

**Karen Belfer**  
Executive Director

Ontario College Quality Assurance Service (OCQAS)  
606-130 Queens Quay E.  
Toronto, ON, M5A 0P6  
Canada

**Re: INQAAHE Board Decision on the Review of Ontario College Quality Assurance Service (OCQAS)**

**Dear Karen Belfer,**

On behalf of the Board of Directors of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE), I extend my congratulations to the Ontario College Quality Assurance Service (OCQAS), for completing a successful review against INQAAHE's Guidelines of Good Practice (GGP), 2016.

The INQAAHE Board, on its meeting of February 9, 2021, approved the recommendation of the INQAAHE GGP Recognition Committee on recognizing the Ontario College Quality Assurance Service (OCQAS) as fully compliant with the one (1) and substantially compliant with the five (5) *INQAAHE Guidelines of Good Practice*, as per the overview below:

Overview of the external review results:

<b>INQAAHE GUIDELINES OF GOOD PRACTICE</b>		<b>DECISION</b>
<b>GGP1:</b>	The Structure of the External Quality Assurance Agency (EQAA)	Substantially compliant
<b>GGP2:</b>	Accountability of the EQAA	Substantially compliant
<b>GGP3:</b>	The EQAA'S Framework for the External Review of Quality in Higher Education Institutions	Substantially compliant
<b>GGP4:</b>	The EQAA and its Relationship to the Public	Fully compliant
<b>GGP5:</b>	Decision Making	Substantially compliant
<b>GGP6:</b>	The QA of Cross Border Higher Education	Substantially compliant

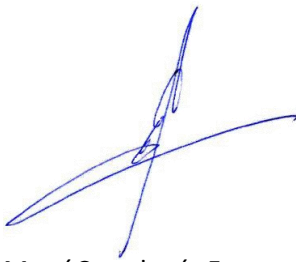
The INQAAHE Board also endorses the Recognition Committee recommendations and suggestions regarding areas of enhancement as per Annex 1 attached to this decision.

In closing, the INQAAHE Board recognizes the Ontario College Quality Assurance Service (OCQAS) as aligned with the INQAAHE GGP 2016 for a duration of **5 years** commencing on the day the decision was taken. As such, and as per the duration mentioned, OCQAS will be enlisted in the list of the INQAAHE GGP aligned agencies on the INQAAHE respective web-page. For further enhancement purposes, the Board also expects OCQAS to submit a follow-up mid-term report on the recommendations as per Annex 1.

The INQAAHE Board respectfully asks the enhancement plan to be submitted within 2 weeks from the decision date and the follow-up report to be submitted within two years of this notice specifically addressing the activities undertaken and the achievements made for each of the recommendation for enhancement.

Congratulations again on this successful review.

Sincerely,



Martí Casadesús Fa  
INQAAHE Secretary

Barcelona, 9 February 2021

## Annex 1

The INQAAHE Board endorses the following panel recommendations and suggestions paired with the respective GGP:

### GGP 1.3. Governance and organisational structure

1. Amend Management Board's membership policy to ensure that there is formal clarity around the mechanism for making Management Board appointments.

### GGP 1.4. Resources

1. Give due consideration to formalising the process for advertising, selection and recruitment of candidates to the Quality Assurance Associate roles.
2. Give thought to supporting the Executive Director in the role in order to support succession planning, and enable the Agency to carry out more effectively a broader range of strategic activities such as national/international cooperation, advocacy, student engagement, and sector wide enhancement activities.
3. The Agency should give a due thought to resourcing OCQAS with additional permanent staff members.

### GGP 2.1. Quality assurance of the EQAA

1. Undergo external reviews on a more regular basis, ideally not exceeding five years.

### GGP 2.2. Links to the QA Community

1. Develop more formal and strategic relationships with other international QA bodies, especially in countries where Ontario colleges have overseas operations.

### GGP 3.1. The relationship between the EQAA and higher education institutions

1. Review the practice of secondment to ensure fair and conflict-free access to secondment for all colleges that wish to take part in it.

### GGP 3.4. The requirements for self-evaluation

1. Raise awareness about the QA arrangements in place and the role the Agency plays in order to improve student engagement.

### GGP 4.1. Public reports on EQAA policies and decisions

1. Disseminate the results of the Agency's work more broadly, to provide the general public with an increased awareness of the benefit to society associated with QA processes.

#### GGP 5.2. The EQAA's process for appeals and complaints

1. Formalise the Agency's formal complaints process through the development of a complaints policy.

#### GGP 6.1. Criteria for cross border higher education

1. Strengthen policies and processes for the quality assurance of TNE provision offered by Ontario's colleges.

#### GGP 6.2. Collaboration between agencies

1. Strengthen the Agency's international engagement work, with a specific view to developing relationships with agencies in strategic countries for Ontario's colleges TNE provision.
2. Develop an international engagement strategy to underpin the Agency's international work.