examines the External Evaluation Report, the Plan of Corrective Measures and the Report on the Implementation of the Plan of Corrective Measures carried out by the educational institution and formulates preliminary conclusions regarding the progress/results of the implementation by the educational institution of the improvement areas/proposed recommendations.
- 5.7. As the case may be, within one month of receiving the Report on the Implementation of the Plan of Corrective Measures, the ANACEC representative(s) carry out a post-evaluation monitoring visit to the educational institution to verify the veracity of the evidence presented by the educational institution.
- 5.8. The specialized department presents (in electronic format) to the profile committee the External Evaluation Report, the Plan of Corrective Measures, the Report on the Implementation of the Plan of Corrective Measures carried out by the educational institution


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and the preliminary conclusions formulated by the department regarding the progress/results of the implementation by the educational institution of areas for improvement/proposed recommendations.

- 5.9. (1) In the case of post-evaluation monitoring of the accredited study programme/educational institution, the profile committee, as a result of the examination of the External Evaluation Report, the Plan of Corrective Measures, the Report on its implementation and the preliminary conclusions formulated by the specialized department, validates/invalidates the results of the post-evaluation monitoring of the study programme/educational institution.
- (2) If the educational institution has not submitted the Plan of Corrective Measures and the Report on its implementation, the profile committee invalidates the results of the post-evaluation monitoring of the study programme/educational institution.
- (3) ANACEC informs the MER regarding the invalidation of the results of the post-evaluation monitoring of the study programme/educational institution.
- 5.10. (1) In the case of the post-evaluation monitoring of the study programme/educational institution that falls under point 2.2., the profile committee examines the Plan of Corrective Measures, the Report on its implementation and the preliminary conclusions formulated by the specialized department and forwards the proposal for accreditation/non-accreditation of the study programme/educational institution to the Governing Board of ANACEC.
- (2) If the educational institution has not presented the Plan of Corrective Measures and the Report on its implementation, the profile committee submits the proposal of non-accreditation of the study programme/educational institution to the Governing Board of ANACEC.
- (3) The Governing Board of ANACEC examines the results of the actions taken by the educational institution, the compliance of all accreditation standards with the established requirements and decides to propose the accreditation/non-accreditation of the study programme/educational institution.
- 5.11. The results of the post-evaluation monitoring of the study programme/educational institution, as well as the Report on the Implementation of the Plan of Corrective Measures are presented as part of the self-evaluation dossier, at the initiation of the next external evaluation of the quality of the study programme/educational institution (according to indicator 10.1.2 from the Guidelines for External Evaluation).

## 6. Responsibilities in the implementation of this procedure

No	Name of activities	Responsible people involved	
		Responsible	Participates
1.	Elaboration of the procedure and subsequent changes	Specialized departments	Secretary general
2.	Analysis of the procedure	Specialized departments and profile committees	All subdivisions
3.	Verification of the procedure	Secretary general	-
4.	Endorsement of the procedure	Vice-president	-
5.	Codification of the procedure	DMS	-
6.	Approval of the procedure	Governing Board	President
7.	Distribution and archiving of the procedure	DMS	-
8.	Application of the procedure	Educational institutions, Specialized departments	-


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9.	Monitoring the application of the procedure	Vice-president	Secretary general
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**8. Annexes:**

Annex 8.1. Plan of Corrective Measures

Annex 8.2. Report on the Implementation of the Plan of Corrective Measures

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Annex 8.1. Plan of Corrective Measures (Recommended model)

Educational institution \_\_\_\_\_

Faculty/department/chair/section (as applicable) \_\_\_\_\_


Approved \_\_\_\_\_ (Rector/Director/Administrator)

**PLAN OF CORRECTIVE MEASURES**

developed on the basis of the mandatory improvement areas and the recommendations made by the External Quality Evaluation Panel in order to authorize the provisional operation/accreditation of the study programme/educational institution, for the period....

Accreditation standard	Mandatory areas of improvement	Recommendations (optional, at the discretion of the institution)	Corrective actions planned	Other measures of improvement established by the institution	Period	Responsible

Date \_\_\_\_\_

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Annex 8.2. Report on the Implementation of the Plan of Corrective Measures (Recommended model)

Educational institution \_\_\_\_\_  
 Faculty/department/chair \_\_\_\_\_

Approved \_\_\_\_\_  
 (Rector)

**REPORT**

on the Implementation of the Plan of Corrective Measures undertaken as a result of the external evaluation of the quality of the study programme/educational institution (bachelor's/master's/doctorate), period.....

Accreditation standard	Mandatory improvement areas/recommendations (optional, at the discretion of the institution)	Corrective actions planned	Period	Corrective/preventive actions taken	Results, impact	Notes

Date \_\_\_\_\_