ASIIN Quality Policy Paper

Adopted on 3 November 2025

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1. Introduction

1.1 Purpose

This paper documents ASIIN's principles and rules internally and externally on the topic of "Quality Management for ASIIN" (ASIIN Quality Policy Paper).

ASIIN policy papers are prepared on selected topics. As a component of ASIIN's **quality management system**, they are the link between the quality objectives and the process specifications or process descriptions. Policy papers are a summary of relevant resolutions by various committees or the ASIIN office on various quality-related topics. They serve to optimize their implementation and increase transparency both internally and externally. In case of doubt, the individual resolutions of the respective competent bodies are authoritative.

ASIIN's policy papers are guidelines for action for all members and experts of the agency in full-time or honorary positions.

1.2 Areas of Application

The ASIIN Quality Policy Paper applies in principle to the following **fields of activity** of ASIIN, which are organised in three areas (pillars) in ASIIN's product and service portfolio:

	Assessments / Accreditations / Certifications	*Academy*	*Quality development*
e. V.	Assessments for the seal of the German Accreditation Council		
	Accreditation of degree programmes (ASIIN and Third-party seals)	Training courses for experts/committee members	Third-party-Projects (Projects of the EU, World Bank, regional development banks, or other organizations responsible for tenders)
	Institutional Accreditation (ASIIN, AR- and Third-party seals)	Training courses for experts	

Consult	Certification of modules and training courses and further education institutions	Training & workshops ASIIN and third-party provider	Evaluations Quality assurance/improvement of studies and teaching (in accordance with ESG, Type 1)
			Evaluations Quality & Organisational Development, Effectiveness (Type 2)
		National and international ASIIN Conferences	Consulting services regarding QM and organisational development

This policy document is required to varying extent in all **processes (procedures)** that are assigned to one of the above product/service areas.

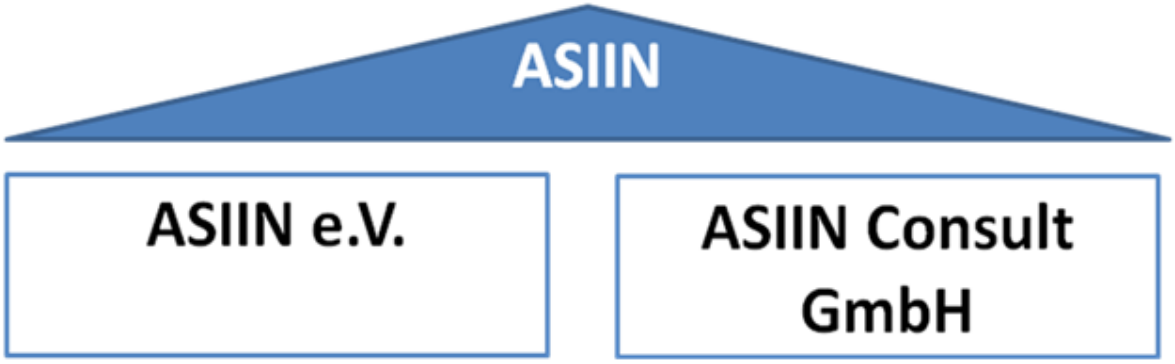
The above portfolio structure of ASIIN allows for a clear demarcation of activities internally and externally, each under the regime of the ESG[1] and EQAR[2]. Thus, in daily practice, references to the ESG and EQAR are only used for activities in the following fields:

- ✓ Assessments for the seal of the German Accreditation Council
- ✓ Accreditation / certification of study programmes (ASIIN and third-party seal)
- ✓ Accreditation / certification of institutions (ASIIN and third-party seal)
- ✓ Certification of modules and courses (ASIIN Certification Seal)
- ✓ Evaluations for quality assurance of studies and teaching within the framework of the ESG (Type 1)

2. Organisation and Responsibilities

2.1 Organisational structure and QM

The ASIIN Group comprises two companies: ASIIN e. V. as a non-profit association and parent company and ASIIN Consult GmbH as a subsidiary, each with different service offerings.



The following documents regulate the organisation, areas of competence and responsibilities of the organisational units in ASIIN e. V.:

- Statutes of ASIIN e. V. in the current version
- Rules of procedure of the Accreditation Commission in the current version
- Rules of Procedure of the Technical Committees in the current version
- Rules of Procedure of the Appeals Committee in the current version

[1] Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). (2015). Brussels, Belgium.
[2] European Quality Assurance Register for Higher Education (EQAR): "a register of such agencies, including those that have demonstrated their substantial compliance with a common set of principles for quality assurance in Europe"; vgl. http://www.eqar.eu

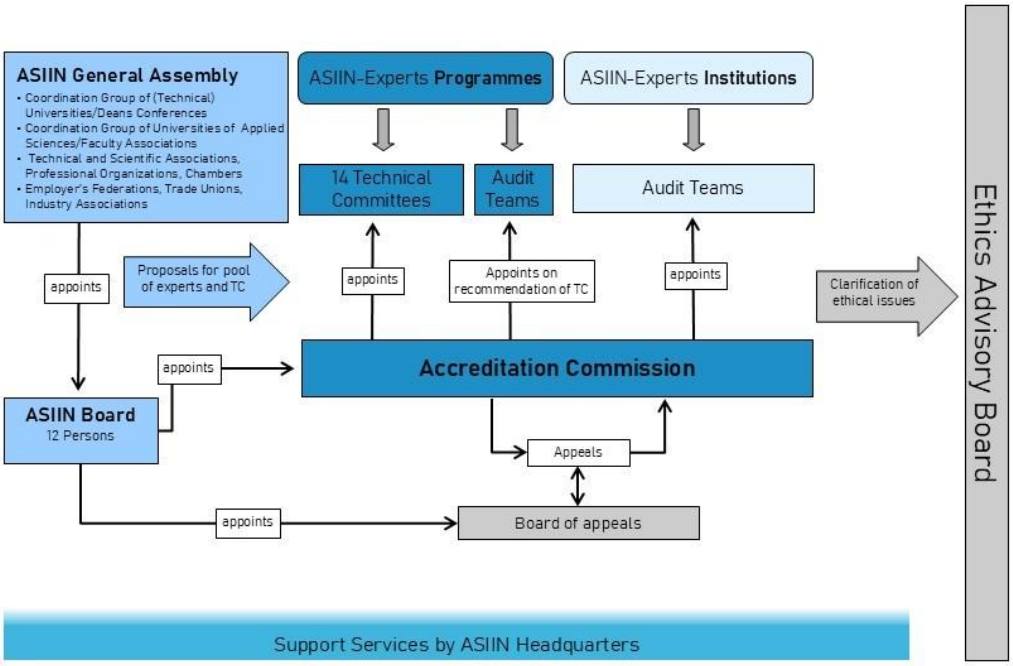


Figure 1: Structure of ASIIN e. V.

The following bodies belong to ASIIN Consult: Advisory Board (consisting of the Board of Directors of the e. V.), Shareholder (Chairperson of the Board of Directors of the e. V.), Management / Procuration (according to the Commercial Register), Certification Commission (decision-making body for the product/service area certification of modules and courses , respectively further education institutions in the Certification Pillar).

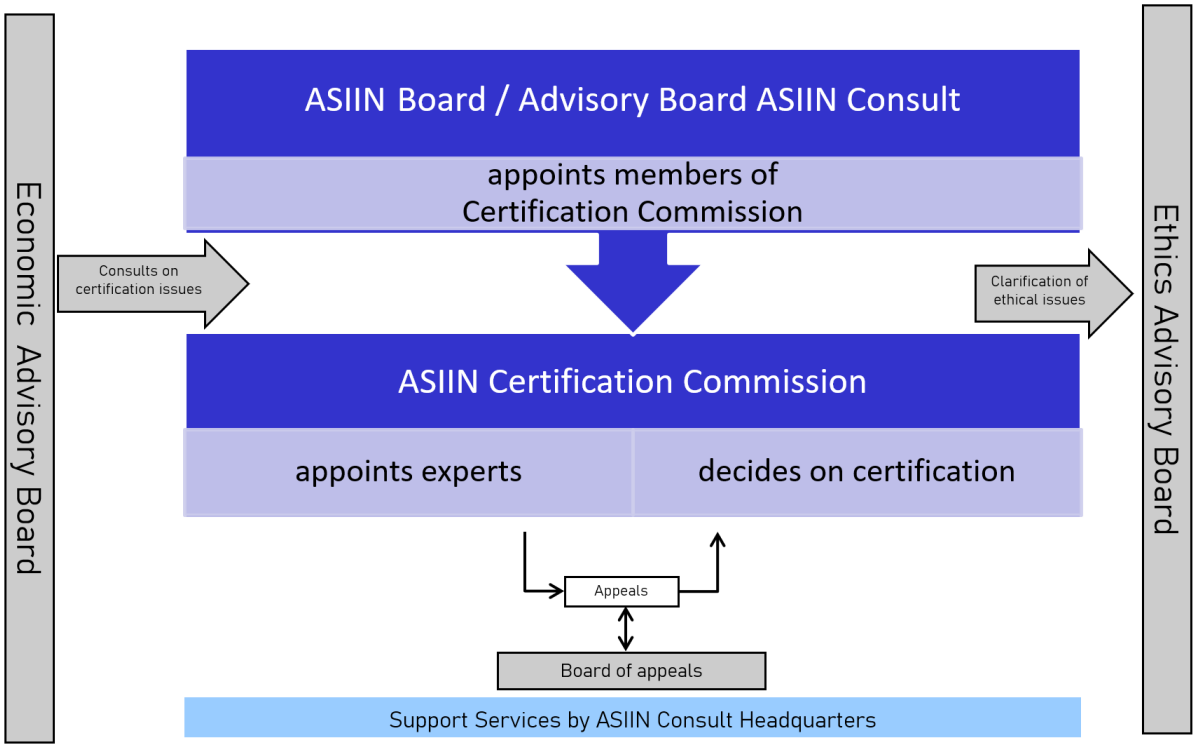


Figure 2: Structure of ASIIN Consult.

The following documents regulate the organisation, areas of competence and responsibilities of the organisational units in ASIIN Consult:

- Shareholders' agreement for ASIIN Consult in the current version
- Advisory Board Regulations of ASIIN Consult in the current version
- Inter-Organ Agreement ASIIN e.V. and ASIIN Consult
- Rules of Procedure of the Certification Commission in the current version (service area Certification of Modules and Courses)

The ASIIN office is responsible for controlling the implementation of quality management, the instruments and the documentation for both the product/service areas of the e.V. and those of the Consult.

The respective bodies of the e.V. and Consult are responsible for resolutions regulating / influencing quality within the scope of the area of responsibility assigned to them in accordance with the statutes.

2.2 Logic of documents

The logic of ASIIN's QM system is structured and documented on six levels and is illustrated in the following overview.

Level 01	**Mission**
	Source: ASIIN strategy paper, 2022-03
Level 02	**Objectives and Strategy**
	Source: ASIIN strategy paper, 2022-03
Level 03	**Policy papers (incl. ASIIN Quality Policy Paper)**
	Source: see respective document
Level 04	**Processes**
	Source: see respective document
Level 05	**Job instructions**
	Source: see respective document
Level 06	**QM templates**
	Source: see respective document

The documents of levels 01, 02 and 03 are generally published on the ASIIN website - if necessary in excerpts or summarised, e.g. in the respective criteria documents for the

product/service areas accreditation / certification of study programmes (ASIIN and third-party seals); accreditation / certification of institutions (ASIIN and third-party seals); certification of modules and courses; evaluations quality assurance/improvement of studies and teaching (according to ESG).

The documents of levels 04, 05 and 06 fall under the internal documentation system and are not intended for publication. An exception to this are process descriptions and templates for the implementation of accreditation/certification procedures, which are also designed for the use and information of applying higher education institutions, experts and committee members.

The documents of levels 01 and 02 are the results of the strategy process of ASIIN and a continuation of the purpose of the ASIIN organisation set in the statutes of the association when it was founded in 1999.

The present ASIIN Quality Policy Paper is placed on level 03 of the documentation of the quality management system in a series of different policy documents that are relevant to quality and are intended to promote quality.

3. Principles: Quality Policy and Objectives

3.1 Goals and principles of the quality policy

The goals of ASIIN's quality policy are derived from the goals of the organisation as a whole. ASIIN has carried out a strategy development process in five-year cycles to guide the work of the agency. As a result of these processes, the following specifications have been made, which encompass the overall organisation (e.V. and Consult GmbH) and sets out the following mission, goals and paths:

Mission	The representatives of higher education institutions, business and administration active in ASIIN share the conviction that good academic education is the basis for a sustainable development of modern societies. "Education" is understood here as a development and learning process for the acquisition of diverse competences and as its result. The educational outcome supports the successful shaping of personal, social and professional life.
Goals	Therefore, ASIIN pursues the national and international goal, → to ensure and strengthen the quality of academic education; → to create transparency about the quality achieved in academic education and continuing education; → to strengthen academic and professional mobility by ensuring the quality of academic education and its transparent communication. We do this for the member societies of ASIIN in the non-profit association, for higher education institutions, teachers and learners, for professional practice, politics and interested third parties.
Path	ASIIN achieves its goals

	→ by providing services to providers or systems in academic education and continuous education both nationally and internationally → through accreditation and certification, evaluation and consulting services on system and organisational development as well as training → through the (voluntary) participation of external experts from academia and professional practice.

The conviction and the formulation of goals from the strategy process complement and interpret the purpose of the association as laid down in its statutes since its foundation in 1999. The formulated mission and goals were confirmed and further consolidated in the course of regular strategy processes in 2016, 2021, and 2025.

This self-image relates to all product and service areas of ASIIN e.V. and Consult.

ASIIN's internal quality work follows the logic of the **TQM approach** (Total Quality Management), according to which quality is not the goal but an integral part of every activity and every process of an organisation and its individual members.

Accordingly, the cyclical understanding from the so-called **Deming circle** (Plan-Do-Check-Act cycle) should be integrated into everyday processes as well as into organisational and product development projects. Consequently, ASIIN's quality management system is not to be run as a "secondary bureaucracy" that constantly reconstructs daily processes from a bird's eye view. Rather, the instruments of quality work should be easily and directly accessible to the employees in their respective tasks and functions, or the work processes and the instruments used should be designed in such a way that they support integrated quality work - setting goals, implementing them, checking results, deriving improvements - within the framework of the execution of a task.

The principles of objectivity, validity, confidentiality and transparency apply to the following service areas as guiding principles for action:

- ✓ Assessments for the seal of the German Accreditation Council
- ✓ Accreditation / certification of study programmes (ASIIN and third-party seal)
- ✓ Accreditation / certification of institutions (ASIIN and third-party seal)
- ✓ Certification of modules and courses (ASIIN Certification Seal)
- ✓ Evaluations for quality assurance and improvement in teaching and learning

On the principle of objectivity: All procedures of external quality assurance and enhancement (accreditation/certification as well as evaluation according to ESG) of ASIIN are based on quality requirements defined in advance and independently of the individual applicant as a catalogue of criteria for the review. In addition, ASIIN's principles for the implementation of all types of external quality assurance procedures are intended to balance out subjective positions of individual participants in the procedure and to ensure uniform and comparable decisions.

On the principle of validity: ASIIN sees its competence in bringing together lines of discussion from different subject cultures, educational systems and approaches to quality-oriented management in study and teaching as well as from the side of various stakeholders from

science, professional practice and politics from Germany and abroad, which ASIIN's committee members process when developing the procedures and criteria. Criteria and procedural principles used in external quality assurance gain validity from broad acceptance by relevant national and international stakeholders and from constant comparison with the relevant European agreements (ESG).

On the principles of confidentiality and transparency: All ASIIN procedures should be designed in such a way that both confidentiality and transparency are achieved and maintained. In the individual procedures, personal data is usually introduced by the clients, the experts and also the committee members. In addition, there is data that concerns the strategic planning of the applicants and is naturally classified as confidential by them. Therefore, every procedure must be designed in such a way that this data is handled in accordance with data protection regulations. At the same time, the results of all external quality assurance procedures in the above-mentioned fields of performance must create transparency in the public about the quality of the examined object (e.g. a study programme or an institution). The procedure must also be so transparent that the persons directly involved in it have an overview of the process, the requirements placed on them, the basis of the procedure and its possible results, can understand the path of an application, as well as the associated decisions and their justification, and can assign responsibility for them.

The employees entrusted with the respective work and projects should also be able to apply the aforementioned principles in the product and service areas of

- ✓ Handling certification procedures for third-party providers
- ✓ evaluations in the area of quality and organisational development
- ✓ Consultation services related to QM and organisational development
- ✓ Third-party funding/EU projects.

3.2 ASIIN Internal QM Activity Areas

For the product and service areas

- ✓ Assessments for the seal of the German Accreditation Council
- ✓ Accreditation / certification of study programmes (ASIIN and third-party seal)
- ✓ Institutional Accreditation / certification of further training providers (ASIIN and third-party seal)
- ✓ Certification of modules and courses (ASIIN Certification Seal)
- ✓ Evaluations for quality assurance and improvement in teaching and learning

quality assurance measures are implemented in four fields of activity. These take into account the special features of a volunteer and member organisation, where essential parts of the service provision arise from the interaction of volunteer forces and full-time employees.

The four fields of activity and associated parameters are:

Field 1 - Experts and committee members: The quality of the **pool of experts** - Here the quality expectation refers to the following parameters:

- Expertise of the reviewers or panel members
- Experience of the experts or panel members
- Composition of the expert teams
- Independence/impartiality of the reviewers or panel members
- Availability of the reviewers or panel members

Field 2 - Criteria of external quality assurance and improvement (certification/accreditation, evaluation according to ESG): The quality of the **criteria and procedural principles** - Here the quality expectation refers to the following parameters:

- Validity
- Objectivity
- Timeliness
- Accessibility for those involved in the procedure

Field 3 - Procedure implementation: The **quality in the application of the criteria and procedural principles** - Here the quality expectation refers to the following parameters:

- Transparency
- Confidentiality
- Consistency
- Objectivity
- Efficiency

Field 4 - Acceptance: The **recognition of the procedure results by third parties** - Here, the quality expectation refers to the following parameters:

- Recognition by national actors
- Recognition by international actors

These quality parameters should also apply to "tailor-made" projects and evaluations in the following product and service areas:

- ✓ Handling of certification procedures for third-party providers
- ✓ Evaluations in the field of quality and organisational development
- ✓ Consulting services in QM and organisational development.

3.3 Quality Expectations (specific to each service)

ASIIN has defined quality expectations for each of the following service areas:

- ✓ Assessments for the seal of the German Accreditation Council
- ✓ Accreditation / certification of study programmes (ASIIN and third-party seal)

- ✓ Institutional Accreditation / certification of further training providers (ASIIN and third-party seal)
- ✓ Certification of modules and courses (ASIIN Certification Seal)
- ✓ Evaluations for quality assurance and improvement in teaching and learning

Activity field	**Parameter**	**Quality Expectations**
Field 1 - Experts and committee members	Experience of the experts or committee members	Individually per expert and committee member in general: • proven accreditation or evaluation experience, international experience, experience in university self-administration. • Participation in training and induction offers (See also the requirements related to Expert groups in the respective criteria and procedure specifications)
Field 1 - Experts and committee members	Expertise of the experts or committee members	Individually for each expert and committee member in general: • Proven technical and / or professional expertise related to the examined item
Field 1 - Experts and committee members	Composition of the expert teams	The expert group per procedure is: • due to their composition, able to cover the subject (s) to be assessed in a procedure in terms of subject matter / content; • by virtue of their composition, able to see the concerns of the relevant stakeholders and include these in their assessment; • composed of, wherever possible, already experienced and new experts; • due to their composition, able to assess specific organisational structures at the respective higher education institution; • able to include experience from foreign systems and with

Activity field	Parameter	Quality Expectations
		international or European standards in the assessment; • composed of people from scientific institutions / universities with experience / expertise in control and quality development as well as in the design of teaching and learning processes, as well as students and representatives from professional practice. (See also the requirements related to Expert groups in the respective criteria and procedure specifications)
Field 1 - Experts and committee members	Independence / impartiality of the experts or committee members	Experts are not employed in a procedure if they • are involved in an application process at the institution which is to be assessed; • on a regular basis publish or carry out projects together with lecturers from the institution to be assessed; • are active at the institution to be assessed or are otherwise dependent on it . Committee Members act and vote independently of third-party organizations and make their assessments and votes based on the available facts, their personal judgement, experience and expertise.
Field 1 - Experts and committee members	Availability of the experts or panel members	*Temporal* availability: The experts and committee members relevant dates are made known as early as possible. For experts and committee members relevant dates and meetings are jointly determined via voting within the respective groups. *Readiness*: The agency carries the immediate financial costs incurred by the committee members in the execution of their duties (travel expenses, administration fee).

Activity field	Parameter	Quality Expectations
		Experts and committee members can identify with the objectives, methodology, criteria and procedural principles for the respective procedure. The member organizations of ASIIN support the recruitment of experts and committee members.
Field 2 -Criteria and procedural principles	Objectivity	Criteria and process principles are defined beforehand independent of individual procedures.
Field 2 -Criteria and procedural principles	Validity	The used criteria and procedure rules are adopted and put into effect by the competent ASIIN bodies or the respective seal owner. The criteria and procedural principles used are generally supported by the ASIIN member organisations. The criteria and procedural principles used are recognised by the applying institutions as a basis for evaluation. The criteria and procedural principles used are recognised by accreditation bodies for accreditation agencies at home and abroad.
Field 2 -Criteria and procedural principles	Topicality	The criteria and procedural principles used are classified by the participating experts, committee members and applicants as oriented towards current developments (from science, professional practice and society). The criteria and procedural principles allow the decision-making bodies to take into account new developments (from science, professional practice and society) that affect the accreditation object in their decisions.
Field 2 -Criteria and procedural principles	Accessibility for those involved in the proceedings	The criteria and procedural principles are documented and published. They can be viewed by the parties involved in the proceedings at any time.
Field 3 - Procedure execution	Transparency	Standard procedures and elements of the process are documented and published. They can be consulted at any time by those involved in the procedure. The status of each procedure is known to those directly involved.

Activity field	Parameter	Quality Expectations
Field 3 – Procedure execution	Confidentiality	Experts, committee members and procedural supervisors have undertaken to treat all personal and procedural data confidentially. Experts, committee members and procedural advisors will only disclose personal and procedural data to third parties authorised by them and, in case of doubt, obtain the permission of the person or organisation concerned. Authorisation to publish the name in connection with a procedure is granted with the commitment to act as an expert. Confidentiality is also ensured in the technical processing and archiving of personal and procedural data. When processing and archiving personal and procedural data, the relevant requirements of the supervisory bodies and the relevant legal provisions (e.g. DSGVO) are observed.
Field 3 – Procedure execution	Uniformity	The criteria defined for the award of a seal are applied in all related procedures. The principles and procedures foreseen for the award of a seal are followed in all related procedures. Mechanisms are in place to support the consistent application of the criteria and procedural principles. The individual decisions on the award of a seal are based on common principles (criteria and procedural principles and their consistent interpretation).
Field 3 – Procedure execution	Objectivity	Mechanisms take effect that balance the subjective positions of individual participants in the process and relate them to positions that can be supported by the majority.
Field 3 - Procedure execution	Efficiency	For the implementation of procedures, schedules are available that are coordinated with the parties involved in the procedure. Any necessary adjustments to schedules for procedures are made as early as possible and communicated to those involved in the procedure. Experts, committee members and process supervisors adhere to deadlines that have

Activity field	Parameter	Quality Expectations
		been set. Unavoidable obstacles to this are communicated as early as possible. The design of the procedure and supporting processes avoids delaying effects of any kind on the process, unless these are due to quality assurance and are explicitly defined for this purpose. The design of procedures and supporting processes is geared towards the highest possible efficiency in the use of resources, insofar as this does not jeopardise compliance with quality expectations.
Field 4 - Recognition	Acceptance by national and international actors	ASIIN's methodology, criteria and procedural principles are suitable for meeting the objectives set by the competent regulators, in particular the ESG. Overall, they are comparable to approaches established internationally or in other countries. ASIIN's methodology, criteria and procedural principles are accepted by accreditation bodies for accreditation agencies and by relevant associations and networks at home and abroad as a basis for membership.

These quality expectations should also apply to "tailor-made" projects and evaluations in the following product and service areas:

- ✓ Processing certification procedures for third-party providers
- ✓ Evaluations in the area of quality and organisational development
- ✓ QM-related consultation services and organisational development.

4. Quality Management: Instruments

ASIIN integrates a number of mechanisms into its own process flows that are intended to support the achievement of the aforementioned quality expectations in the planning, review and further development of its activities in the various product and service fields.

One central mechanism that is intended to have this effect is "built into" ASIIN e.V.'s organisational structure as one of the fundamental/central structural principle: the principle of "checks and balances".

4.1 Mutual control of committees through internal checks and balances

The allocation of tasks for the ASIIN committees results in a mutual control between and within the committees as a basic structural principle for the realisation of both decisions on accreditations or certifications/seals and criteria and procedural principles that guide the procedures. A procedure is guided by at least two structural levels so that they check and balance each other. The structure for the conduct of external quality assurance procedures and (where provided) seal decisions includes the following components:

Component checks and balances	Accred. / Cert. Study Programmes	Accred. / Cert. Institutions	Certification of Modules and courses	Eval. Quality Assurance (according to ESG)
Establishment and maintenance of the expert pool by the responsible body	**X**	**X**	-	-
Appointment of experts previously included in the expert pool as a rule	**X**	**X**	**X**	**X**
Expert proposal for procedures from a different body than the appointing body	**X**	**X**	**X**	**X**
Evaluation (Level 1): Expert group	**X**	**X**	**X**	**X**
Evaluation (Level 2): Expert committees - uniform application of criteria from a professional point of view	**X**	-	-	-
Final evaluation + decision (Level 3) by the respective decision-making body for awarding seals (ASIIN and third-party seal)	**X**	**X**	**X**	-
Appeals Committee (for all decisions on a seal)	**X**	**X**	**X**	-
(Further) development of the fundamental ASIIN approach in accreditation / certification by an	**X**	**X**	**X**	**X**

Component checks and balances	Accred. / Cert. Study Programmes	Accred. / Cert. Institutions	Certification of Modules and courses	Eval. Quality Assurance (according to ESG)
Accreditation / Certification Commission				
(Further) development of general criteria and procedural principles for study programmes or institutions as well as interpretation authority (own seals) by Accreditation Commission	**X**	**X**	**-**	**X**
Draft criteria (own seals) from a professional point of view by expert committees	**X**	**-**	**X**	**X**
Mix of stakeholder groups (teachers, professional practice, students) and expertise in each decision-making body	**X**	**X**	**X**	**X**

4.2 Professional procedural support

In the product and service areas

- ✓ Assessments for the seal of the German Accreditation Council
- ✓ Accreditation / certification of study programmes (ASIIN and third-party seal)
- ✓ Accreditation / certification of institutions (ASIIN and third-party seal)
- ✓ Certification of modules and courses (ASIIN Certification Seal)
- ✓ Evaluations for quality assurance and improvement in teaching and learning

the rule of continuous, full-time procedural supervision applies to all procedures.

The role and function of the procedure supervisor is documented in the ASIIN criteria documents for the various seals and includes the overall coordination of a procedure, the ongoing monitoring of the application of relevant specifications, schedules and required process steps, moderation of all parties involved in the procedure, support of the experts and committee meetings, preparation of draft reports, draft resolutions and procedure

documentation and the function as a central information hub between applicants, experts and other involved committees

4.3 Routines for the Planning, Control and Further Development of Quality

Field of Activity	Parameter	Measure	Instruments	Responsible [3]	Dates/Cycle	Feedback	Applied to Product/Service Area [4]
1 – Experts and committee members	Expertise Experience	Decision on admission to a experts pool exclusively by the committee responsible for the pool Admission upon proposal of a relevant (subject-specific) organization	Qualification Sheet Proposals from ASIIN member organizations Proposals from other relevant (subject-specific) organizations Individual suggestions and applications	AO B AC AB	Quarterly if applications are available, or according to meeting cycle	Admission to experts pool or rejection	BegAR Prog Inst ModulZert EvalESG

[3] Abbreviations: AO = Administrative Office or Project Manager / TC = Technical Committee / AC = Accreditation Commission / B = Board / MG = Member Group / GA = General Assembly / AB = Advisory Board / AT = Experts/reviewers or experts/reviewers panel / PC = Programme coordinator/ CC = Certification Commission / AppC = Appeals Committee.

[4] Abbreviations: Assessments for the German Accreditation Council seal = BegAR; Accreditation / Certification study programmes (ASIIN and third-party seals) = Prog; Accreditation / Certification Institutions (ASIIN and third-party seals) = Inst; Certification of modules and courses = ModulZert; Evaluations for quality assurance and improvement = EvalESG.

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
1 – Experts and committee members	Expertise Experience Independence/ Impartiality	Decision on admission to a committee involved in procedures by the next higher instance in the respective product/ service area Proposals for a committee involved in the procedure usually by relevant (subject-specific) organizations	Qualification Sheet Proposals from ASIIN member organizations Proposals from other relevant (subject-specific) organizations	AO B AC AB	Quarterly if applications are available, or according to meeting cycle	Admission to a committee or rejection	BegAR Prog Inst ModulZert EvalESG
1 – Experts and committee members	Independence/ Impartiality	Self-declaration of reviewers on independence and impartiality	Declaration of impartiality and confidentiality in experts agreement	AT	Per procedure	Check prior to audit	BegAR Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
1 – Experts and committee members 2 – Criteria and procedural principles 3 – Procedure implementation	Experience Impartiality Objectivity Timeliness Accessibility Transparency Confidentiality Consistency Efficiency	Training and further training of experts	Website Standardised, electronic package containing procedure-related documents and resources for experts Mix of experienced and new experts per procedure Preliminary discussions among the expert group Annual conference/reviewer training Feedback on the annual conference/expert training Expert briefing (institutional procedures) Country information reports Explanatory videos	AO TC AC CC AT	Website: Continuous updating Standard package: In every procedure for every assessor Mixed team of assessors: In every procedure Preliminary discussions with assessors: In every procedure Regular training	Input of results into QM-Jour-Fix of the AO and the relevant committees according to their responsibilities Case-by-case measures by AO or responsible committee	BegAR Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles 3 – Procedure implementation 4 – Recognition	Validity Objectivity Accessibility Transparency Efficiency Acceptance by national/international stakeholders	Client surveys/ acceptance analyses among applicant HEIs	Online-surveys for HEIs/applicants Regular evaluation and committee presentations Participation in national and international conferences as well as faculty and departmental meetings Telephone surveys in cases of particular problems or low response rates	AO	Separate invitation to participate for each working group approx. one week after sending accreditation notifications	Input of results into QM-Jour-Fix of the AO and the relevant committees according to their responsibilities Case-by-case measures by AO or responsible committee	BegAR Prog Inst ModulZert EvalESG
2 – Criteria and procedural principles 3 – Procedure implementation	Validity Timeliness Objectivity Accessibility Transparency Efficiency	Survey/acceptance analysis of involved reviewers	Online-surveys for experts Annual evaluation and committee presentation Telephone survey in problem cases	AO	Separate invitation to participate for each working group approx. one week after sending accreditation notifications	Input of results into QM-Jour-Fix of the AO and the relevant committees according to their responsibilities Case-by-case measures by AO or responsible committee	BegAR Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles 3 – Procedure implementation	Validity Timeliness Accessibility Transparency Uniformity Efficiency	Acceptance analysis in involved committees	Collection of critical points and improvement proposals by the committees in committee meetings Committee minutes Occasional written surveys	AO TC AC CC	Quarterly or per meeting cycle Any supplementary written survey will be decided on a case-by-case basis by	Input of results into QM-Jour-Fix of the AO and the relevant committees according to their responsibilities Case-by-case measures by AO or responsible committee	BegAR Prog Inst ModulZert

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles	Validity Objectivity	Acceptance checks with ASIIN member organizations	GA: Presentation of developments MG: Presentation of developments and discussions to accreditation related topics B: Comments on methodology, criteria and procedural principles Committee minutes Participation in national and international conferences as well as faculty and departmental conferences	GA MG AO	GA: Annually MG: Annually B: Quarterly or depending on body	Input of results into QM-Jour-Fix of the AO and the relevant committees according to their responsibilities Case-by-case measures by AO or responsible committee	BegAR Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles	Validity	Institutionalized communication between AC and B or CC and AB	Participation of respective AC/CC chairpersons in Executive Board/Advisory Board meetings	AC /CC B / AB	Participation in AC / CC and B / AB meetings on a quarterly basis or in accordance with the meeting	Input of results into QM-Jour-Fix of the AO, the AC/CC or B / AB Determination of measures on a case-by-case basis by AC / CC or B / AB in accordance with their responsibilities	BegAR Prog Inst ModulZert EvalESG

2 – Criteria and procedural principles 3 – Procedure implementation	Accessibility Transparency Confidentiality Uniformity Efficiency	Training of staff	Coaching of new employees by experienced employees (bilateral feedback discussions) Introduction to the legal framework at the start of employment New employees accompany experienced employees in at least two procedures or audits before they supervise procedures on their own Dual control principle for relevant procedural documents Participation in relevant conferences Participation in cooperation projects with other agencies and universities	AO	as required or dual control principle in all cases	QM Jour Fix of AO or bilateral with management Derivation of any necessary measures from feedback discussions with the employees involved	BegAR Prog Inst ModulZert EvalESG

Field of Activity	Parameter	Measure	Instruments	Responsible [3]	Dates/Cycle	Feedback	Applied to Product/Service Area [4]
			nationally and internationally Training courses				
2 – Criteria and procedural principles 3 – Procedure implementation 4 – Recognition	Accessibility Transparency Efficiency Acceptance by national/international stakeholders	Support of applicants	Website Fixed assignment of project manager Additional cluster support for multiple simultaneous processes at a university Explanation of criteria Annual conference Provision of guidelines and templates for preparing application documents Explanatory videos	AO TC AC CC	Website: Continuous updating Conference: Usually	Input of results into QM-Jour-Fix of the AO and the relevant committees according to their responsibilities Case-by-case measures by AO or responsible committee	BegAR Prog Inst ModulZert EvalESG

Field of Activity	Parameter	Measure	Instruments	Responsible [3]	Dates/Cycle	Feedback	Applied to Product/Service Area [4]
2 – Criteria and procedural principles 3 – Procedure implementation 4 – Recognition	Accessibility Transparency Efficiency Acceptance by national/international stakeholders	Guidance of applicants during procedure	Fixed assignment of project manager Additional cluster support Consultation on the draft of an applicant's self-assessment report and/or written feedback Preliminary discussion with the applicant regarding the organization and implementation of the audit	AO	In every procedure	Input of results into QM-Jour-Fix of the AO and the relevant committees according to their responsibilities Submission of any questions or problems that may arise to the AO's regular meetings	BegAR Prog Inst ModulZert EvalESG
2 – Criteria and procedural principles 3 – Procedure implementation	Validity Timeliness Uniformity Efficiency	Communication between TC and AC	Representative from AC for each TC Joint meetings AC and TC chair person	AC TC	Participation in AC meetings and assigned TC meetings: quarterly or according to meeting cycle Joint meeting: Once a year	Input of questions or problems into AC Determination of measures case-by-case by AC	BegAR Prog

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles 3 – Procedure implementation 4 – Recognition	Validity Objectivity Timeliness Confidentiality Uniformity Efficiency Acceptance by national/international stakeholders	Review and further development of criteria and procedures	Comparison of external requirements for the accreditation of degree programmes with the criteria and procedural principles (ESG, Accreditation Council in Germany, Austrian law, etc.) Meetings of the committees responsible for the respective criteria Working group on criteria of the respective commission	AO TC AC CC	On a regular basis, depending on external stimuli and input from ongoing observation of procedural support, committee meetings, surveys	Input of results into the relevant committees according to their responsibility Case-by-case templates from the AO and adjustment of methodology, criteria, procedural principles by AC / CC	Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles 4 – Recognition	Validity Objectivity Timeliness Acceptance	Review of subject-specific criteria (SSC)	Alignment of external, technical requirements for degree programmes with the FEH Meetings of the technical committees Meeting of the technical committee chairpersons Meeting of the working group	AO TC AC	On a regular basis, depending on external factors, ongoing observation in process support and FA meetings, from surveys	Input of results into the relevant committees according to their responsibility Case-by-case templates from the AO and adjustment of methodology, criteria, procedural principles by AC	Prog

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles 4 – Recognition	Validity Timeliness Acceptance by national/international stakeholders	Reflection on international/European networks	Participation in relevant conferences Participation in cooperation projects with other agencies and universities in Germany and abroad Organisation of relevant conferences by ASIIN Membership ENQA, INQAHEE, APQN, ENAEE, ECTNA, EQANIE, ISEKI	AO TC AC CC	Irregular, depending on resources Conference participation	Input of results into the relevant committees according to their responsibility Case-by-case templates from the AO and adjustment of methodology, criteria, procedural principles by AC / CC	BegAR Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
2 – Criteria and procedural principles 4 – Recognition	Validity Acceptance by national/international stakeholders	Review of methodology, general criteria, procedural principles and SSC by external organisations	Listing of ASIIN by the European Quality Assurance Register (EQAR); national accreditation on this basis by German Accreditation Council Membership in ENQA, INQAHEE, APQN, ENAEE, ECTNA, EQANIE Accreditation of ASIIN by supervisory authorities abroad External evaluation of ASIIN by the respective organisation	AO TC AC B CC	one- time or cyclical according to the specifications of the respective organisation	Input of results into the relevant committees according to their responsibility Case-by-case templates from the AO and adjustment of methodology, criteria, procedural principles by AC / CC	BegAR Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
3 – Procedure implementation	Uniformity Efficiency	Support of procedures and committees	Assignment of project managers Fixed assignment of project managers Cluster supervisor Committee supervisor	AO	Project Manager: for each procedure Cluster supervisor: for each procedure cluster (i.e. several procedures at a HEI at the same time) Committee supervisor: for each TC, for each AC, for CC, for B, for GA	Input of any questions or problems that may arise to the relevant committees Definition of measures on a case-by-case basis / decision templates by AO for committees in accordance with responsibilities	BegAR Prog Inst ModulZert EvalESG

3 – Procedure implementation	Uniformity Efficiency	Standardization of tools and documentation	Fundamentally: Templates for all essential steps in the process control, such as: Enquiry form Standardised information package for applicants Email/letter templates for all steps in the process Guidelines for applicant self-assessment Templates for notification of decisions Templates for agendas and guidelines for committee meetings Follow-up list for accreditation committee Automatic deadline calculation Databases on procedures and seals Explanatory videos	AO	Monthly QM - Jour-Fix Application: ongoing review (standard agenda item) in Jour Fix Project Manager Committee supervisor	Ao Jour-Fix-Meeting	BegAR Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
3 – Procedure implementation	Transparency Confidentiality Uniformity Efficiency	Monitoring of process quality	QM-Jour-Fix meetings of AO To-do lists of AO Dual control principle for relevant procedural documents	AO	QM -Jour Fix: monthly To-do list: ongoing Dual control principle: in every process	Input of any questions or problems that may arise into the AO's QM Jour Fix and the responsible committees Definition of measures on a case-by-case basis / decision templates by AO for AC/CC or B / AppC in accordance with responsibilities Input of any questions or problems that may arise into the AO's QM Jour Fix and the responsible committees	BegAR Prog Inst ModulZert EvalESG

Field of Activity	Parameter	Measure	Instruments	Responsible [3]	Dates/Cycle	Feedback	Applied to Product/Service Area [4]
3 – Procedure implementation 4 – Recognition	Transparency Uniformity Objectivity Acceptance by national/international stakeholders	Regulated possibility of reviewing decisions on assessments, seals	Appeals Committee Template for notification of decision to applicant Website	AO AppC	In any case, complaints submitted within the deadline	In accordance with the committee procedure established in the appeal proceedings	BegAR Prog Inst ModulZert
3 – Procedure implementation 4 – Recognition	Transparency Uniformity Acceptance by national/international stakeholders	Ethics advisory board	Ethical guidelines (policy paper/position paper) Consultation of advisory board on critical requests for quotations Form: permanent working group of the Accreditation Commission with fixed committee support	AO Ethics advisory board AC	Ad hoc consultation in the event of critical requests for quotations Development of guidelines on a project basis on behalf of the AC Meeting at least once a year	Input of results into AC / CC, AO, B, GA and definition of decisions/activities for each specific individual case within the scope of the respective area of responsibility	Prog Inst ModulZert EvalESG

Field of Activity	**Parameter**	**Measure**	**Instruments**	**Responsible** [3]	**Dates/Cycle**	**Feedback**	**Applied to Product/Service Area** [4]
1 – Experts and committees 2 – Criteria and procedural principles 3 – Procedure Implementation 4 – Recognition	All	Review of the QM system	QM Jour Fix meetings of the AO Annual planning meeting External evaluation of ASIIN by the respective organization	AO (or incase TC, AC, AT per invitation by AO)	Annually	Adjustment of the QMS Modification or introduction of measures or instruments Decision templates for responsible committees on a case-by-case basis	BegAR Prog Inst ModulZert EvalESG

The measures and instruments should also be applied to 'tailor-made' projects and evaluations in the following product and service areas:

- ✓ Handling certification procedures for third-party providers
- ✓ Evaluations in the field of quality and organisational development
- ✓ Consulting on quality management and organisational development

5. Process Map(s)

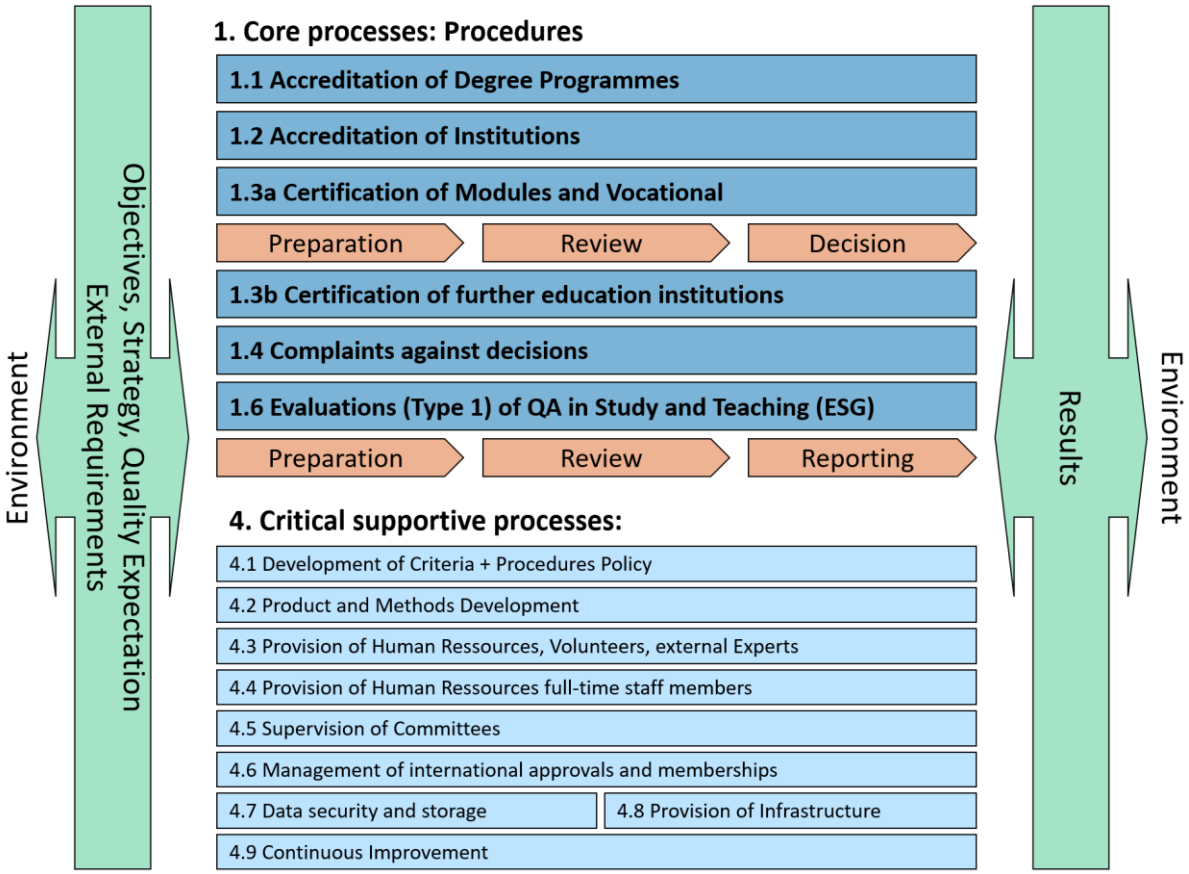


Figure 3: Overview of ASIIN processes (product/service areas with standardised procedures

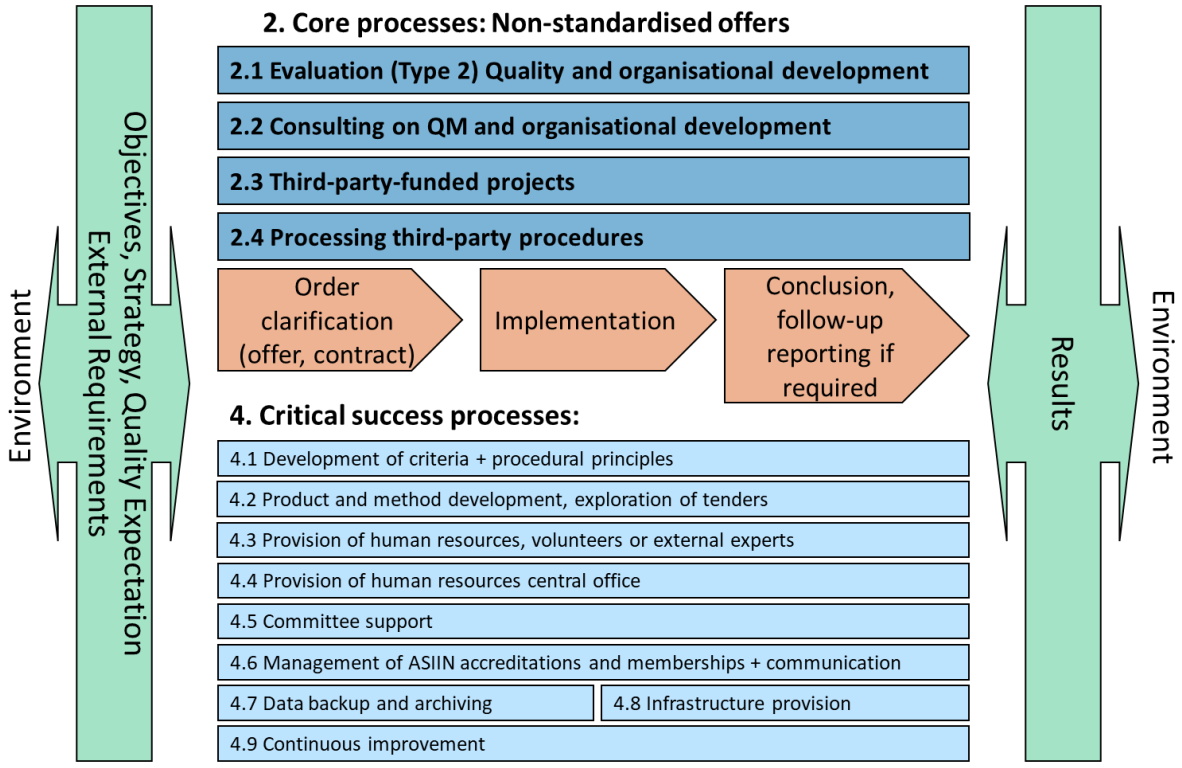


Figure 4: Overview of ASIIN processes (product/service areas with non-standardised procedures)

6. Overview of processes (extract)

Procedural processes (core processes) are documented for the following product and service areas in the respective published criteria document for obtaining a seal:

For the product and service areas

- ✓ Assessments for the seal of the German Accreditation Council
- ✓ Accreditation/certification of degree programmes (ASIIN and third-party seals)
- ✓ Accreditation/certification of institutions (ASIIN and third-party seals)
- ✓ Certification of modules and vocational courses (ASIIN Certification Seal)
- ✓ Also used for Type 1 evaluations Quality assurance and improvement in studies and teaching according to ESG (e.g. evaluation of study programmes or institutions)

Further process details are not intended for publication and are subject to constant changes.