

Survey on the quality of recognition

This survey aims to explore whether higher education institutions (HEIs) consider the recognition process that they carry out to be compliant with the Lisbon Recognition Convention (LRC) and ensure the quality of their processes through monitoring and evaluation mechanisms in line with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) 1.4. It focuses on the academic recognition of qualifications giving access to higher education and the recognition of study periods abroad. It does not cover recognition for the purpose of seeking access to the labour market.

The survey consists of five parts: 1) information on the institution responding to the survey; 2) national context and collaboration within this context; 3) information on the recognition process; 4) quality assurance of the recognition processes; 5) survey follow-up and finalisation.

The survey is primarily addressed to HEI staff responsible for academic recognition. However, answers to the survey may be submitted in a team effort, including staff from admissions, internationalisation and quality assurance offices, to ensure the fully comprehensive and accurate answers. Nevertheless, each participating institution is kindly asked to submit only one response.

This survey is undertaken as part of the project [“TPG-LRC CoRE Constructing Recognition in the EHEA” \(TPG-LRC CoRE\)](#), which is the Erasmus+ umbrella project co-funding the work of the Thematic Peer Group B on the LRC. By conducting this survey, the Thematic Peer Group aims to identify potential gaps and thus recommendations for improvement. The results of this work will be published in the first half of 2024.

By completing this survey, you agree to the TPG-LRC CoRE project team processing the results in a way that identifies your institution. However, data on individual institutions or the individuals completing this survey will not be published.

Once you have submitted your response, you will be able to download a copy for your own records. The deadline for responses is **31 March 2023**. In case of questions, please send an email to helene.peterbauer@eua.eu at the European University Association (EUA).

Privacy policy

By answering this questionnaire, you acknowledge, and where necessary agree, that EUA collects and processes certain personal data related to you, in compliance with the applicable data protection legislation. Such personal data could include your surname and first name, email, telephone number, institution, position and recorded answers to the questionnaire. It will be used for the sole purpose

Bologna Thematic Peer Group B on Key Commitment 2: National legislation and procedures compliant with the Lisbon Recognition Convention

of performing, implementing, executing and completing the TPG-LRC CoRE survey on the quality assurance of recognition.

EUA will treat all personal data as confidential and will not process it for other purposes than those mentioned above. Your personal data will not be transferred to any other third party.

Steps will be taken to ensure that your personal data is accurate, kept up to date and not kept for longer than is necessary. Measures will also be taken to safeguard personal data against unauthorised or unlawful processing and accidental loss or destruction or damage to the data. You may access your personal data, as collected and processed by EUA, and request the modification or suppression of your personal data if it is incorrect or unnecessary.

To exercise these rights, please send a written and signed request to EUA c/o Helene Peterbauer at Avenue de l'Yser 24, 1040 Brussels, Belgium or helene.peterbauer@eua.eu together with a copy of your ID card or another identification document. The general privacy policy of EUA is available on the EUA website.

I. Institutional information

Name of institution: / Text field /
Country: / Text field /
Institutional website: / Text field /
Name of contact person: / Text field /
Position: / Text field /
Email address: / Text field /

II. National context and collaboration

1) Is there a national or regional framework providing guidelines for addressing and ensuring the quality and compliance of recognition procedures with international frameworks such as the Lisbon Recognition Convention and the ESG?

- ☐ Yes, available here: / Text field /
- ☐ No
- ☐ I don't know

2) Do you receive national-level support for improving the quality and compliance with the LRC of your recognition procedures by your country's ENIC-NARIC?

- ☐ Yes (if selected, continue with Q2a below)
 - a. Would you say the support you receive is sufficient?
 - ☐ Yes
 - ☐ No
 - ☐ Partially
 - Comments (optional): /Text field /
- ☐ No (if selected, continue with Q2b below)

b. Are there any other national bodies (e.g., ministry) from which you receive support?

- ☐ Yes, the following (please provide details on national body and type of support): / Text field /
- ☐ No

3) Do you receive national-level support in the quality assurance of recognition procedures?

- ☐ Yes, the following (please provide details on providing body and type of support): / Text field /
- ☐ No
- ☐ Partially (please provide further details): /Text field/

4) What kind of support would be necessary in your opinion? (multiple answers allowed)

- ☐ Training
- ☐ Networking
- ☐ Peer support
- ☐ Other: / Text field /

III Recognition process

1) Please select all aspects which you take into consideration when evaluating a qualification for recognition purposes (multiple answers allowed):

- ☐ Official name of the qualification
- ☐ Official name and status of the institution that has awarded the qualification (awarding institution)
- ☐ Official name and status of the institution which provided the tuition – where different from the former case (teaching institution)
- ☐ Accreditation/recognition of the course
- ☐ Level of qualification
- ☐ Field of study, discipline and content
- ☐ Workload (e.g., ECTS)
- ☐ The existence of similar/corresponding qualifications in my institution's system
- ☐ Accreditation status
- ☐ Whether the quality assurance/accreditation was performed in line with the ESG
- ☐ Status of recognition (of course or institution) by other body within the context of the receiving institution
- ☐ Qualification profile (e.g., labour market vs research oriented)
- ☐ Learning outcomes
- ☐ Access to further education (i.e., academic rights, would the qualification give access to similar programmes in the system where the qualification was awarded)
- ☐ Distinctive elements and requirements (e.g., thesis, single exam)
- ☐ Course names
- ☐ Programme names
- ☐ Availability of the Diploma Supplement
- ☐ Other: / Text field /

2) In cases where recognition is not (fully) granted, does your institution consistently provide applicants with an explanation for the decision taken?

- ☐ Yes
- ☐ No
- ☐ I don't know

Comments (optional): / Text field /

3) In case recognition is not granted, can the applicant appeal the decision (multiple answers allowed)?

- ☐ Yes, an appeal can be submitted to a body within the institution (such as the dean, the rector, the student ombudsperson, a special commission etc.)
- ☐ Yes, an appeal can be submitted to a body outside of the institution's structure (e.g., national or regional centre, court etc.)
- ☐ No, the decision is final and no appeals process is envisioned
- ☐ I don't know

Comments (optional): / Text field /

4) Does your institution or the national regulations specify a time limit by which a recognition decision has to be taken and communicated?

- ☐ Yes
- ☐ No
- ☐ I don't know

Comments (optional): / Text field /

5) Are you always able to adhere to this time limit?

- ☐ Yes
- ☐ No
- ☐ I don't know

Comments (optional): / Text field /

6) Do you have a special procedure for the recognition of qualifications of refugees or people in a refugee-like situation, i.e. with incomplete or entirely missing documentation?

- ☐ Yes
- ☐ No
- ☐ I don't know

Comments (optional): / Text field /

IV. Quality assurance of the recognition processes

1) Has your institution published its regulations on the recognition procedures?

- ☐ Yes, they are available here: / Text field /
- ☐ No, the criteria are not published
- ☐ No, because we do not have regulations on institutional level
- ☐ I don't know
- ☐ Partially

If you ticked “Partially”, or if there any particular challenges you experience, please provide further details: / Text field /

2) How frequently does your institution evaluate its recognition procedures?

- ☐ A few times per year
- ☐ Once per year
- ☐ Every few years
- ☐ Never (if selected, continue with Q3a below)
 - a. Why are there no evaluation processes in place?**
 - ☐ We do not have the need for a structured evaluation process as the practice shows that the recognition processes work well
 - ☐ We do not have enough resources
 - ☐ We aim to, but are still refining the approach
 - ☐ I don't know
 - ☐ Other (please elaborate): / Text field /
- ☐ I don't know

3) What is the objective behind your evaluation activities? (multiple answers allowed)

- ☐ To ensure compliance with national frameworks for quality of recognition and quality assurance and/or recognition
- ☐ To ensure compliance with international frameworks for quality of recognition and quality assurance and/or recognition
- ☐ To reach the institution's strategic targets
- ☐ To enhance our recognition procedures
- ☐ I don't know
- ☐ Other (please elaborate): / Text field /

4) Which of the following tools and processes does your institution have in order to ensure consistent application of the recognition procedures and in the decision-making (multiple answers allowed):

- ☐ Recognition officers follow a table describing every step and requirements of the recognition process
- ☐ Shared database of decisions and precedents that could be accessed by recognition officers
- ☐ Platform that enables recognition officers to exchange information on previous cases
- ☐ Staff meetings where recognition officers exchange information on current and past cases
- ☐ Performing periodic analysis of the reasons for appeals and the final outcomes
- ☐ Other tools (please elaborate): / Text field /
- ☐ I don't know

5) Do you and your colleagues receive staff training and development opportunities on matters of academic recognition?

- ☐ Yes, they are mandatory
- ☐ Yes, they are optional
- ☐ No training or development opportunities are provided

6) Do you and your colleagues provide feedback on the recognition procedures in the internal evaluation processes of your institution?

- ☐ Yes, we provide written and/or oral feedback periodically
- ☐ No
- ☐ I don't know
- ☐ Partially (please elaborate): / Text field /

7) Do you and your colleagues ask and collect feedback on the recognition procedures by applicants?

- ☐ Yes, we ask written feedback periodically
- ☐ No
- ☐ I don't know
- ☐ Partially (please elaborate): / Text field /

V. Follow-up and finalisation of survey

1) Depending on the results of the survey, the project team may conduct an online focus group with selected survey participants in order to get more qualitative information. Would you be willing to join such a focus group?

- ☐ Yes
- ☐ No

2) Have you used, or are you otherwise familiar with any self-assessment tools to evaluate the extent to which your recognition procedures are in line with the LRC?

- [“Improved recognition: A self-assessment tool”](#), developed within the “Spotlight on recognition” project
- Other (please specify): / Text field /

3) Any final comments (optional): / Text field /

/ Send /

Thank you for your time!