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IN HIGHER EDUCATION



FIBAA

Assessment Guide Institutional Accreditation

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Introduction

FIBAA is a European, internationally oriented agency for quality assurance and quality development, implementing accreditation procedures at Higher Education Institutions on the basis of internationally recognised quality criteria. The fundamental assessment criteria are based on the principles of the Bologna Declaration as laid down in 1999 and later modified. FIBAA conducts its accreditation processes with a claim to provide high-quality work, transparency, and support for sustainable quality development at Higher Education Institutions. This review method is ESG compliant.

This assessment guide supports the evaluation of whether the institution has an adequate and effective quality management (QM) system in place. The assessment considers the QM system across the institution, including the development of a sustainable quality culture.

The quality ratings define to what extent the FIBAA quality requirements have been met:

- Meets quality requirements
- Exceeds quality requirements
- Does not meet quality requirements

Quality criteria from chapters 1-7 include asterisk and non-asterisk criteria (5.4 and 5.6). Asterisk criteria are essential and must at least achieve the rating “Meets quality requirements”. If any of these criteria are not met, this will lead to the imposition of a respective condition concerning the accreditation. If a non-asterisk criterion is assessed with “Does not meet quality requirements”, no such condition will be imposed; however, a recommendation will be made.

The FIBAA Quality Seal will be awarded if all quality criteria from chapters 1- 7 are met. Before the FIBAA Accreditation and Certification Committee makes the final decision, the respective expert panel can issue conditions if criteria are not met. If no more than eight criteria are not fulfilled, the deadline for meeting conditions is usually nine months and, in well-founded cases, can be reduced or extended (once only and at most by six months). If more than eight criteria have not been satisfied, the accreditation will be withheld but can be applied for again after a waiting period of at least one year.

For established HEIs that have graduated students and demonstrate quality that far exceeds the FIBAA quality criteria, FIBAA awards the FIBAA Premium Seal. This award provides reliable information about the outstanding quality of the HEI to potential students, current students, graduates and prospective employers.

FIBAA offers an optional and voluntary follow-up procedure. The follow-up is part of the current accreditation procedure and is offered to HEIs that received recommendations for institutional accreditation. It gives these institutions an opportunity to receive feedback on the quality of the measures taken to address the recommendations. To initiate the follow-up, HEIs can contact FIBAA any time after the final accreditation decision to receive further information about the follow-up procedure and fees. Ideally, this occurs about three years after initial accreditation or four years after re-accreditation. The HEI prepares a report outlining the recommendations, the measures

taken, and evidence of effectiveness. The follow-up is a shortened written procedure that reviews the measures outlined in the HEI's report.

O. Basic Data and Information

O.1 Basic Data

Please provide the following information about your Higher Education Institution (HEI):

Name of HEI:	
Legal Status of HEI:	☐ Public ☐ Private, state-recognised ☐ Other
Location(s):	
Founding year:	
Number of faculties/departments/schools:	
Number of degree and non-degree programmes offered (please itemise according to Bachelor, Master, PhD, Continuing education course, Certifications, Micro credentials):	
Number of full-time teaching staff: of which PhD-holders and professors:	
Number of part-time lecturers:	
Number of non-academic staff:	
Number of students currently enrolled (please itemise according to Bachelor, Master, PhD, Continuing education course):	
Average number of graduates per year:	
Other features of the HEI (<i>if relevant</i>):	
Other accreditations:	

O.2 Brief description of the HEI (history, profile)

Please provide a brief description of the HEI.

O.3 For re-accreditation

Please describe to what extent the institution has systematically addressed and implemented the recommendations resulting from the previous accreditation procedure.

1. HEI's Profile and Strategy: Mission and Vision, Strategic Objectives

1.1 Mission and Vision, Strategic Objectives (Asterisk Criterion)

Please describe the HEI's mission, vision, institutional profile and key strategic objectives. Please explain how these are translated into strategic planning, regularly reviewed and monitored, and how relevant stakeholders are involved in their development and implementation. Please also indicate how the HEI considers emerging developments, opportunities and risks in its strategic planning.

Meets quality requirements:

The HEI has established and publicly communicated a clear mission, vision, and institutional profile that define its identity, objectives, and strategic orientation.

The HEI has adopted and implemented a strategic plan that supports achieving its mission and vision and guides institutional development, supported by a quality assurance policy.

The strategic planning is subject to annual review cycles with measurable KPIs. Stakeholders are continuously involved in strategy development and implementation.

Exceeds quality requirements:

The timeliness of the HEI's mission statement and profile is subject to regular examination to ensure continued relevance, responsiveness, and alignment with developments in higher education and society. Strategic planning involves measurable, relevant, and transparent criteria.

1.2 Profile (Asterisk Criterion)

Please describe how the HEI's institutional profile is reflected in its academic specialisation, educational mission, study programmes and delivery formats, research activities and societal engagement. Please also indicate how the institutional profile is reflected across faculties, departments and study programmes.

Meets quality requirements:

The HEI's profile is consistently reflected in its academic specialisation (if applicable), educational mission, including study programmes and delivery formats, research activities, knowledge and technology transfer and societal dimension.

Exceeds quality requirements:

The HEI's institutional profile is continuously and transparently reflected in the profiles, objectives, and activities of its faculties, departments, and study programmes.

1.3 Target Groups (Asterisk Criterion)

Please describe the HEI's main target groups and explain how they align with its mission, institutional profile and strategic objectives.

Meets quality requirements:

The HEI has clearly identified and defined its target groups (students, staff, corporations, other educational and scientific institutions), and they correspond to the HEI's mission, profile, and strategic objectives.

Exceeds quality requirements:

Cannot be exceeded.

1.4 Academic Freedom (Asterisk Criterion)

Please describe how the HEI ensures and safeguards academic freedom and academic integrity in teaching and research through its policies, procedures and institutional practices.

Meets quality requirements:

Academic freedom and academic integrity in research and teaching are part of the HEI's policies.

Exceeds quality requirements:

The HEI safeguards academic freedom and promotes academic integrity through explicit policies, procedures, and institutional practices.

1.5 Equality Concept (Asterisk Criterion)

Please describe how the HEI promotes diversity, equal opportunities, inclusion and non-discrimination and how their achievement is monitored and evaluated.

Meets quality requirements:

The HEI promotes equal opportunities. It establishes objectives for social sustainability, particularly regarding diversity, equal opportunities, and inclusion, and regularly monitors and evaluates their achievement. The HEI complies with principles of inclusive and equitable education and/or non-discrimination policies.

Exceeds quality requirements:

The HEI defines strategic objectives in the areas of equal opportunities and inclusion and regularly monitors and evaluates their achievement.

1.6 Sustainability (Asterisk Criterion)

Please indicate how environmental sustainability is considered in the HEI's activities.

Meets quality requirements:

The HEI has defined a concept for environmental sustainability.

Exceeds quality requirements:

The HEI carries out its activities with due consideration of environmental sustainability.

Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements
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1. HEI's Profile and Strategy

1.1 Mission and Vision Statement

1.2 Profile

1.3 Target Groups

1.4 Academic Freedom

1.5 Equality Concept

1.6 Sustainability

2. Governance and Organisation

2.1 Legal Status, Governance, and Institutional Effectiveness (Asterisk Criterion)

Please describe the HEI's legal status, governance and organisational structure, including key responsibilities, reporting lines and decision-making processes. Please explain how the effectiveness of governance and management structures is regularly reviewed and further developed.

Meets quality requirements:

Legal Status and Governance: The HEI has a clearly defined legal status and an appropriate governance and organisational structure with transparent responsibilities, reporting lines, and decision-making processes.

Institutional effectiveness: The HEI's management and self-governing structures are functional, regularly reviewed and effective. National requirements for the governance structure are considered.

Exceeds quality requirements:

The governance and organisational structures are systematically developed based on institutional needs, stakeholder feedback, and strategic objectives, and decision-making processes are demonstrably efficient.

2.2 Organisational Structure (Asterisk Criterion)

Please describe how the HEI ensures effective coordination and communication across its organisational units and, where applicable, locations. Please explain how the organisational and management structures are appropriate to the HEI's size and profile.

Meets quality requirements:

The management structure ensures effective coordination of institutional activities across all organisational units. The organisational structure of the HEI is appropriate to its size and profile. *In the case of more than one location,* the management structure ensures that the HEI's operations function across all its locations.

Exceeds quality requirements:

The coordination and communication mechanisms are implemented across all organisational units and locations, as well as supported by systematic monitoring and continuous optimisation of institutional processes.

2.3 Stakeholder Participation (Asterisk Criterion)

Please describe how academic staff, students and relevant third parties participate in the HEI's governance and institutional decision-making processes, including how their roles and responsibilities are defined and communicated.

Meets quality requirements:

Academic staff elected by the faculty body, student representatives elected by the student body, and relevant third parties have appropriate opportunities to participate in governance and institutional decision-making processes, and competencies and responsibilities are formally regulated and communicated.

Exceeds quality requirements:

Third parties' (including student) participation is systematically embedded in institutional governance processes, and stakeholder feedback demonstrably and regularly contributes to strategic development, decision-making, and quality enhancement activities of the HEI.

2.4 Institutional Independence (Asterisk Criterion)

Please describe how the HEI safeguards its institutional independence in teaching, research, academic decision-making and quality assurance.

Meets quality requirements:

The independence of the HEI in relation to teaching, research, academic decision-making, and quality assurance is ensured, including independence from influence by funding bodies, through established governance arrangements, policies, and procedures.

Exceeds quality requirements:

Cannot be exceeded.

2.5 Conflict Management (Asterisk Criterion)

Please describe the HEI's procedures for managing and resolving conflicts. Please also indicate how these procedures are monitored and evaluated and what preventive measures, mediation mechanisms and training activities are in place (if any).

Meets quality requirements:

The HEI has established effective conflict management procedures, including clear responsibilities, decision-making processes, and mechanisms for conflict resolution on all levels.

Exceeds quality requirements:

Conflict management procedures are systematically monitored and evaluated. There are preventive measures and mediation mechanisms in place. There are training activities contributing to a constructive institutional culture.

Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements
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2. GOVERNANCE AND ORGANISATION

2.1 Legal Status, Governance, and Institutional Effectiveness

2.2 Organisational Structure

2.3 Stakeholder Participation

2.4 Institutional Independence

2.5 Conflict Management

3. Quality Management, Quality Assurance and Public Information

3.1 Quality Management Strategy (Asterisk Criterion)

Please describe the HEI's institution-wide quality management strategy and its alignment with the institutional profile. Please explain how the quality management strategy is regularly reviewed and integrated into strategic and operational planning.

Meets quality requirements:

The HEI has established a coherent and institution-wide quality management strategy, which is consistent with the HEI's profile. The quality management strategy should be revised periodically.

Exceeds quality requirements:

The quality management strategy is fully integrated into strategic and operational planning, supported by evidence-based, data-driven quality enhancement processes. The quality management strategy considers the specific demands arising from the HEI's profile.

3.2 Responsibilities and Competencies (Asterisk Criterion)

Please describe how quality management responsibilities and competencies are defined, coordinated and communicated across the HEI. Please explain how the effectiveness of the quality management system is reviewed and improved, how relevant stakeholders are trained and involved, and how a shared quality culture is promoted throughout the HEI.

Meets quality requirements:

Quality management responsibilities and competencies are clearly defined, regulated and formalised. The HEI regularly reviews the effectiveness of its quality management system and, where necessary, implements evidence-based adjustments and improvement measures. Staff and relevant stakeholders receive training and guidance on quality management processes, supported by well-established communication and reporting structures. All internal stakeholders share responsibility for quality and actively engage in quality assurance and enhancement at all levels of the institution.

Exceeds quality requirements:

Quality management responsibilities and competencies are systematically coordinated across all institutional levels, supported by regular training and effective communication structures. A quality culture is actively promoted throughout the institution, fostering shared responsibility, broad stakeholder engagement, and active participation in quality assurance and enhancement activities at all levels.

3.3 Quality Assurance Policy (Asterisk Criterion)

Please describe the HEI's quality assurance policy, including its alignment with the institutional mission, strategic objectives and other relevant policies. Please explain how the quality assurance policy is implemented, monitored and reviewed across all relevant activities and how it supports continuous quality enhancement.

Meets quality requirements:

The HEI has established and published a quality assurance policy which reflects the relationship between research, learning, teaching and the societal mission. The quality assurance policy is supported by clearly defined structures, responsibilities, and procedures to ensure effective implementation, monitoring, and review of quality assurance processes. The quality assurance policy is aligned with other institutional policies and applies to all relevant activities, including those subcontracted to or carried out by external parties.

The quality assurance policy is integrated into the institution's strategic and operational management and supports the continuous enhancement of learning and teaching. The quality assurance policy is aligned with the HEI's broader mission and objectives, supports the development of a quality culture throughout the HEI and is publicly available.

Exceeds quality requirements:

Cannot be exceeded.

3.4 Instruments and Methods (Asterisk Criterion)

Please describe the instruments and procedures used to regularly assess, monitor and enhance the quality of study programmes and teaching, including online teaching where applicable. Please explain how quality-related data and evaluation results are analysed and used for programme improvement, and how the effectiveness of evaluation tools is ensured.

Meets quality requirements:

The quality management system incorporates appropriate instruments and procedures for the regular assessment and monitoring of programme quality. It supports the institutional mission and assists both academic and non-academic organisational units in maintaining and enhancing the quality of teaching and learning. This also includes demands on online teaching, if applicable. Information obtained through quality assurance activities (including student workload evaluation, success rate and graduate employment) is systematically analysed, and the findings are used to inform and implement measures to continuously improve and further develop programmes. Evaluation tools are anonymous, easily accessible and target-oriented.

Exceeds quality requirements:

Cannot be exceeded.

3.5 Quality Loop (Asterisk Criterion)

Please describe how the HEI's quality management instruments and quality control loops are implemented and aligned across its different areas of activity. Please explain how results are analysed, and improvement measures are communicated to relevant stakeholders.

Meets quality requirements:

The quality control loops and instruments of quality management (including evaluation by students, academic and non-academic staff and external evaluation) are performed on a regular basis, meaningfully connected and aligned to the HEI's different areas of performance. The outcomes of results

are analysed, and improvement measures are communicated to stakeholders in an appropriate and transparent manner.

Exceeds quality requirements:

The quality management system includes concepts, methods and instruments that contribute to achieving the tasks resulting from the demands for change (change management). Graduates and employer representatives are included in the respective committees or advisory boards.

3.6 Stakeholder Involvement (Asterisk Criterion)

Please describe how stakeholders are involved in the development, implementation and review of the HEI's quality assurance policy and processes. Please also explain how the HEI engages with external quality assurance procedures and follows up on their results and recommendations.

Meets quality requirements:

Students and relevant internal (teaching staff, administrative staff) and external stakeholders (employers, alumni) are demonstrably involved in the development, implementation, and review of the quality assurance policy through defined participation mechanisms. Their views and feedback are considered in quality assurance processes and institutional decision-making.

The HEI undergoes external quality assurance procedures in accordance with applicable national and international requirements. The HEI considers, analyses and implements the results and recommendations of external reviews.

Exceeds quality requirements:

Cannot be exceeded.

3.7 Quality Management in Research (Asterisk Criterion)

Please describe the instruments and methods used to regularly assess and enhance the quality of research, including doctoral education. Please explain how the results are analysed and used to inform quality enhancement and further development.

Meets quality requirements:

The quality management system includes instruments and methods for the periodic assessment of the quality of research, including Doctoral education, particularly regarding an allocation system for third-party funding and a leave-of-absence scheme for researchers.

Exceeds quality requirements:

Cannot be exceeded.

3.8 Quality Assurance and Further Development of Support Services (Asterisk Criterion)

Please describe how the HEI regularly assesses, monitors and enhances the quality of its services. Please explain how evaluation results are used to define, implement and monitor improvement measures.

Meet quality requirements:

The quality management system includes instruments, procedures and methods for regular assessment, monitoring and evaluation of service quality. The information and findings obtained through quality assurance processes are systematically analysed and used to define and implement concrete measures to continuously improve and further develop the HEI's services.

The HEI provides services appropriate to its institutional profile and type. The HEI defines objectives for its services and regularly reviews and evaluates the achievement of these objectives.

The HEI regularly evaluates its services and informs relevant stakeholders about the evaluation results and the measures derived from them for further improvement and development.

Exceeds quality requirements:

Stakeholder participation in the planning, evaluation, and enhancement of support services is systematically embedded in institutional processes and demonstrably influences decision-making and service development. The HEI systematically uses the results of quality assurance processes for evidence-based decision-making and strategic service development and demonstrates that implemented improvement measures lead to measurable enhancements in the quality, effectiveness, and user satisfaction of its services. The results are translated into clearly defined action plans with assigned responsibilities, timelines, and performance indicators.

3.9 Documentation “student life cycle” (Asterisk Criterion)

Please describe how the HEI ensures that relevant information on the student life cycle, study programmes, quality assurance outcomes and institutional activities is defined, published and updated. Please also explain how responsibilities for documentation and communication are assigned and integrated into the quality assurance cycle.

Meets quality requirements:

Regulations regarding the “student life cycle”, admission, programmes, outcomes of quality assurance processes, institutional activities and other relevant information (e.g., interests of different target groups) are appropriately defined, published, continuously updated and digitally accessible (i.e. on the website) to ensure their continued relevance, accuracy, and compliance with institutional and regulatory requirements.

Exceeds quality requirements:

The responsibilities related to the documentation are clearly defined. The maintenance of the website and other communication channels is an integrated part of the quality assurance cycle.

3.10 Results of quality management (Asterisk Criterion)

Please describe how the HEI communicates quality management measures and results to relevant stakeholders.

Meets quality requirements:

The HEI informs its stakeholders in a suitable and timely manner on the quality management measures and results.

Exceeds quality requirements:

The HEI actively participates in discussions on higher education policy (e.g. committees; statements on questions of higher education policy).

Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements
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3. QUALITY MANAGEMENT, QUALITY ASSURANCE AND PUBLIC INFORMATION

3.1 Quality Management Strategy

3.2 Responsibilities and Competencies

3.3 Quality Assurance Policy

3.4 Instruments and Methods

3.5 Quality Loop

3.6 Stakeholder Involvement

3.7 Quality Management in Research

3.8 Quality Assurance and Further Development of Support Services

3.9 Documentation “student life cycle”

3.10 Results of quality management

4. Study and Teaching

4.1 Study programmes and qualification objectives (Asterisk Criterion)

Please describe how the HEI ensures that its study programmes, qualification objectives and intended learning outcomes are aligned with the institutional strategy and relevant external frameworks and standards. Please explain how study programmes are developed, approved, evaluated and updated.

Meets quality requirements:

The study programmes and relevant qualification objectives and intended learning outcomes are aligned with the institutional strategy and relevant external reference points, including national and international (if applicable) qualifications frameworks and professional or disciplinary standards. The graduation profile is clear and relevant to labour market needs. The study programmes have clearly defined learning outcomes that provide students with academic knowledge, skills, responsibility, and autonomy. The study programmes are designed based on the learning outcomes methodology.

The study programmes are subject to approval and regular evaluation and are adjusted to align with the latest academic and professional developments and competence profiles, if necessary. When designing or re-designing a study programme, the HEI involves students, staff and other stakeholders.

Exceeds quality requirements:

Cannot be exceeded.

4.2 Study programmes' quality (Asterisk Criterion)

Please describe, with reference to the selected study programmes, how the HEI ensures that study programmes are coherently designed and aligned with relevant national and international qualification frameworks. Please explain how reliable teaching and examination processes, student participation, and the monitoring and review of study programmes are ensured.

Meets quality requirements:

The documentation of the selected study programmes demonstrates in an exemplary manner that the HEI is capable of developing suitable concepts for study programmes that, in their qualification objectives and contents, are oriented towards the national and international qualification frameworks. The study programmes are well-structured and coherent, with an adequate workload. The study programmes include research-based learning experiences.

The HEI furthermore ensures dependability and predictability in teaching and examination operations. Students take an active role in the design of learning content and processes. Information collected through the monitoring and periodic review of programmes is systematically analysed and used to ensure that programmes remain up to date and relevant, with revised programme specifications published and resulting actions communicated to relevant stakeholders.

Exceeds quality requirements:

Cannot be exceeded.

4.3 Learning methodology (Asterisk Criterion)

Please describe the HEI's institutional approach to learning and teaching, including student-centred and diverse teaching methods, the use of digital technologies and AI. Please explain how research is integrated into teaching and how teaching and learning practices are evaluated, enhanced and supported through innovative approaches.

Meets quality requirements:

The pedagogical methodology includes student-centred learning and a variety of methods, including effective use of digital and technological tools to support defined learning outcomes. The institutional approaches to learning and teaching respect and address the diversity of students and their needs, enabling flexible learning paths and supporting lifelong learning. The institution fosters a respectful learner–teacher relationship and regularly evaluates and enhances its learning and teaching practices based on evidence and feedback from students, staff, and other relevant stakeholders. The relationship between research and teaching is designed to ensure knowledge transfer from research activities to teaching. The HEI has a policy on the use of AI in teaching, learning and examination.

Exceeds quality requirements:

Innovative teaching and learning methods are implemented and applied, embedded in a quality culture in teaching.

4.4 Student assessment (Asterisk Criterion)

Please describe how the HEI ensures that student assessment is conducted and aligned with intended learning outcomes. Please explain how assessors are qualified and supported, how assessment criteria and feedback are communicated to students, and how mitigating circumstances, complaints and appeals are addressed.

Meets quality requirements:

The HEI has established quality assurance processes for student assessment that ensure assessments are aligned with intended learning outcomes, conducted in a consistent, fair, and transparent manner, and carried out in accordance with published regulations and procedures. Assessors are appropriately qualified and supported in developing their assessment competencies. Students receive timely and constructive feedback, and assessment criteria, methods, and grading standards are communicated in advance. The assessment framework takes mitigating circumstances into account and is supported by accessible and transparent procedures for complaints and appeals.

Exceeds quality requirements:

Cannot be exceeded.

4.5 Recognition and cooperation (Asterisk Criterion)

Please describe how the HEI's cooperation with external partners contributes to studies and teaching, practical learning, and students' labour market orientation and employability. Please also explain how the HEI ensures recognition of qualifications, periods of study, internships, work placements and prior learning in accordance with relevant national and international principles.

Meets quality requirements:

The HEI holds cooperation agreements with partners, e.g. from science, economy, culture, and its social environment, that are integrated into studies and teaching and correspond to the study offer and formats, supporting students' acquisition of practical skills and initial labour-market orientation. Fair recognition of higher education qualifications, periods of study, internships, work placements and prior learning, including non-formal and informal learning, is ensured. Appropriate recognition procedures rely on the principles of the Lisbon Recognition Convention (if ratified), cooperation with other institutions, quality assurance agencies and the national ENIC/NARIC centre with a view to ensuring coherent recognition across the system.

Exceeds quality requirements:

Cooperation in the areas of studies and teaching is intensively fostered and significantly shapes the content of the curricula and the graduate profile, leading to enhanced employability through practice-oriented learning, labour-market-relevant competences, and direct links to professional fields.

Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements
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4. STUDY AND TEACHING

4.1 Study programmes and qualification objectives

4.2 Study programmes' quality

4.3 Learning methodology

4.4 Student assessment

4.5 Recognition and cooperation

5. Research

5.1 Research strategy (Asterisk Criterion)

Please describe the HEI's research strategy and its alignment with the institutional profile, mission and strategic objectives. Please explain how research priorities and activities contribute to institutional development and societal impact, and how the achievement of research objectives is monitored.

Meets quality requirements:

The HEI has defined a research strategy that is aligned with its institutional profile, mission, and strategic objectives. The research activities correspond to the HEI's institutional profile. The research priorities and objectives contribute to institutional development and have a societal impact.

Exceeds quality requirements:

The research strategy is derived from the HEI's profile, and it allows for sustainable research development perspectives. The strategy includes transparent and measurable criteria for research by academic staff.

5.2 Research governance (Asterisk Criterion)

Please describe the HEI's research management structures. Please explain how these structures support interdisciplinary cooperation, internationalisation and sustainable research development, including the role of relevant advisory bodies.

Meets quality requirements:

Research management structures are effective, transparent, and strategically coordinated across the institution, aligned with the HEI context.

Exceeds quality requirements:

In addition, the research management structures aim at interdisciplinary cooperation, internationalisation, and sustainable research development and are supported by a research advisory board.

5.3 Research engagement of academic staff (Asterisk Criterion)

Please describe how the HEI ensures that its full-time teaching staff are engaged in research and relevant academic and professional networks. Please also indicate how academic staff contribute to research leadership, cooperation and the wider scientific community.

Meets quality requirements:

The HEI's full-time teaching staff are involved in the research environments of their respective subjects (e.g. through scientific publications, participation in conferences, editorship, memberships and functions in professional associations, research cooperations).

Exceeds quality requirements:

Several members of the full-time teaching staff hold responsible positions in research leadership, scientific professional associations or networks (e.g. as spokeswoman/man of a research team, as team leader, etc.).

5.4 Research promotion

Please describe the measures used by the HEI to support research activities and researcher development, including early-career researchers and doctoral candidates. Please also indicate which and how mentoring, career development, research funding and mobility opportunities are provided.

Meets quality requirements:

The HEI has established appropriate measures and incentive systems to support and promote research activities and the development of researchers, including support mechanisms for early-career and junior researchers

Exceeds quality requirements:

The HEI implements comprehensive and sustainable support measures for research and researcher development, including structured mentoring, career development programmes, research funding schemes, mobility opportunities, and targeted support for early-career researchers and doctoral candidates.

5.5 Research integrity and responsible use of new technologies (Asterisk Criterion)

Please describe how the HEI ensures good scientific practice and academic integrity, including the responsible and transparent use of AI and other emerging technologies. Please also explain how relevant guidelines are implemented.

Meets quality requirements:

The HEI has established and implemented guidelines for good scientific practice and academic integrity, including regulations concerning the responsible and transparent use of new technologies, including AI tools in research, teaching, and academic supervision.

Exceeds quality requirements:

The HEI actively promotes a culture of research integrity and responsible research practices through systematic training, monitoring, and institutional guidance on academic integrity, ethics, transparency, and the responsible use of AI tools. An ombuds position has been appointed, and a defined process for managing assumed or detected scientific misconduct has been established. The HEI has procedures for the regular updating of guidelines, also considering global technological developments.

5.6 Research cooperation

Please describe how the HEI promotes a culture of research cooperation, including interdisciplinary, national and international collaboration and partnerships with external stakeholders. Please also explain how research and teaching are interconnected and how students are provided with opportunities to participate in research activities.

Meets quality requirements:

The HEI promotes a culture of cooperation in research that corresponds to the individual subjects' cultures. The mutual relations of research and teaching are designed to ensure knowledge transfer from research activities to the area of teaching. Students receive the opportunity to actively participate in the HEI's research activities.

Exceeds quality requirements:

The HEI demonstrates a strong and sustainable culture of national and international research cooperation through long-term partnerships, interdisciplinary collaborations, participation in research networks, joint projects, and active engagement with external stakeholders from academia, industry, and society. The HEI promotes research projects in which different institutions (e.g., faculties, research centres) collaborate interdisciplinarily.

Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements
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5. Research

- 5.1 Research strategy
- 5.2 Research governance
- 5.3 Research engagement of academic staff
- 5.4 Research promotion
- 5.5 Research integrity and responsible use of new technologies
- 5.6 Research cooperation

6. Services (Administration, Counselling, Academic Support)

6.1 Support services (Asterisk Criterion)

Please describe the academic and non-academic support services provided by the HEI. Please explain how services are made accessible, evaluated and further developed, and how appropriate documentation of students' qualifications and learning achievements is ensured.

Meet quality requirements:

The HEI provides appropriate academic and non-academic support services necessary for the effective fulfilment of its institutional activities, facilitating the mobility of students within and across higher education systems.

Students receive documentation explaining the qualification gained, including achieved learning outcomes and the context, level, content and status of the studies that were pursued and successfully completed. This information is included in the diploma supplement (including a grade distribution table) and other relevant documents.

The services offered align with the HEI's profile and the needs of its target groups. The offered services are documented in a particularly clear and user-friendly manner, and they are easily accessible. They enable the participating HEI's members and external participants to operate in a particularly effective and efficient manner. The effectiveness and relevance of the services are regularly reviewed and further developed.

Exceeds quality requirements:

Students receive timely and individual-based academic advising, career guidance, wellbeing support, and comprehensive assistance for mobility opportunities. All services are clearly documented through integrated digital platforms and are accessible through multiple channels. The administrative staff acts as a service provider for the HEI.

6.2 Staffing, qualifications, and professional development (Asterisk Criterion)

Please describe how the HEI ensures adequate staffing, appropriate qualifications and defined responsibilities for personnel involved in support services. Please also explain how staff performance and professional development are reviewed, and how training, competence development and mobility opportunities are supported.

Meet quality requirements:

The HEI ensures adequate staffing levels, clearly defined responsibilities, appropriate qualifications, performance evaluation through measurable criteria, and continuous professional development and staff mobility opportunities for personnel involved in support services.

Exceeds quality requirements:

The HEI implements strategic staff development and qualification concepts for support service personnel, supported by regular training, performance review, and competence enhancement measures.

Staffing levels are regularly reviewed to ensure they remain appropriate to institutional needs and service demand. The institution actively promotes academic and non-academic staff mobility through participation in national and international exchanges, professional networks, and collaborative projects, facilitating the transfer of innovative practices and continuous enhancement of service quality.

6.3 Advice and information (Asterisk Criterion)

Please describe how the HEI provides information and advisory services for prospective students and potential cooperation partners. Please explain how students are informed about available resources and services and involved in their planning and evaluation.

Meets quality requirements:

The HEI has established suitable service offers to ensure that prospective students and potential cooperation partners are provided with advice and information.

Students are informed about the resources and services available to them and are consulted in their planning and evaluation to ensure they are fit for purpose.

Exceeds quality requirements:

The HEI ensures excellent accessibility for prospective students and potential cooperation partners, and it reacts at short notice and appropriately to incoming inquiries. The consulting formats follow the needs of the target group.

6.4 Information management (Asterisk Criterion)

Please describe the HEI's information management system and how it supports strategic planning and quality assurance. Please also explain how the quality, accessibility and regular review of information are ensured and how the system is continuously developed to support institutional governance and quality enhancement.

Meets quality requirements:

The HEI has an information management system that collects, analyses and uses up-to-date information to support strategic planning, quality assurance and evidence-based decision-making. It covers teaching and learning, research, student progression and success. Information is regularly reviewed and accessible to relevant users.

Exceeds quality requirements:

The HEI operates an integrated information management system that provides timely, high-quality data to support institutional governance, quality enhancement and innovation. The HEI promotes a culture of evidence-informed management and continuously develops its information management.

6.5 Public information (Asterisk Criterion)

Please describe how the HEI ensures that relevant public information on its mission, study programmes, admission requirements, quality assurance, accreditation status and other institutional activities is

accurate, up to date, accessible and user-friendly. Please explain how public information is reviewed and updated, including consideration of stakeholder needs.

Meets quality requirements:

The HEI publishes up-to-date information about its mission, programmes, admission requirements, quality assurance system, accreditation status and other relevant activities. Public information is user-friendly and accurate to ensure transparency for all stakeholders.

Exceeds quality requirements:

The HEI systematically evaluates and regularly updates its public information based on stakeholder needs and feedback.

Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements
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6. SERVICES (ADMINISTRATION, CONSULTING AND ACADEMIC SUPPORT)

- 6.1 Support services

6.2 Staffing, qualifications, and professional development

6.3 Advice and information

6.4 Information management

6.5 Public information

7. Resources

Human Resources

7.1 Staffing structure and professional development (Asterisk Criterion)

Please describe how the HEI ensures sufficient and appropriately qualified academic, administrative and support staff in line with its size, profile, mission and strategic objectives. Please also explain how workforce planning, staff qualification, professional and career development, and performance evaluation are implemented.

Meets quality requirements:

The HEI has sufficient qualified academic, administrative, and support staff to fulfil its institutional mission and strategic objectives. Staff structures, staffing ratios, and employment models are appropriate to the HEI's size, profile and activities. Measures for staff qualification, development, and continuous professional development are implemented.

Exceeds quality requirements:

The HEI implements a strategic and long-term human resources development concept aligned with its institutional strategy, including systematic workforce planning, staff qualification, career development, talent management, and performance evaluation.

7.2 Recruitment, appointment and staff integration (Asterisk Criterion)

Please describe how regulated recruitment, appointment and promotion procedures are implemented, and how staff qualifications correspond to the institutional profile. Please also explain how newly appointed staff are supported, how teaching practice and staff development are reviewed, and how recruitment and promotion procedures are evaluated.

Meets quality requirements:

The HEI applies transparent, non-discriminatory, and formally regulated recruitment and appointment procedures for academic staff, as well as staff promotion. The academic qualifications correspond to the profile and type of the HEI. Newly appointed staff are appropriately introduced and integrated into the institutional structures. The HEI provides its staff with appropriate support, development opportunities, and regular review of teaching practice to carry out their work effectively.

Exceeds quality requirements:

Recruitment, appointment, and promotion procedures are regularly reviewed and benchmarked against national and international academic standards.

7.3 Quality requirements (Asterisk Criterion)

Please describe how the HEI ensures the qualification and integration of external and part-time teaching staff. Please also explain how they are involved in academic activities, institutional communication, quality assurance, staff development and, where appropriate, institutional governance.

Meets quality requirements:

The HEI defines clear quality requirements and selection criteria for external and part-time teaching staff and ensures their appropriate integration into teaching activities.

Exceeds quality requirements:

External and part-time teaching staff are fully integrated into the academic community, institutional communication structures, and quality assurance processes, including participation in staff development and institutional governance activities where appropriate.

7.4 Equal opportunities, diversity, and inclusion (Asterisk Criterion)

Please describe how the HEI promotes equal opportunities, diversity, inclusion and non-discrimination in its HR policies and practices. Please also explain how gender equality and inclusive working conditions are supported and monitored.

Meets quality requirements:

The HEI promotes equal opportunities, diversity, and inclusion in its human resources policies and practices and implements appropriate measures to support non-discrimination and equal treatment among staff. The HEI has a gender ratio policy.

Exceeds quality requirements:

The HEI actively promotes diversity, equal opportunities, gender equality, and inclusive working conditions.

Facilities and Equipment**7.5 Infrastructure, facilities, and technical equipment (Asterisk Criterion)**

Please describe how the HEI ensures adequate and accessible premises, infrastructure, facilities, and IT and media equipment for teaching, learning, research, administration and student support across all locations.

Meets quality requirements:

The HEI provides a sufficient number of rooms, infrastructure (e.g., laboratories, computer rooms, etc), and facilities (media and IT equipment incl. software) for teaching, learning, research, administration, and student support at all locations that correspond to the institution's profile and size. Facilities and equipment are accessible and regularly maintained for all user groups.

Exceeds quality requirements:

The HEI continuously develops and modernises its infrastructure, facilities, media, and IT equipment in line with technological developments, pedagogical innovation, and research needs.

7.6 Library services and learning resources (Asterisk Criterion)

Please describe how the HEI ensures access to library services, learning resources, scientific literature, databases and digital research resources. Please explain how these resources and services are evaluated and further developed.

Meets quality requirements:

The HEI has access to appropriate library services and learning resources, as well as to up-to-date international scientific literature, databases, and digital research resources (including remote access).

Exceeds quality requirements:

Library services and learning resources are systematically expanded and regularly evaluated in cooperation with students and academic staff. The HEI provides comprehensive library services and learning resources, access to leading international scientific journals, databases, e-books, and digital research platforms.

Financial Resources**7.7 Financial Sustainability (Asterisk Criterion)**

Please describe how the HEI ensures adequate and sustainable financial resources to support its institutional activities, performance and further development.

Meets quality requirements:

Adequate financial resources are ensured to support all institutional areas of activity, performance and institutional development.

Exceeds quality requirements:

Cannot be exceeded.

7.8 Financial Planning and Budget Management (Asterisk Criterion)

Please describe how the HEI ensures its financial planning, budgeting and monitoring processes.

Meets quality requirements:

The HEI has established financial planning and budgeting processes which are documented. The HEI has access to qualified personnel responsible for the careful planning, management, and monitoring of financial resources and budgeting processes.

Exceeds quality requirements:

Cannot be exceeded.

7.9 Transparency in Financial Management (Asterisk Criterion)

Please describe the HEI's financial management, reporting and decision-making processes.

Meets quality requirements:

The HEI ensures transparency and reliability in financial management, reporting, and decision-making processes.

Exceeds quality requirements:

Cannot be exceeded.

7.10 Transparency and Fairness of Student Financial Policies (Asterisk Criterion)

Please describe how the HEI provides information on tuition fees and any additional costs. Please also explain how its financial policies safeguard student interests, including payment arrangements and procedures for complaints and refunds.

Meets quality requirements:

Prospective students are fully informed about the tuition fee structure and any additional fees payable during the period of study. The HEI applies student-centred financial policies that ensure transparency, fairness, and protection of student interests, including accessible information, flexible payment arrangements where appropriate, and efficient complaint and refund procedures.

Exceeds quality requirements:

Cannot be exceeded.

Exceptional	Exceeds quality requirements	Meets quality requirements	Does not meet quality requirements
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7. RESOURCES

HR	
7.1 Staffing structure and professional development	
7.2 Recruitment, appointment, and staff integration	
7.3 Quality requirements	
7.4 Equal opportunities, diversity, and inclusion	
Facilities and Equipment	
7.5 Infrastructure, facilities, and technical equipment	
7.6 Library services and learning resources	
Financial Resources	
7.7 Financial sustainability	
7.8 Financial planning and budget management	

7.9 Transparency in financial management

7.10 Transparency and fairness of student financial policies