

## Code of Conduct

Executive Board  
Register Committee

The Code of Conduct is based on EQAR's values as defined in the Mission Statement:

*EQAR recognises the diversity of approaches to external quality assurance and is therefore open to all agencies, whether operating at programme or institutional level, whether providing accreditation, evaluation or audit services.*

*EQAR is committed to the principle on which the ESG are based: external quality assurance should recognise the central responsibility of higher education institutions for quality development and should be carried out by independent quality assurance agencies in a transparent, objective and responsible manner, involving their stakeholders and leading to substantiated results based on well-defined procedures and criteria.*

*EQAR acts independently from other organisations and is committed to taking proportionate, consistent, fair and objective decisions.*

*EQAR will make transparent its mode of operation and its procedures while ensuring necessary confidentiality. EQAR is committed to continuously improving the quality of its work.*

Ref. EB14/04.1

Ver. 1.0

Date 2012-01-05

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### All members of EQAR committees and staff commit to:

- ensuring integrity in their work at all times;
- promoting EQAR's values;
- acting in a manner that supports the perception of EQAR as an independent organisation working to high professional standards;
- honouring confidentiality of internal documents and information;
- disclosing to EQAR any functions, memberships, contracts or other relationships maintained with QAAs or their affiliates;
- disclosing to EQAR any other circumstances that constitute or may be perceived as a conflict of interest.

**Members of the Executive Board also commit to:**

- when speaking in public, ensuring clarity as to whether speaking on behalf of EQAR or their own organisation.

**Members of the Register Committee also commit to:**

- in matters related to quality assurance of higher education, not representing or acting on behalf of an organisation that nominates members of the Register Committee.
- when speaking in public otherwise, ensuring clarity as to whether speaking on behalf of EQAR or their own organisation.
- not serving on panels reviewing QAAs where these reviews may potentially be used to support an EQAR application.

**Members of staff also commit to:**

- not accepting any functions, memberships, contracts or other relationships with a QAA, EQAR member or other organisation that could jeopardise the independence of EQAR in any way.

**Concerns**

Any third party (organisations as well as individuals) may address a concern as to whether a representative has acted in accordance with this Code of Conduct to EQAR.

Such concerns should be referred to the President of the Executive Board or the Director of the Secretariat, as appropriate. A concern should clearly specify the individual concerned and the occasion that caused the concern.

For concerns regarding the work of a registered agency, please refer to the Complaints Policy. If you are an applicant and have a concern regarding the decision on your application, please address the EQAR Secretariat.

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