

Appendix 17: Right of Reply for Education Quality Board (EQB) Decisions

1. Quality Assurance Resolution with Tailored Coaching Programme

If, after screening the Education Monitor and accompanying documents, the EQB is of the opinion that a positive quality assurance resolution with a tailored coaching programme is required, it will include its findings and assessment in a draft resolution.

The EQB will subsequently invite the following parties to discuss its conclusions based on the Education Monitor and accompanying documents, and the assessment and decision that the EQB believes are required:

- the chairperson of the study programme committee of the study programme concerned;
- the faculty's Director of Studies and Dean, as well as the quality assurance staff who follow up the study programme concerned;
- the Director of Education of the institution (i.e. Ghent University);
- the head of the Quality Assurance Office of the institution (i.e. Ghent University).

By way of preparation for this meeting, the EQB provides the study programme with the draft synthesis report. The meeting will take place no earlier than seven calendar days after the synthesis report has been submitted to the study programme.

During the meeting, the EQB mainly gauges whether or not the Education Monitor and accompanying documents provide an adequate and truthful picture of the education quality assurance policy, as established by the EQB while screening the aforementioned documents. During the meeting, the EQB also offers the study programme the opportunity to formulate technical comments on the synthesis report or to identify factual inaccuracies.

Minutes are taken during the meeting, which are sent to all parties via email by the EQB Secretariat.

The EQB can either adjust or maintain the assurance resolution based on the findings of the meeting that has taken place.

More specifically, the EQB can:

- reach a positive quality assurance resolution;

- maintain the positive quality assurance resolution with tailored coaching programme, with or without an amended motivation.

The final assurance resolution thus established is sent to the study programme by e-mail by the EQB Secretariat. The final quality assurance resolution is sent to the study programme within an order period of 30 days after the originally planned meeting has taken place.

2. Negative Quality Assurance Resolution

If the EQB, after having examined the study programme monitor and accompanying documents, is of the opinion that a negative assurance resolution is necessary, it will include its findings and assessment in a substantiated draft resolution.

The EQB will subsequently invite the following parties to discuss its conclusions based on the Education Monitor and accompanying documents, and the assessment and decision that the EQB believes are required:

- the chairperson of the study programme committee of the study programme concerned;
- the faculty's Director of Studies and Dean, as well as the quality assurance staff who follow up the study programme concerned;
- the Director of Education of the institution (i.e. Ghent University);
- the head of the Quality Assurance Office of the institution (i.e. Ghent University).

By way of preparation for this meeting, the EQB provides the study programme with the draft synthesis report. The interview will take place no earlier than seven calendar days after the synthesis report has been submitted to the study programme.

During the meeting, the EQB mainly gauges whether or not the Education Monitor and accompanying documents provide an adequate and truthful picture of the education policy, as determined by the EQB while screening the aforementioned documents.

During the meeting, the EQB offers the study programme the opportunity to formulate technical comments on the synthesis report or to identify factual inaccuracies.

Minutes are taken during the meeting, which are sent to the participants by e-mail by the EQB Secretariat.

The EQB can either adjust or maintain the assurance resolution based on the findings of the meeting that has taken place.

More specifically, the EQB can:

- reach a positive quality assurance resolution, with or without a tailored coaching programme;
- maintain the draft negative assurance resolution, with or without an amended motivation.

The final assurance resolution thus established is sent to the study programme by e-mail by the EQB Secretariat. The final quality assurance resolution is sent to the study programme within an order period of 30 days after the aforementioned meeting has taken place.

If the EQB takes a negative assurance resolution, this decision is communicated to the Board of Governors for information purposes.

In the event of a negative quality assurance resolution, the EQB informs the study programme of the possibility to appeal through the EQB Appeals Committee, and of the modalities and deadlines for the appeal.

If the appeal is deemed admissible, the EQB Appeals Committee can proceed to a reassessment of the study programme and reach a new quality assurance resolution that overrules the original quality assurance resolution, if applicable.