



National Agency for the Evaluation of Universities and Research Institutes

Self-Assessment Report September 2018

Agenzia Nazionale di Valutazione del Sistema Universitario e della Ricerca – ANVUR

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ITALY

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Introduction

The Italian National Agency for the Evaluation of Universities and Research Institutes (ANVUR) was formally established by the Presidential Decree 76/2010. It is an independent public body which, among its various tasks, oversees the national Quality Assurance (QA) system for State and State recognized Universities and is responsible for the institution and programme assessment. Core values are: independence, transparency, rigour, fairness, respect and trust. The Law 240/2010 and the Legislative Decree n. 19/2012 have introduced the QA system in the Italian higher education. Following this legislation, the Agency developed its own assessment criteria, methodologies and procedures, in strict adherence to Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

The main aims of this self-assessment report (SAR) are:

- To provide evidence that ANVUR carries out its tasks and activities in compliance with the ESG, in their latest version.
- To demonstrate that the Agency fulfils the necessary criteria for membership of the European Association for Quality Assurance in Higher Education (ENQA), and the requirement for registration in the European Quality Assurance Register for Higher Education (EQAR).

The SAR is meant to contribute to the work of the ENQA review panel which, starting in September 2018, will evaluate to what extent ANVUR fulfils the ESG and will provide information to the ENQA Board to support its consideration of whether membership of ANVUR should be accepted and to EQAR to support ANVUR application to the register. The SAR offers an overview of the Italian higher education system, the regulatory environment and the mission of the Agency and its activities within the framework of the ESG. ANVUR looks forward to read the recommendations by the panel as its expertise will provide valuable inputs helping the Agency to improve its procedures and work.

The self-assessment report (SAR)

On 14th of November, 2017, with a formal letter to ENQA, ANVUR expressed its interest to undergo the procedure for admission to ENQA, and at the same time to apply for inclusion in EQAR, with a formal letter to ENQA. After receiving the confirmation of Eligibility from EQAR (1st of March, 2018), on the 19th of March 2018 ANVUR published on its website the document Terms of Reference (ToR).

The SAR is a collaborative effort of ANVUR staff and Governing Board. A working group was appointed to draft the SAR and supervise the process.

The working group included:

- Sandro Momigliano, ANVUR Director;
- Alessio Ancaiani, ANVUR Senior Manager for Universities and AFAM Institutions evaluation;
- Marco Malgarini, ANVUR Senior Manager for Research evaluation;
- Alberto Ciolfi, ANVUR, unit leader: Institutional and study programmes assessment and accreditation;
- Cecilia Bibbò, ANVUR, unit officer: AFAM study programmes assessment and accreditation;
- Tindaro Cicero, ANVUR, unit leader: Abilitazione Scientifica Nazionale (National Scientific Qualification – ASN, see *Glossary of Terms*) and post-graduate degrees accreditation.

The working group finalised a draft of the SAR at the end of July 2018. A revised document was shared with the Advisory Committee at the end of August (we thank Mattia Sguazzini for his helpful comments).

The Report starts by giving some basic information about higher education in Italy, its legal framework, the institutions operating in it, and the role of ANVUR since its establishment in 2010; it also presents the Agency's management and governance structure. In the sequel, the Report moves to a more detailed description of ANVUR's activities regarding quality assurance. An analysis of the extent to which ANVUR fulfils Part 2 and 3 of the ESGs is offered; this part constitutes the core of the Report and its more detailed and extensive sections (Chapters 3 and 4). The Report concludes with a brief discussion of the strengths and weaknesses of the Italian QA system and of the main challenges facing the Agency.

Abbreviations

For further information, see the *Glossary of Terms* at the end of this Report.

AFAM	(Alta Formazione Artistica, Musicale e Coreutica) Higher Education in Art, Music and Dance
AGENAS	(Agenzia Nazionale per i Servizi Sanitari Regionali) National Agency for Regional Health Services
ANVUR	(Agenzia Nazionale di Valutazione del Sistema Universitario e della Ricerca) National Agency for the Evaluation of Universities and Research Institutes
CEV	(Commissione di Esperti per la Valutazione) Committee of evaluation experts
CEV-AFAM	(Commissione di Esperti per la Valutazione del settore AFAM) Committee of evaluation experts in Art, Music and Dance
CNSU	(Consiglio Nazionale degli Studenti Universitari) National Council of University Students
CODAU	(Convegno dei Direttori generali delle Amministrazioni Universitarie) Conference of University General Directors
CPDS	(Commissioni paritetiche docenti student) Joint Teaching-Student Committees, operating in the Universities
CRUI	(Conferenza dei Rettori delle Università Italiane) Board of Rectors of Italian Universities
CUN	(Consiglio Universitario Nazionale) National University Council
ESG	Standards and Guidelines for Quality Assurance in the European Higher Education Area
HEI	Higher education institution
MIUR	(Ministero dell'Istruzione, dell'Università e della Ricerca) Ministry of Education and Research
NdV	(Nucleo di Valutazione) Independent Evaluation Unit, operating in the Universities and AFAM institutions
OIV	(Organismo indipendente di Valutazione) Independent Performance Assessment Body
PQA	(Presidio della Qualità) Unit responsible for the University internal QA system
SUA-CdS	(Scheda Unica Annuale dei Corsi di Studio) Annual programme form
SUA-RD	(Scheda Unica Annuale della Ricerca Dipartimentale) Annual Departmental Research form

Chapter 1: Higher Education in Italy

1.1: The University System

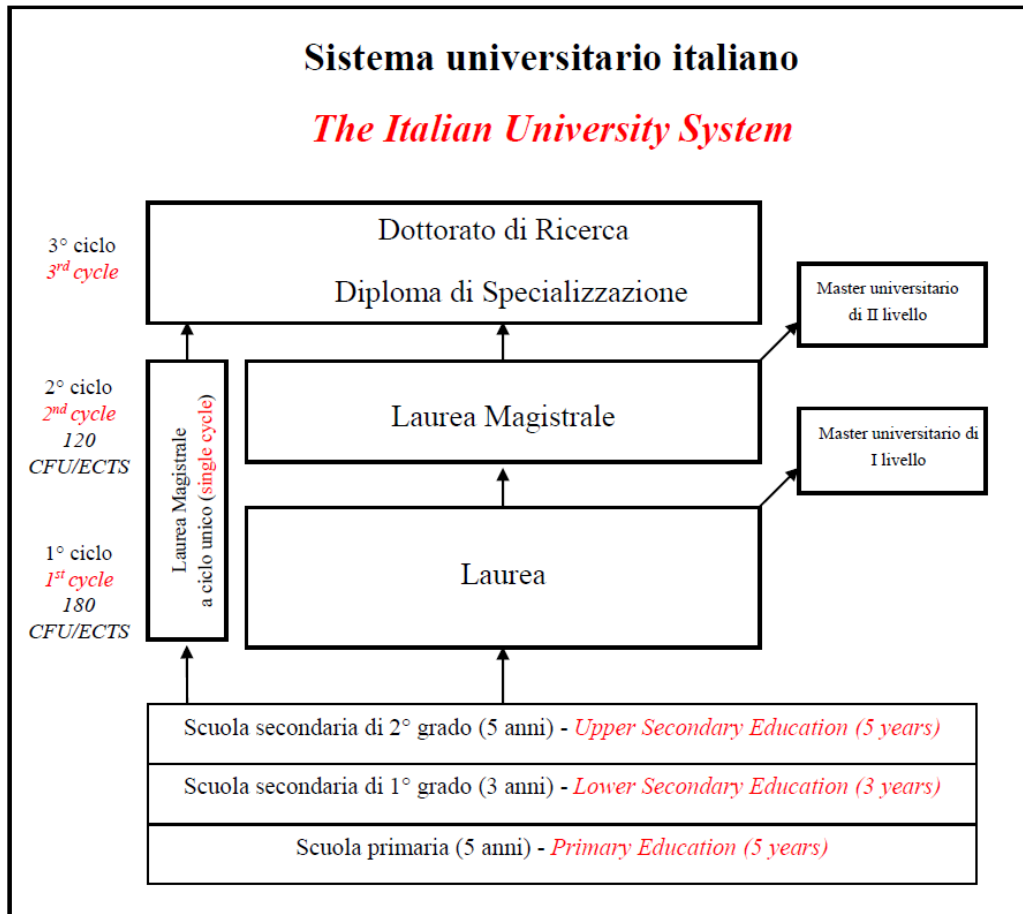
To date, the higher education institutions (HEIs) participating to the Italian University system are 97: 61 public universities, 19 private universities, 11 private online universities (e-learning programmes only), 6 special tertiary education schools, which provide doctoral training. By size (according to the number of students and considering both the state and non-state universities), there are 12 large universities with more than 40,000 students, 29 middle universities with a number of students between 15,000 and 40,000, and 56 small universities (including special schools) with less than 15,000 students.

In 2017 there were around 1.691.000 students enrolled in 4.654 study programmes. In the academic year 2017/18, 291.000 sophomores entered the system.

Universities can issue “diploma di laurea” (BA degrees - 1st cycle), “diploma di laurea magistrale” (MA degrees - 2nd cycle). The latter can also be awarded after completion of a unique cycle programme (“corso a ciclo unico”). HEIs can also issue the following state-recognized post-graduate diplomas: “Diploma di specializzazione” (EQF level = 8); “Dottorato di ricerca” (PhD; EQF level = 8).

The “Diploma di specializzazione” is obtained at the end of a programme of study lasting no less than two years at specific Schools (subject to supervision of the Ministry of Education and Research (MIUR) and of the Ministry of Health) belonging to the following areas: health, veterinary, cultural heritage and psychology. At present, the Agency has a primary role in the accreditation of 1st and 2nd cycle programmes, PhDs and it is involved in the accreditation of Medical Specialization Programmes (which include three functional areas: Medical, Surgical and Clinical Services; see table in the next page).

Moreover, HEIs offer other post-graduate programmes: 1st and 2nd level Masters, currently not subject to evaluation by ANVUR.



Post graduate Programme type (academic year 2015/16)	Study programmes	Enrolled students
New Curricula Programmes		
Cultural Heritage Area	39	994
Psychological Area	10	269
Research Area	3	74
Surgical Health Area	333	7136
Medical Health Area	626	12420
Healthcare area, Clinical Services	511	10188
Veterinary Area	35	1050
Old Curricula Programmes		
Medical Programmes	16	225
Law Programmes	43	3598
Other non-Medical Programmes, Journalism Programmes	14	379
Total	1630	36333

A.a.	Master 1 st level		Master 2 nd level		Post-Graduate Programmes		PhD	
	Study programmes	Enrolled students	Study progr.	En. Stud.	Study progr.	En. Stud.	Study progr.	En. Stud.
2015/16	865	23828	808	15664	1630	36333	1256	28306

In Italy, foreign universities can only provide for part of their curricula (and not entire programmes; Law n. 4/1999). After the approval of Law 4/1999, 60 subsidiaries of foreign universities existed in Italy. Their activities in Italy are subject to the initial authorization by MIUR, based on a technical report prepared by ANVUR.

ANVUR technical reports, prepared by its staff and exclusively shared with MIUR, take into account teaching structures, laboratories, services for students and the teaching personnel (tenured professors engaged in teaching should be comparable - in number and qualifications - to the standards required for Italian HEIs).

Documents:

- Law February 21st 1980, n. 28 ([Legge 28 del 1980](#))
- MIUR Decree February 8th 2013, n.45 ([Decreto Ministeriale n. 45/2013](#))

1.2: Higher Education in Art, Music and Dance – AFAM system

Higher Education in Art, Music and Dance (AFAM) is part of the Italian higher education system and includes: Academies of Fine Art (Accademie di belle arti), national (state) and legally recognized institutions¹; State Music Conservatories (Conservatori statali di musica) and officially recognized Music Institutes² (Istituzioni musicali pareggiate); Design colleges (Istituti superiori per le industrie artistiche); the National Academy of Dance (Accademia nazionale di danza); the National Academy of Drama (Accademia nazionale di arte drammatica); Private institutions authorized to award qualifications of Higher Education in Art, Music and Dance (art.11 DPR 08.07.2005, n.212).

Today Arts and Music higher education institutions are 155, mostly Academies of Fine Art (39) and Music Conservatories (59). They carry out teaching, production and research in visual arts, music, dance, drama and design.

Since the 1999 reform, AFAM's programmes have been structured in three cycles, in accordance with the Bologna Process objectives and in line with the standards adopted by the University system^{3,4}.

In the academic year 2016/17, AFAM institutions offered to 63.369 students 4.594 programmes (2.479 first level ones, 2.107 second level ones and 8 single cycle ones). AFAM system reports the highest percentage of international students among HEIs in Italy (in the academic year 2016/17, 17,7% international students – 14,9% in the first cycle programmes, 27,3% in second ones – against 4,5% of Universities).

¹ In the period 2018-2020, in accordance with 2017 national budget law, the 5 oldest legally recognized Academies of Fine Arts ("Carrara" di Bergamo, "Ligustica" di Genova, "Pietro Vannucci" di Perugia, "Cignaroli" di Verona, Accademia di Ravenna) will be nationalized.

² In the period 2018-2020, in accordance with 2017 national budget law, the 18 officially recognized Music Institutes will be nationalized.

³ For further details, see the "Italian Qualifications Framework" from CIMEA - Information Centre on Academic Mobility and Equivalence - website (English version). (<http://www.quadrodeititoli.it/Index.aspx?IDL=2>)

⁴ AFAM institutions may also offer Specialization academic programmes (Corsi accademici di specializzazione), which provide high level professional competences in specific areas, and Advanced or Master programmes.

Documents:

- [21/12/99 Law, n.508 \(Legge 21 dicembre 1999, n. 508\)](http://www.miur.it/0006Menu_C/0012Docume/0098Normat/1128Riform_cf4.htm)
(http://www.miur.it/0006Menu_C/0012Docume/0098Normat/1128Riform_cf4.htm)
- [22/11/02 Law, no.268 \(Legge 22 novembre 2002, n. 268\)](http://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:legge:2002;268)
(<http://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:legge:2002;268>)
- [Description and data about HE programmes and institutions in Art, Music and Dance](http://www.anvur.it/download/rapporto2018/ANVUR_Rapporto_Biennale_2018_Sezione_4.pdf)
(http://www.anvur.it/download/rapporto2018/ANVUR_Rapporto_Biennale_2018_Sezione_4.pdf)
- [Presidential Decree 212/2005 "Regulations defining educational systems of the Higher Education in Art, Music and Dance institutes, under art. 2 of the 21/12/99 Law, no. 508"](http://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:decreto.legge:2005-07-08;212|vig=;)
(<http://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:decreto.legge:2005-07-08;212|vig=;>)

Chapter 2: History, Profile and Activities of ANVUR

2.1: Background and mission

The Italian National Agency for the Evaluation of Universities and Research Institutes (ANVUR) was established by the Presidential Decree 76/2010 and started to operate in 2011. The creation of ANVUR was a final step of a reform process, ongoing for many years, which aimed at balancing the autonomy granted to universities in 1989 with an external evaluation. ANVUR evaluations span the whole range of universities' activities (research, training, third mission/impact, administration) and extend to other HEIs (AFAM institutions) and to Research Bodies⁵.

The activities of Higher Education QA are described in detail in Section 2.3 and following Chapters. Concerning research and third mission/impact⁶, the Agency has run two National Research Assessment exercises (VQR, see Glossary of Terms): VQR 2004-2010 and VQR 2011-2014⁷. The exercises have been used, inter alia, to allocate public funding to the participating institutions. ANVUR also contributes, setting minimum standards of research production for candidates, to the National Scientific Qualification System (Abilitazione Scientifica Nazionale, ASN, see *Glossary of Terms*). In 2013, ANVUR was also required (law 98/2013) to supervise the functioning of the internal administrative evaluation systems of the Universities and Research Bodies, setting standards and monitoring compliance.

⁵ A brief survey of ANVUR activities is provided in Ancaiani, A. et al. (2017), *La valutazione dell'università e della ricerca*, in Dell'Aringa C. e Della Rocca G. (ed), *Lavoro pubblico fuori dal tunnel?*, Il Mulino, AREL. For an English translation of the text, updated to 2018, see Annex.

⁶ The Presidential Decree 76 (article 3 paragraph 1 letter a) reads: "The agency ... assesses the quality of the processes, results and research outputs resulting from the management, training, and research activities, including technology transfer from universities and research Institutes"

⁷ http://www.anvur.it/wp-content/uploads/2017/06/VQR2011-2014_Final%20Report.pdf

2.2: Composition and Structure of the Agency

The organization of ANVUR is defined by the Decree of the President of the Republic February 1, 2010, n. 76. The main actors of the Agency are: the President, the Governing Board (Consiglio Direttivo), the Board of Auditors and the Director. The activities of the Agency also benefit from an Advisory Committee (Comitato Consultivo) and an independent performance assessment body (“organismo indipendente di valutazione”, OIV).

The **President** has the legal representation of the Agency and is elected within and by the **Governing Board**. The latter is made up of 7 members (including the President) appointed by decree of the President of the Republic, under the proposal of MIUR Minister, after hearing the competent parliamentary commissions. The Minister selects its proposal from a list (no less than 10 names and no more than 15) prepared by a nominating committee of 5 members, each of them appointed by: MIUR Minister, the OECD Secretary General, the Presidents of the *Accademia Nazionale dei Lincei* (National Academy of the Lincei, see Glossary of Terms), the European Research Council and the National Council of Students. The nominating committee evaluates the applicants following a public call. At least two men and at least two women must be present on the Governing Board. It is a full-time activity; it is incompatible with any further employment (direct or indirect) established with the institutions assessed, even free of charge. The Governing Board determines the Agency's strategic and management activities. The Board also define criteria, methods and timing of the evaluation activities.

The **Board of Auditors** is composed by 3 members (2 of them appointed by MIUR minister and 1 by the Minister of the Economy and Finance) in charge for 4 years to verify the administrative performance and the accounting regularity.

Appointed by the President on Governing Board proposal, the **Advisory Committee** gives opinions and makes proposals to the Governing Board, in particular on the activity programs and the documents concerning the selection of evaluation criteria and methods. It remains in office for four years and is made up of representatives of (among others, see below the website reference for the complete list) the Consiglio Universitario Nazionale (CUN, see Glossary of Terms), Conferenza dei Rettori delle Università Italiane (CRUI, see Glossary of Terms), Consiglio Nazionale degli Studenti Universitari (CNSU, see Glossary of Terms), National Academy of the Lincei, European Research Council (ERC), European University Association (EUA), European Students' Union (ESU), OECD General Secretariat. The regulations, the list of members and the minutes of the meetings are published on the Agency's website.

The Governing Board appoints, among persons registered in the national list of the members of the independent performance assessment bodies (established at the Department of Public Administration of the Presidency of the Council of Ministers), a person who performs the activities of **OIV** and remains in office for three years. The OIV monitors the overall functioning

of the administrative evaluation system, the transparency and integrity of internal controls and prepares an annual report, formulating proposals and recommendations.

The **Director** is appointed by the Governing Board, following a proposal by the President. He/she is responsible for the management and internal organization of the Agency; he/she is the head of the general managerial structure and of the staff; he/she directs, coordinates and controls the activities of the Agency.

The Agency is organized in the following three areas, each headed by a second-level executive:

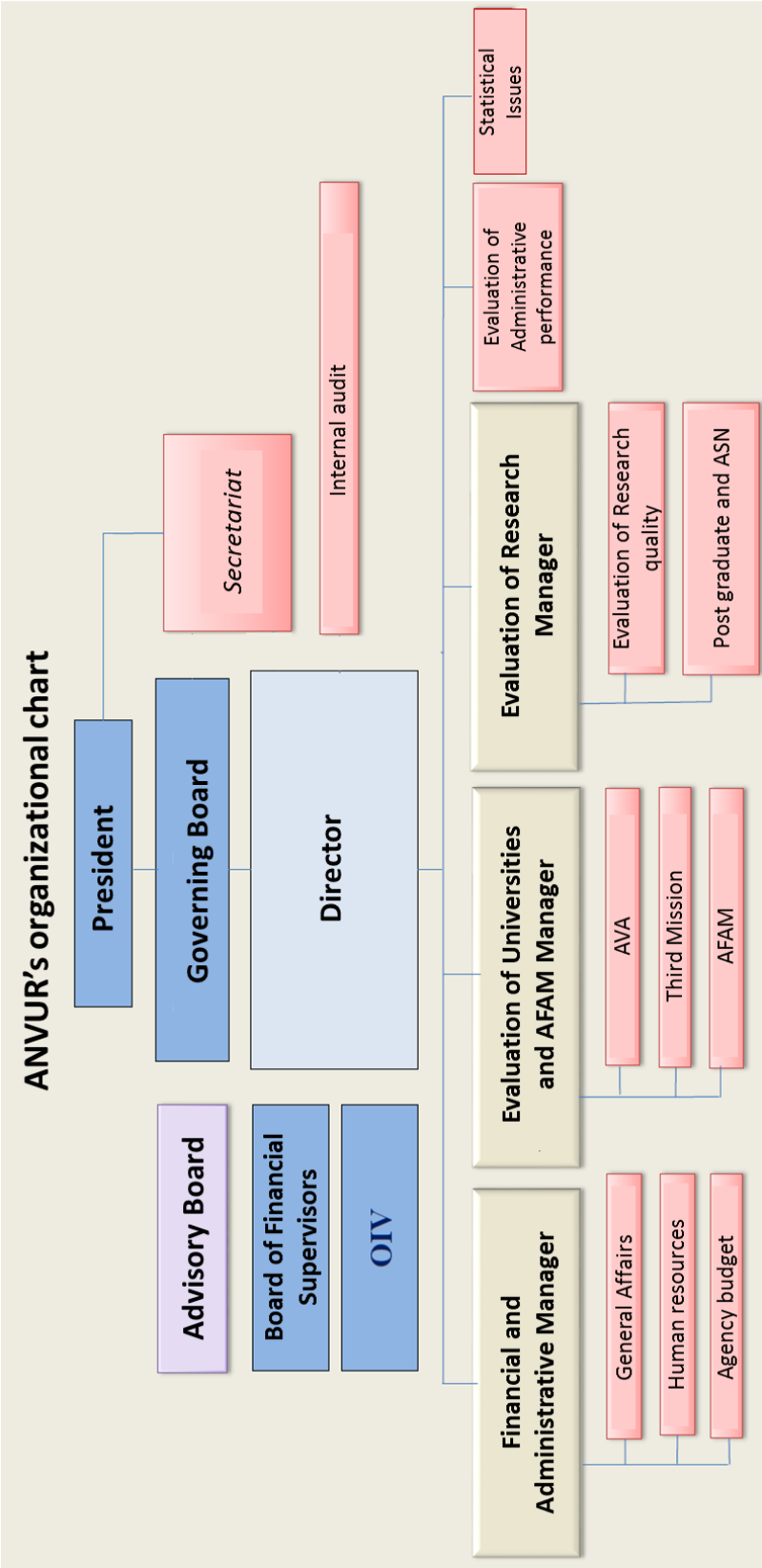
- Evaluation area of the Universities and AFAM institutions (institutions and programmes).
- Research evaluation area (research activities, of universities and research bodies).

Administrative and accounting area.

The Areas are divided into units (8 in total, see chart below). Three units (Secretariat, Administrative performance and Statistical issues) are directly supervised by the Director.

Documents:

- Organizational regulation
(<http://www.anvur.it/wp-content/uploads/2017/09/regolamento%20organizzazion~.pdf>)
- Organization chart
(http://www.anvur.it/wp-content/uploads/2018/05/Organigramma-ANVUR_MAGGIO-2018.pdf)
- Advisory committee
(<http://www.anvur.it/anvur/comitato-consultivo/>)



2.3: Higher Education Quality Assurance Activities

The QA system has been introduced in Italy by the Law 240/2010 and the Legislative Decree n. 19/2012. Following this legislation, the Agency has developed its own assessment criteria, methodologies and procedures to fulfil its tasks, in strict adherence to Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).

In Italy, the University QA system is called AVA (*Autovalutazione, Valutazione periodica, Accredimento* - Self-assessment, Periodic Evaluation, Accreditation) and is operational since 2013. AVA sets standards for the self-assessment by programmes and institutions, concerning their internal procedures and the outcomes of their activities, and for the external assessment of the quality assurance systems (of institutions and programmes) by ANVUR, based on-site visits and document analysis. In each University the Quality Assurance (QA) key actors are the following: the *Nucleo di Valutazione* (Independent Evaluation Unit – NdV; see *Glossary of Terms*), the *Commissioni paritetiche docenti-studenti* (Joint Teaching-Student Committees - CPDS; see *Glossary of Terms*), the *Presidio di Qualità* (Unit responsible for the internal QA system - PQA; see *Glossary of Terms*). External evaluation is largely based on peer review, carried out by experts appointed by ANVUR (see in Chapter 4 the section concerning ESG Standard 2.4).

Moreover, ANVUR carries out other activities concerning quality assurance of tertiary education programmes; however, these tasks are assigned by specific pieces of legislation, which do not refer to QA and to the ESG. More specifically, accreditation of PhD Programmes is based on the analysis of a number of indicators, concerning the research quality of the PhD Board and the overall scientific profile of the project. Accreditation of Post Graduate Medical Programmes, on the other hand, involves the following actors: the National Observatory for medical post-graduate education (see *Glossary of Terms*), the Ministry of Health, its agency AGENAS, which is in charge of assessing the quality of the medical facilities of the Programmes; MIUR and ANVUR, which is in charge of evaluating the scientific quality of the Programmes' Board. Finally, the Accreditation of Higher Education Programmes in Art, Music and Dance is limited to a specific subset of institutions and programmes.

According to the ToR agreed with ENQA and EQAR⁸, the following activities of ANVUR have to be addressed in the external review and will be described and analyzed in this SAR:

- Accreditation of new Universities;
- Accreditation of new University programmes;

⁸ From the Annex 1: Terms of reference, January 2018: “**2.1 Activities of ANVUR within the scope of the ESG.** In order for ANVUR to apply for ENQA membership and for registration in EQAR, this review will analyse all ANVUR activities that are within the scope of the ESG, i.e. reviews, audits, evaluations or accreditation of higher education institutions or programmes that relate to teaching and learning (and their relevant links to research and innovation).”

- Periodic assessment of accredited Universities⁹ and their programmes;
- Accreditation of PhD Programmes;
- Accreditation of Post-Graduate Medical Programmes;
- Initial and periodic accreditation of programmes in Art, Music and Dance HEIs.

2.3.1 Accreditation of new Universities

The Decree n.19/2012 establishes that the Ministry, based on ANVUR's evaluations, grants to new Universities the recognition of possession of the quality requirements that make the Institution suitable for its institutional functions and activities, as a result of the fulfilment of the structural, organizational and economic-financial sustainability requisites, including those concerning the teaching and learning and research qualifications.

MIUR Decree 50/2010 (art.6 and Annex C) allowed to present new proposals and specified a set of Requirements, according to which ANVUR evaluated two projects.

Requirements are defined every three years by a MIUR Decree (the most recent is DM 635/2016 which refers to 2016-18). The DM establishes that for the period 2016-2018 proposals concerning the institution of a new University (public or private) are not allowed.

Currently, ANVUR has not internal procedures in force guiding this activity, given that at least until 2019 proposals of new universities are not allowed. See Section 2.4.1.

2.3.2 Accreditation of new programmes

The initial accreditation of programmes is carried out by the AVA unit in the period end of February- early June every year. Annually, there are more than a hundred proposals for new study programmes that are assessed by specific Committees of Experts (CEV see *Glossary of Terms*) appointed by ANVUR. The deadline for the evaluations is set by MIUR every year (in early June, with small changes in terms of the actual date). While the period of assessment is relatively tight but ANVUR is able to respect the deadline, it must be pointed out that the subsequent Accreditation Decree (in the middle of June) leaves a very short time to the Universities to implement the accredited programmes, which start in October.

2.3.3 Periodic assessment of accredited Universities and periodic assessment of their accredited programmes

The periodic accreditation of Universities has a maximum duration of five years. It is granted by MIUR after ANVUR has verified with document analysis and on-site visits, the persistence

⁹ The initial (and periodic) accreditation of the 6 special tertiary education schools (see Section 1.1) will take place for the first time in 2019. ANVUR is currently defining the corresponding guidelines and procedures, on the basis of MIUR Decree 439/2013 and 987/2016. The PhD programmes of the schools are already assessed together with all the other PhDs (see section 2.3.4).

of the requisites that led to the initial Accreditation and of the possession of further requisites of quality, efficiency and effectiveness of the activities carried out by Universities.

The periodic accreditation of the University determines the periodic accreditation of all its programmes (for a 3 year period). Until now, ANVUR was not involved in periodic accreditation of accredited programmes (outside on-site visits). Until 2016, MIUR has annually accredited all existing programmes (for a 3 year period), on the basis of a limited set of indicators. Starting in 2019, ANVUR will assess the programmes of the institutions already accredited (if the 3 year period will have expired) on the basis of document and indicator analysis.

2.3.4 Accreditation of PhD Programmes

According to DM 45/2013, ANVUR is in charge of the initial accreditation of Phd programs and of the annual verification of the persistence of the compliance to requirements. Formal accreditation is hence established by the Ministry, in full conformity with ANVUR evaluation.

According to the official MIUR guidelines, main requirements for accreditation are:

- The PhD board should include at least 16 Professors (including at most ¼ of Assistant Professors) with a scientific specialization closely related with that of the course;
- PhD Board Members should be highly prestigious researchers in their field;
- For each PhD course a minimum number of scholarships should be available;
- For each PhD course, adequate funding for basic research activities should be available, together with adequate research facilities;
- Each PhD course should have post graduate teaching activities

2.3.5. Accreditation of Post-Graduate Medical Programmes

The initial and periodic (performed annually) accreditation of Post graduate Medical Programmes is a complex process involving different actors, including: the Ministry of Health; its agency, AGENAS, which is in charge of assessing the quality of the medical facilities of the Programmes and the National Observatory for medical post-graduate education; MIUR; ANVUR, which is in charge of evaluating the scientific quality of the Programmes' Board. The current regulation is embodied in the inter-ministerial Decree n. 402, June 13 giugno 2017.

2.3.6 Initial and periodic accreditation of programmes in Art, Music and Dance HEIs

Programme accreditation of AFAM Institutions is granted by MIUR. Presently, ANVUR is involved in the initial and periodical (at the end of the first and third year of activity and at least every three years afterwards) accreditation of first cycle diploma programmes of legally recognized Academies of Fine Art and private institutions (art.11 DPR 08.07.2005, n.212)¹⁰ and

¹⁰ The 20/06/2016 MIUR memo no. 8093 "Operative instructions for the submission of proposals for the authorisation of new non-state AFAM new courses, under art. 11 of Presidential Decree 8 July 2005, no. 212" (see Annex 1) defined the procedures and methods for the submission of applications for the first cycle diploma

from 2018, in the initial accreditation of second cycle diploma programmes of all higher education institutions in Art, Music and Dance (art.8 of MIUR Decree n.14/2018).

The actors involved in the institutional and programme accreditation of Arts and Music Institutions are MIUR, ANVUR and the AFAM Committee, appointed by the Minister, responsible for the evaluation of coherence of curricula with the national standards.

The Agency is in charge of evaluating:

- *general quality requirements*: verifying the academic governance functions and activities and checking the existence of the buildings' security certifications requested by law;
- *quality requirements specific for the typology of the artistic programmes and for the level of education requested*, such as the artistic quality of the Faculty (teaching, learning and research qualification), the adequacy of scientific and technical equipment for the specific programmes, as well as the possession of economic-financial sustainability requisites.

For the accreditation of first cycle programmes, art. 1 of the 20/06/2016 MIUR memo no. 8093 specifies that new institutes must demonstrate "*at least five years' experience in Higher Education in Art, Music and Dance*". Article 2 of MIUR memo states that new institutes as well as already authorized ones can apply for the authorisation to issue new programmes "*exclusively for courses already activated that have completed at least one three-year cycle.*" Applications could be submitted annually through a Ministry IT platform in the period 1 February - 31 March. The evaluation is carried out by the AFAM unit in the period March-September every year. Annually, there are about 50 proposals that are assessed by specific Committees of Experts (CEV-AFAM see *Register of AFAM Experts in Glossary of Terms*) appointed by ANVUR.

Applications for the initial accreditation of second cycle diploma of all higher education institutions in Art, Music and Dance (art.8 of MIUR Decree n.14/2018) have been submitted through a MIUR IT platform between 2 May and 15 July 2018. The evaluation will be carried out in the period August-September. There are 584 proposals that will be assessed by a specific High Committee of Experts selected by ANVUR among the System Experts from the *Register of AFAM Experts*. The evaluations will also take into account the Institutions' Self-Evaluation-Report (SER), which in 2018 for the first time have been made available to ANVUR.

Also based on the technical advice received by the Agency, the Ministry grants (or denies) the authorisation to the Institution to activate the new initiatives by decree. The Decree identifies the programmes for which the institution is authorised to grant the relevant first or second level AFAM academic degrees.

by non-state institutes and by already authorized institutes (including the legally recognized Academies) which are interested in widening their course range.

Internal quality assurance systems are still in their initial stage in the AFAM sector, as appropriate regulation is still missing. In its institutional activities, ANVUR seeks to develop a quality culture in this sector. The Agency aims to provide institutions with the information which is necessary to implement quality assurance strategies and processes, involving their stakeholders. In this activity, the Agency looks to procedures and criteria existing at European level as well to practices developed by other national or field agencies (e.g. Musique, EQ-Arts).

Documents:

- 20/06/2016 MIUR memo no. 8093 (Nota MIUR 20 giugno 2016, n. 8093) (<http://attiministeriali.miur.it/anno-2016/giugno/nota-20062016.aspx>)
- MIUR Decree 14/2018 (D.M. MIUR 9 gennaio 2018, n. 14) (<http://www.miur.gov.it/documents/20182/1265690/DM+n.+14+del+9+gennaio+2018.pdf/9e002976-f1b1-4c13-9f0c-dbc20b8e3943>)
- Presidential Decree 212/2005 "*Regulations defining educational systems of the Higher Education in Art, Music and Dance institutes, under art. 2 of the 21/12/99 Law, no. 508*" (D.P.R. 8 luglio 2005, n. 212) (<http://www.normattiva.it/uri-res/N2Ls?urn:nir:stato:decreto.legge:2005-07-08;212!vig=;>)

2.4 Processes and their methodologies

2.4.1 Accreditation of new Universities

At present, the requirements for the accreditation of new HEIs were set by MIUR Decree n. 50/2010, art. 6 and Annex C (see below in *Documents*), as follow:

- full financial, logistical and scientific sustainability;
- The presence of adequate teaching facilities, research facilities and instruments, and services for students, including tutoring;
- at least five years of documented, significant and adequate International-level research activity.

ANVUR provided an assessment for the accreditation of two new Universities: *Humanitas* (January 2014) and *Saint Camillus International University of Health Sciences* (the procedure started in 2012, but ended, after various appeals, in the 2017).

For *Saint Camillus*, the evaluation of the proposal was carried out by a committee which included three ANVUR Governing Board members, aided by the ANVUR staff. The accreditation procedure as in the previous case, included:

- document analysis;
- interview of the proponents, to clarify any problems that emerged during the analysis;
- on-site visit;
- approval of final report by ANVUR Governing Board;

- transmission of the report (see below in *Documents* the review report) to MIUR (the Accreditation Decree has been published in November 2017 (see below in *Documents*). Currently, ANVUR has not internal procedures in force guiding this activity, given that at least until 2019 proposals of new universities are not allowed. See Section 2.4.1.

Documents:

- MIUR Decree 50/2010
(<http://attiministeriali.miur.it/anno-2010/dicembre/dm-23122010.aspx>)
- Humanitas Universities Reports
(<http://www.anvur.it/attivita/ava/accreditamento-iniziale/rapporti-anvur-accreditamento-iniziale-di-sede/>)
- Humanitas Accreditation Decree
<http://www.gazzettaufficiale.it/eli/id/2014/06/20/14A04676/sg>
- *Saint Camillus International University of Health Sciences* Review report:
<http://www.anvur.it/wp-content/uploads/2018/04/RelazionetecnicaCAMILLIANI.pdf>
- *Saint Camillus* Accreditation Decree
<http://www.gazzettaufficiale.it/eli/gu/2018/01/04/3/so/1/sg/pdf>

2.4.2 Accreditation of new programmes

The CEVs appointed by ANVUR include at least 3 members selected from the Expert Register of the Agency. A President is selected by ANVUR among them. Accreditation may require site visits. Based on the proposal and all other attached documents (and, in case, of the evidence obtained in the on-site visit), each member of the CEV (but the President) prepares an independent evaluation. Based on these two evaluations, the President drafts in his/her turn a preliminary assessment, which is communicated to the University. The HEI has the right to express counter-arguments and to provide additional evidence to the CEV. Taking into account this further exchange, if it takes place, the CEV drafts the final report. Based on this review report, ANVUR (Board of Directors) decides on the accreditation and communicates its proposal to MIUR.

The complete review report by the CEV is uploaded on the SUA website of the HEI that proposed the programme.

In the accreditation of new programmes (art.4, paragraph 1, MIUR Decree n.987/2016) ANVUR verifies Requirement 3 (see below the TABLE OF REQUIREMENTS (PERIODIC ACCREDITATION - AVA) in Section 2.4.3).

Documents:

- MIUR Decree 987/2016
(www.gazzettaufficiale.it/eli/id/2017/02/06/17A00837/sg)
- Linee guida per l'accREDITamento iniziale (Accreditation of new programmes guidelines)

[\(http://www.anvur.it/attivita/ava/accreditamento-iniziale/linee-guida-per-laccreditamento-iniziale/ \)](http://www.anvur.it/attivita/ava/accreditamento-iniziale/linee-guida-per-laccreditamento-iniziale/)

2.4.3 Periodic accreditation of institutions and programmes

Every year ANVUR publishes an annual plan for the on-site visits for institutional accreditation. The timeline of the accreditation process is set together with each individual HEI at least one year in advance. To this end, meetings in ANVUR are organized with the HEIs. Participants to these meeting are usually, on the side of ANVUR, the President, the Director and the staff of the AVA unit who will follow the procedure, and on the side of the University, the Rector, the General Director, representatives of governing bodies and key players of the internal QA system. During these meetings, the date of the on-site visit is agreed upon. In the aftermath of the first meeting, if important issues arise, Universities may request to defer the on-site visit by at most 1 year.

The CEV analyzes the internal QA system at all levels. Beside the central level, it examines a selection of study programmes (at least 10% of them) and Departments. Selected programmes and Departments are communicated to the University at least 5 months before the on-site visit.

The assessment has three main phases:

1. Analysis of documents relevant for Requirements 1-4 (see below).

It starts 2 months before the on-site visit. It usually ends 1 month before, when the CEV communicates to the University the detailed schedule of the visit, to allow meetings to be organized¹¹.

2. The on-site visit. It lasts between 3 and 5 days depending on the University size.
3. The CEV drafts the Preliminary and Final Reports.

The CEV assessment is based on the general Requirements specified in the following Table.

TABLE OF REQUIREMENTS (PERIODIC ACCREDITATION - AVA)

Requirement	Name	Description
Requirement 1	University vision, strategies and policies on teaching and research quality.	The University has a solid and consistent teaching and research quality assurance (QA) system, which supports continuous improvement and strengthens external responsibility. This system has been clearly translated into public strategic planning and guideline documents. The consistency between the strategic vision and the objectives defined at the central level are ensured regarding policies, internal organisation, use of teaching and teaching personnel research potential according to individual inclinations, results achieved, periodic verification and the application of improvement measures.

¹¹ The University returns the schedule with the names and roles of those who will take part in the interviews, on the basis of the CEV requests.

Requirement	Name	Description
Requirement 2	Efficacy of the University Quality Assurance policies.	The Quality Assurance system implemented by the University is effective for defining internal responsibilities, information flows and the interactions between the responsible organisations and their management role in the Departments and study programmes evaluation and self-assessment processes.
Requirement 3	Programmes Quality.	The objectives identified in the Academic Programme planning are consistent with the cultural, scientific and social needs and consider the character that distinguish the Bachelor's and master's degree Programmes. For each Programme the availability of adequate teaching resources, personnel and services are guaranteed, monitoring of results and strategies adopted for correction and improvement and student-centred learning are included. For international study programmes, the provisions of the Joint Accreditation Approach adopted by the EHEA Ministers in 2015 shall apply.
Requirement 4 R 4.A (Institution) ----- R 4.B (Departments)	Research and third mission quality.	The research and third mission Quality Assurance system is effective, with a policy defined and ordered by the University and is followed by the Departments and similar organisations. ----- The Departments define and implement strategies which improve the research quality according to University strategic planning and with necessary resources

Each Requirement is composed by one or more assessment elements, called *Indicators* (with RN.X numbering), for a total of 11 (a specific Indicator is added for online Universities). For each Indicator, a number of *Focus points* is given (with RN.X.N numbering, for a total of 30), which define with more detail the different aspects to be evaluated in each *Indicator*. The CEV gives a motivated assessment for each *Focus point*¹², and assigns a score comprised between 1 and 10. Results are then aggregated (with specific weights) to formulate the final accreditation result. The *indicators* and *Focus points* are reported in the *AVA Guidelines for the periodic accreditation (see below in Documents)*, in particular its Annex 8 – the synoptic table (All.8 – Quadro sinottico). The English versions of Annex 8 can be found below (*in Documents*), while AVA guidelines are attached to this report (see at the end, ANNEXES).

The result of the periodic accreditation of the HEI is extended to all teaching campuses (no matter of the location) and programmes, except for those receiving an assessment score below 4, which are to be suppressed. In this case, all enrolled students can still complete their studies, and obtain the related qualification.

Documents:

- AVA Guidelines Annex 8 – the synoptic table English and Italian versions

¹² Focus points are (one or more) clear and specific questions to which the CEV have to give a motivated answer.

<http://www.anvur.it/attivita/ava/accreditamento-periodico/linee-guida-per-laccreditamento-periodico/>

- *AVA Guidelines for the periodic accreditation*

Linee guida per l'accREDITamento periodico (Accreditation guidelines)

(<http://www.anvur.it/attivita/ava/accreditamento-periodico/linee-guida-per-laccreditamento-periodico/>)

- On-site visits annual plans

(<http://www.anvur.it/attivita/ava/accreditamento-periodico/descrizione-procedure-visite-di-accreditamento-e-calendario-visite/>)

2.4.4 Accreditation of PhD Programmes

The assessment of PhD programmes involves ANVUR's staff and Governing Board. For each programme, the following Requirements are verified.

TABLE OF REQUIREMENTS (PHD PROGRAMMES ACCREDITATION)

Requirement	Name	Description
Requirement 1	Qualification of the institution hosting the programme (this Requirement differs from number 4 by the fact that is verified only for those member of the PhD Faculty that are affiliated with the University hosting the PhD programme)	The requirement is satisfied if the member of the PhD Faculty of the hosting University pass the Requirement 4. When one of the proposing institutions is a foreign University, and does not already offer a PhD programme in the same discipline (accredited by their national agency), then all affiliated PhD Faculty members must pass an evaluation based upon their scientific production of the last 5 years..
Requirement 2	PhD topics and curricula	The PhD programmes must refer to related and coherent research themes and methodologies. In the case of programmes organized in curricula, the PhD Faculty must ensure an adequate number of Professors specialized in the relevant scientific fields.
Requirement 3	Composition of Scientific Board	Generally, the minimum number of PhD Faculty members is 16, including the coordinator. The maximum fraction of researchers is $\frac{1}{4}$ of all members. The PhD director must be a full professor affiliated to the proposing Universities.
Requirement 4	Qualification of the Scientific Board	Qualification of the PhD Faculty is based on the results of the last National Research Assessment exercise (VQR) and the National Scientific Qualification (ASN). The requirement is satisfied if at least 3 of the following conditions are jointly verified: <ol style="list-style-type: none"> 1. R indicator (computed as average of the ratio between the VQR score of each member of the Board and the average score of her Scientific Field) ≥ 1;

Requirement	Name	Description
		<ol style="list-style-type: none"> 2. X1 indicator (calculated as average of the ratio between the number of “Excellent” and “Good” evaluations of each member of the PhD Faculty and the average number of “Excellent and “Good” evaluations of her Scientific Field) ≥ 0.9; $R+X1 \geq 2$ 3. I indicator, as the average of the A indicator calculated for each member of the Faculty, defined as follows: <ol style="list-style-type: none"> a. The indicator A takes values equal to 0; 0.4; 0.8; 1.2 if the member of the Faculty satisfies, respectively, zero, one, two or three of the thresholds established for the National Qualification Programme 4. All the Faculty members should have published a number of scientific product (for bibliometric areas) or articles in top journals (for non bibliometric areas) at least equal to the threshold set for Associate Professors in their scientific field in the ASN procedure 5. Adequate scientific qualification of the PhD Director, on the basis of his/her cv and number of publications
Requirement 5	Number of PhD scholarships	The average number of Scholarships for each Phd Programme in the University should be at least equal to 6 and each Programme should have at least 4 scholarships
Requirement 6	Sustainability of the PhD Course	<p>The Programme must respect the following three conditions:</p> <ol style="list-style-type: none"> 1. Number of Scholarships should be at least equal to 75% of the number of students admitted to the Programme 2. National and international mobility for each student should be financed with a sum equal to at least 10% of the scholarship 3. International mobility is financed for 18 months max with a sum equal to 50% max of the standard scholarship
Requirement 7	Scientific infrastructures	Universities should provide information concerning facilities, e.g. libraries, laboratories, software and databases available for research
Requirement 8	Teaching and other activities	Universities should provide information concerning specific PhD programmes, language courses and activities intending to promote intellectual property and research dissemination

Requirements are verified by a committee of ANVUR's staff, composed by 5 evaluator officers (permanent staff) and 3 evaluation experts (collaborators) coordinated by the Manager for Research evaluation. The committee analyses all the proposals in detail, using the appropriate indicators and discussing relevant cases in internal meetings. Subsequently, the resulting proposals for accreditation and non-accreditation of the programmes are submitted to ANVUR Governing Board for approval and transmitted to the Ministry. Universities are allowed to appeal to the decision, providing further information concerning the programme. In this cases, THE ANVUR committee analyses the new documentation and reach a final decision that is again submitted to the ANVUR Board for the final approval. Eventually, results are transmitted to MIUR.

2.4.5 Accreditation of Post-Graduate Medical Programmes

Accreditation of Post graduate medical programmes is decided by the Ministries of Health and Education on the basis of the proposal of the National Observatory on post graduate medical programmes. The Observatory operates on the basis of the Interministerial Decree n. 402/2017, which defines the:

- a) minimum standards for medical facilities involved in a programme.
- b) Minimum standards for each Post graduate Programme.
- c) Standards for quality assurance.
- d) Performance indicators concerning research (ANVUR) and medical (AGENAS) activities.

In this framework, ANVUR evaluates research activities of the Programme Faculties, using a performance indicator "ASN", calculated as the average of the A indicator calculated for each member of the faculty. The indicator A takes values equal to 0; 0.4; 0.8; 1.2 if the Faculty member satisfies, respectively, zero, one, two or three of the thresholds established for the 3 indicators of scientific production of the ASN. The A indicator is calculated only for Professors operating in the research field consistent with the Programme. The resulting ASN indicator should be at least equal to 0,7.

2.4.6 Initial accreditation of Higher Education Programmes in Art, Music and Dance

First cycle diploma initial accreditation

After MIUR IT platform's closure, ANVUR starts the verification of the requirements set forth in art. 11 of Presidential Decree 212/2005. Under art. 11 of Presidential Decree 212/2005, MIUR delegated to ANVUR the assessment on the adequacy of facilities and personnel based on the type of courses to be activated. The following table summarizes the requirements, the documentation required, and the evaluation criteria contained in the 20/06/2016 MIUR memo no. 8093, which provides guidance concerning the assessment of quality of the Institute and programmes.

The following TABLE OF REQUIREMENTS (Art, Music and Dance Accreditation) summarises the requirements, the corresponding documentation, and the evaluation criteria contained in the 20/06/2016 MIUR memo no. 8093.

Requirement	Required documentation (IT platform academic year 2016/17)	Evaluation criteria (from the 20/06/2016 MIUR memo no. 8093)
Eligibility of the application	<ul style="list-style-type: none"> - Authorisation application note, signed by the institute's legal representative - Deed of incorporation - Registration in the legal entities register - Articles of Association 	<ul style="list-style-type: none"> - Institutes admitted: must demonstrate at least five years' experience in higher education in arts, music and dance fields; - Courses: already activated by Institutes which have completed at least one academic three-year cycle.
Legal certifications	<ul style="list-style-type: none"> - Fire protection certificate - hygiene and public health certificate - Facility safety certificate for school or educational use - Safety certification (Law 626/94) - Architectural barriers elimination certification 	<ul style="list-style-type: none"> - Presence / Absence
Facilities	<ul style="list-style-type: none"> - Plans of the individual rooms - Building and equipment resources, with description of buildings and equipment - Analytical equipment description; - Photographic documentation of facilities 	<ul style="list-style-type: none"> - The stability (availability over time) of the facilities and their functionality for teaching activities, for the student numbers and the type of courses; - Facilities adequacy for research and artistic output.
Teaching	<ul style="list-style-type: none"> Education regulations, containing the general teaching regulations; - Education plan of courses for specific schools, in compliance with the related MIUR Decrees - General report on the institute - Explanatory report on the education provided by the institute where at least one three-year cycle of studies has been concluded 	
Financial sustainability	<ul style="list-style-type: none"> - Financial statements of the institute for the last three years (in the formats specified in point 2.4) - Business Plan, accompanied by provisional Income Statements and Cash Flow (as indicated in point 2.4). 	<ul style="list-style-type: none"> - Adequacy and permanence of the budget requirements over time to support the building and equipment costs, teaching and non-teaching personnel, operating expenses and student services (including the type of tax exemption for those who are beneficiaries under the right to education rules) The institute's default and operating risk and financial sustainability of the future projects for education development will be evaluated with indices for the last three years' financial statements which are included in the economic-financial forecasts supporting the Business Plan.

Teaching personnel	<ul style="list-style-type: none"> - List of course teachers and related teaching plan - List of courses with indication of business training credits (CFA) - Teachers curricula (ANVUR format) 	<ul style="list-style-type: none"> - The teaching personnel must be proportionate with the number and type of training activities and related to the student numbers enrolled; - The teaching personnel level of qualification should be similar to AFAM state institute teachers; - There must be a group of teachers who have continuously collaborated with the Institute
Statutory bodies		<ul style="list-style-type: none"> - Consistency with the AFAM Institutes' organisational principles (Presidential Decree 132/2003)
Right to education <i>Regulations on the right to education (Art. 11, par. 4 Presidential Decree 212/2005, Law 390/1991 and subsequent amendments)</i>		<ul style="list-style-type: none"> - Presence / Absence - Type of initiatives: promoted by the Institute or by other entities (e.g. Regional Authorities for the Right to Education)

For the evaluation of first cycle diploma ANVUR has prepared additional guidelines: “Minimum AFAM Course Resource Requirements”. For the evaluation of the programmes of each institution ANVUR nominates a CEV-AFAM, selected from the AFAM Expert Register of the Agency. The absence of real or perceived possible conflict of interest with respect to any activities related to the evaluation of a specific institutions is the first criteria adopted by the Agency for the Experts nominee procedure.

Each programme to be reviewed is assigned to at least two experts who prepare an independent assessment based on the documents provided by the Institution. Afterwards, the experts discuss their evaluation in official meetings. The CEV-AFAM may conduct site visits either in the investigation of formal complaints or if any concerns require further review. These site visitors will produce a detailed written report including any issues that arose during the visit. The CEV-AFAM conduct this portion of its business in closed session. Closed sessions include only CEV-AFAM members and Agency Office of AFAM Program Consultation and Accreditation staff. Members are expected to attend all scheduled meetings of the CEV-AFAM¹³. Agenda items cover areas of CEV-AFAM responsibility as outlined in Policies for Accreditation defined by the Agency. CEV-AFAM members will maintain the confidentiality of

¹³ There is a standard format for site visit which includes a tour of program facilities (rooms, labs, studio space, library, etc.). The personnel involved in the meeting are:

- *from the Agency*: a member of the CEV-AFAM, an agency officer;
- *from the proposing institution*: governance members (the Dean and President and their collaborators), faculty, students, stakeholders, officers in charge for internationalization and students services, Career Services representative, area employers.

The institution may have specific issues or exceptional activities that they would like to highlight. The meeting schedule could be altered to meet the specific needs of the institution. Health breaks for all visit participants are included in the schedule.

the program review materials presented. The confidentiality requirements of this provision are permanent and continue after service with ANVUR has ended.

On the basis of CEV-AFAM final analysis Report, the Agency Governing Board approve the final Evaluation Report. Based on the ANVUR technical advice, MIUR grants or denies the authorisation to the Institute by a decree. ANVUR evaluations are available on the Agency website.

Documents:

- [The 20/06/2016 MIUR memo no. 8093 "Operative instructions for the submission of proposals for the authorisation of new non-state AFAM Institutes and new courses, under art. 11 of Presidential Decree 8 July 2005, no. 212"](http://attiministeriali.miur.it/anno-2016/giugno/nota-20062016.aspx)
(<http://attiministeriali.miur.it/anno-2016/giugno/nota-20062016.aspx>)
- [Minimum AFAM Course Resource Requirements \(guidelines\)](http://www.anvur.it/wp-content/uploads/2018/04/RequisitiminimicorsiAFAM2.pdf)
([http://www.anvur.it/wp-content/uploads/2018/04/RequisitiminimicorsiAFAM2 .pdf](http://www.anvur.it/wp-content/uploads/2018/04/RequisitiminimicorsiAFAM2.pdf))
- [AFAM Experts' Register](http://www.anvur.it/attivita/afam/esperti-di-valutazione-afam/albo-esperti-afam/)
(<http://www.anvur.it/attivita/afam/esperti-di-valutazione-afam/albo-esperti-afam/>)

Second cycle diploma initial accreditation

The initial accreditation of Italian second cycle diploma has started for all AFAM institutions in 2018.

ANVUR Governing Board has approved the "Guidelines for the Agency evaluation of AFAM second cycle diploma" that shows the resource requirements (further then requirements for the first cycle diploma accreditation, indicated in "Minimum AFAM Course Resource Requirements") that AFAM institutions have to possess, under the art. 8 of MIUR Decree, no. 212/2018.

Documents:

- [MIUR Decree n. 14/2018](http://www.anvur.it/wp-content/uploads/2018/05/decreto-ministeriale-14-del-9-gennaio-2018-messa-in-ordinamento-diplomi-accademici-ii-livello-afam-1.pdf)
(<http://www.anvur.it/wp-content/uploads/2018/05/decreto-ministeriale-14-del-9-gennaio-2018-messa-in-ordinamento-diplomi-accademici-ii-livello-afam-1.pdf>)
- [Guidelines for the evaluation of AFAM second cycle degree programmes - 2018/19](http://www.anvur.it/attivita/afam/valutazione-corsi-ii-livello-afam/)
(<http://www.anvur.it/attivita/afam/valutazione-corsi-ii-livello-afam/>)

2.4.7 Periodic accreditation of Programmes in Art, Music and Dance HEIs

The programmes of private authorized institutions are subject to periodic evaluation (concerning resource requirement maintenance, as per art. 11 of Presidential Decree 8 July 2005, no. 212), at the end of the first and third year of activity and at least every three years afterwards.

Authorized institutions must annually update and communicate data related to its bodies, teaching and administrative personnel, students, actions for the right to education, the

institute's economic-financial situation and any additional data necessary for the periodic ANVUR evaluation.

The period assessment has started for the first time in 2018, and in the following months the CEV-AFAM will evaluate the accredited programmes of 12 institutions, taking into account:

- a) analysis of the Independent Evaluation Unit Annual Report and the results of the teaching and research quality monitoring and control activity carried out by all the parties involved in the Institution quality system;
- b) assessment of the information contained in IT platform for the periodic assessment.

The lack of one or more requirements under art. 11 of Presidential Decree no. 212/2005 results in the revocation of the accreditation, which is ordered by MIUR Decree, based on the ANVUR judgement. In this case, all enrolled students can complete their studies, and obtain the related qualification.

Documents:

- [Periodic assessment of Institutions and programmes of the AFAM system \(http://www.anvur.it/attivita/afam/valutazione-periodica-sedi-e-corsi/\)](http://www.anvur.it/attivita/afam/valutazione-periodica-sedi-e-corsi/)

2.5 Agency's internal quality assurance

ANVUR is committed to carry out its activities fully respecting its Code of Ethics (see below in Documents) and core values: independence, transparency, clarity, respect and trust.

Internal QA is set down in a comprehensive set of documents which describe processes, responsibilities and codes of behaviour for every profile and role within the Agency. These documents are all published on ANVUR's website (<http://www.anvur.it/amministrazione-trasparente/disposizioni-general/atti-general/>). Among those, it is important to mention:

- The *Regolamento relativo all'organizzazione e al funzionamento dell'Agenzia Nazionale di Valutazione del Sistema Universitario e della Ricerca* (Regulations concerning the organization and functioning of the Agency) which specifies the organization rules and the competences of the different structures of the Agency.
- The *Regolamento del personale e degli esperti di valutazione dell'Agenzia* (Regulation of the Agency's staff and evaluation experts) which describes the rights and obligations of the permanent and temporary staff of the Agency, according to the different profiles and roles within it, and following the current legislation.
- The *Codice di comportamento del personale dell'ANVUR* (Personnel Behavioral Code) which describes the duties that the permanent staff is required to observe, in order to act with care, loyalty, impartiality and good conduct. This Code integrates the national code of conduct for public employees adopted in the Presidential Decree 62/2013.
- The *Programma triennale per la Trasparenza e l'Integrità* (Three-year plan for transparency and integrity) which is a document drawn up according to the Legislative

Decree n. 150/2009. It describes the existing and intended initiatives promoting transparency, legality and the culture of integrity within the Agency.

- The *Programma Triennale di Prevenzione della Corruzione e della Trasparenza* (Three-year plan for Corruption Prevention and Transparency) which describes the existing and intended initiatives promoting the prevention of corruption.

Staff meetings are conducted based on needs within Units, Areas¹⁴ or the entire Agency (for example in order to define the content and data sources for the “Biannual Report on the state of University and Research”). Meetings are called by Unit Leaders, Managers or the Director, respectively. During these informal meetings issues and future developments are discussed. Sometimes external stakeholders are involved in meetings, too.

With the conclusion of the first cycle of institutional accreditation in 2020, ANVUR will conduct a survey about the effectiveness and impact of its procedures among HEIs. Moreover, the participation of ANVUR staff in international QA events contributes to benchmarking the agency’s internal QA.

Documents:

- Code of Ethics (english and italian versions)
(http://www.anvur.it/wp-content/uploads/2018/09/Code-of-Ethics_Anvur.pdf)
(http://www.anvur.it/wp-content/uploads/2014/10/Codice_etico_Anvur2014.pdf)
- Regolamento relativo all’organizzazione e al funzionamento dell’ANVUR
(<http://www.anvur.it/wp-content/uploads/2017/11/regolamento%20organizzazione.pdf>)
- Regolamento del personale e degli esperti di valutazione dell’Agenzia
(http://www.anvur.it/wp-content/uploads/2015/02/regolamento_personale_public.pdf)
- Codice di comportamento del personale dell’ANVUR
(<http://www.anvur.it/wp-content/uploads/2014/08/SCHEMA-CODICE-DI-COMPORTAMENTO.pdf>)
- Programma Triennale per la Trasparenza e l’Integrità
(<http://www.anvur.it/wp-content/uploads/2016/02/ANVUR%20-%20Piano%20Triennale%20T~.pdf>)
- d.lgs. 27 n. 150/2009 (Legislative Decree n° 150/2009)
(<http://www.camera.it/parlam/leggi/deleghe/09150dl.htm>)
- Programma Triennale di Prevenzione della Corruzione e della Trasparenza
(<http://www.anvur.it/attachments/article/590/20182020Piano%20Triennale%20C~.pdf>)

¹⁴ For Units and Areas please see last part of paragraph 2.2 – Composition and Structure of the Agency

2.6 Agency's international activities

Italian legislation does not consider the possibility for ANVUR operating abroad. Nevertheless, ANVUR has been designated by MIUR as country representative in the European RTD Evaluation Network. The Network provides a forum for discussion and analysis of best practice in research and innovation evaluation methodology, use of RTD indicators and measurement of impact of R&D public funding at both national and EU level. The Network is designed as a European focal point for issues related to research and innovation evaluation and research on evaluation. The Network aims at enhancing dialogue and cooperation between national services (e.g. ministries, agencies) in charge of RTD evaluation issues, academics and experts in the field of evaluation as well as relevant Commission Services. The Network puts a particular emphasis on strengthening the dialogue between "producers" and "users" of RTD evaluations.

ANVUR is also member of an informal Working Group of G7 countries on Research Evaluation, dedicated to information exchanges on current evaluation practices in the participating countries.

In 2017, ANVUR has also participated as official Italian representative designated by the Ministry to a Mutual Learning Exercise concerning Performance Based Funding Systems, in the framework of the Policy Support Facility of the European Commission. The MLE has produced a report on Performance Based Funding Systems that has been published on the Commission website

(<https://rio.jrc.ec.europa.eu/en/policy-support-facility/mle-performance-based-funding-systems>).

ANVUR staff also regularly participate to the main scientific conferences on research evaluation at the international level, such as the annual Science and Technology Indicators (STI) conference (<http://sti2018.cwts.nl/>).

However, a broader international participation remains an ongoing strategic goal. Some senior officers are actively participating to activities, seminars and projects among the EHEA. It is relevant to mention:

- Participation to ENQA activities, projects and seminars (such as TeSLA project, ImpEA project);
- Collaboration with other QA agencies (such as AQU Catalunya, MusiQue, EQ-Arts);
- Participation to working groups established by the European Commission (CHEER II working groups for the Bologna follow Up).

At the moment, it is not possible to set up an office for foreign relationships due to the structure of the Agency and the number of staff members that is rigidly defined by law.

Links

- IMPLEMENTATION OF THE EUROPEAN APPROACH FOR QA OF JOINT PROGRAMMES (ImpEA) (<https://enqa.eu/index.php/events/impea-project-seminar-implementation-of-the-european-approach-for-qa-of-joint-programmes/>)

- TRUST-BASED AUTHENTICATION & AUTHORSHIP E-ASSESSMENT ANALYSIS (TeSLA) (<https://tesla-project.eu/>)
- Measuring and Comparing Achievements of Learning Outcomes in Higher Education in Europe (CALOHEE) (<https://www.calohee.eu/>)

Consolidating Higher Education Experience of Reform: norms, networks and good practice in Italy (CHEER) (<http://www.processodibologna.it/>)

Chapter 3: Compliance with European Standards and Guidelines (Part 3)

ESG Standard 3.1 Activities, policy and processes for quality assurance

Agencies should undertake external quality assurance activities as defined in Part 2 of the ESG on a regular basis. They should have clear and explicit goals and objectives that are part of their publicly available mission statement. These should translate into the daily work of the agency. Agencies should ensure the involvement of stakeholders in their governance and work.

ANVUR undertakes a large number of external quality assurance activities each year. Institutional and programme accreditations described in this SAR are mandatory by law. The detailed operational goals are defined in ANVUR's three-year plans (published on our website). As for the periodic institutional assessment, the main goal is to complete a first round of accreditations by the end of 2020, therefore broadly respecting the standard of a 5-year cycle.

An overview of external QA activities is showed in the table below.

TABLE OF SELECTED ACTIVITIES

Activity		Number of evaluations				
		2015	2016	2017	2018	2019*
1	Accreditation of new Higher Education Institutions			1	-	
2	Accreditation of new programmes	87	88	118	147	
3	Periodic assessment of accredited Institutions and programmes	13	11	14	15	21
4	Accreditation of PhD Programmes	914	915	952	967	
5	Accreditation of Post-Graduate Medical Programmes	Not present		1407	1358	
6	Initial accreditation of programmes in Art, Music and Dance HEIs (**)		107	118	716	
7	Periodic assessment of accredited programmes in Art, Music and Dance HEIs (**)	Not present			13	31

* Planned for 2019 (planning is only possible for activities n. 3 and 7 as others depend on the demand from institutions).

** Figures refer to HEIs and not to the individual programmes which have been evaluated.

In its work, ANVUR aims at supporting HEIs in pursuing a continuous improvement in their activities. It supports internal and external QA by collecting and analyzing data on higher education and by making results available to all stakeholders. The Agency constantly strives to improve the effectiveness of its procedures taking into account the feedbacks received by assessed institutions and by the experts appointed for the evaluation procedures.

Stakeholders are usually invited to participate in the working groups set up by the Agency to define new evaluation criteria, new procedures or improve existing ones. On the other hand, ANVUR's representatives frequently participate to working groups organized by MIUR to examine specific issues on higher education. Finally, the **Advisory Committee** provides the Governing Board with opinions and proposals concerning, in particular, the programmed activities, evaluation criteria and methodologies, published guidelines and reports.

ESG Standard 3.2 Official status

Agencies should have an established legal basis and should be formally recognised as quality assurance agencies by competent public authorities.

ANVUR is an independent public body formally established by the Presidential Decree 76/2010, which gave execution to the law 286/2006. In art. 2, comma 138 of the latter, the Agency is assigned the following tasks: external evaluation of the quality of the activities of universities and public and private research institutions recipients of public funding, on the basis of an annual program approved by MIUR; address, coordination and supervision of the evaluation activities assigned to the internal evaluation units of universities and research institutions; evaluation of the efficiency and effectiveness of public programs for financing and incentivizing research and innovation activities.

The Law 240/2010 and the Legislative Decree n. 19/2012 have formally introduced the QA system in the Italian higher education. According to this legislation, ANVUR oversees the national public QA system for public and private universities and institutions of higher educations and is responsible for the institutional and programme assessment and accreditation. Complying with this legislation, the Agency has developed its own assessment criteria, methodologies and procedures to fulfil its tasks, in strict coherence with the ESG.

In particular, according to Legislative Decree 27 January 2012, no. 19, through MIUR Decree 12 December 2016 no. 987, ANVUR must establish the criteria and methods to verify and define the indicators for the initial and periodic accreditation of Universities and Programmes, which are communicated to the Ministry and come into force by MIUR decree.

Documents:

- Law 24th November 2006, n. 286
(<http://www.camera.it/parlam/leggi/06286l.htm>)
- Legislative Decree 27th January 2012, no. 19

(http://www.anvur.it/wp-content/uploads/2015/02/2.%20Dlg%2019_2012.pdf)

- MIUR Decree 12th December 2016 no. 987
(www.gazzettaufficiale.it/eli/id/2017/02/06/17A00837/sg)

ESG Standard 3.3 Independence

Agencies should be independent and act autonomously. They should have full responsibility for their operations and the outcomes of those operations without third party influence.

Organizational independence.

The independence of the agency's work from third parties (HEIs, government bodies, stakeholders' organizations) is set into Presidential Decree n. 76/2010 "The Agency has organizational, administrative and financial complete autonomy".

The procedure for the appointment of the Governing Board (described in Section 2.2) fully safeguards the independency of the Agency. An additional safeguard is the appointment of the Director by the Governing Board (in other Agencies, the relevant Ministry is involved instead).

Operational independence.

All external experts are selected from the public *Register of experts* by the Governing Board in complete autonomy. The selection is based on the characteristics of the institution/structure/programme to be evaluated and on the competences and previous experience of the expert.

Independence of formal outcomes.

For the evaluation procedures that involve external experts, results are presented in an official report. For the evaluation procedures that involve agency's staff members, results are presented in internal reports. The reports, for all evaluation procedures, are presented to the Governing Board that has the responsibility to take a final decision in complete autonomy. ANVUR's decisions are then transmitted to MIUR that has the responsibility for the final act. In the initial and periodic accreditation of higher institution and programmes (including PhD) the act has to be consistent with the decision taken by ANVUR, but MIUR has the possibility to ask the revision of an evaluation; in this case, ANVUR carries on a new assessment, based on a different CEV. In the AFAM procedures, legislation does not explicitly constrain MIUR's acts, but they have been systematically consistent with ANVUR's reports.

Moreover, the ANVUR's *Code of Ethics* (see above, Section 2.5 in *Documents*) emphasizes particularly the independent role and unconstrained decision-making of the Agency; as already mentioned, it applies to the Governing Board, the Director and staff, as well as external experts.

Documents:

- Law n. 286/2006 (<http://www.anvur.it/wp-content/uploads/2014/07/LEGGE%2024%20novembre%202006%20art%202.pdf>)
- Presidential Decree n. 76/2010 (<http://www.anvur.it/wp-content/uploads/2017/04/gazzetta-anvur.pdf>)

ESG Standard 3.4 Thematic analysis

Agencies should regularly publish reports that describe and analyse the general findings of their external quality assurance activities.

The ANVUR informs the public about its activities with a series of publications, which can be found in its website (some of them are mandatory). The most important ones are listed below.

- **Institutional Accreditation Reports** (mandatory – in Italian with an Executive Summary in English, since September 2018). See the English translation of 2 recent Periodic Accreditation Reports, annexed to this document.
- **Reports of working groups** established by ANVUR. Examples of themes examined are: third mission evaluation; learning outcomes assessment (TECO project); higher education teacher training; development of research output database (IRIDE project).
- **Presentations & workshops** (public events). All public events are open and free. Examples are: the assessment of learning outcomes in the university; “Professions in the university” - A first study on the role of the open professions in the academic field; the evaluation of research quality in social, economic and legal fields; the Evaluation of the third mission: a comparison between universities and research institutions; the “Transparency Day” - ANVUR activities presented to the stakeholders.
- **Training events** (held in ANVUR or in Universities). Training events for experts are free of charge but mandatory for those aiming to be included in the official expert register. Training events held in Universities are open and free of charge. In both cases ANVUR’s senior staff members (managers and/or officers) are involved as speakers and organizers.
- **Articles and papers published in national/international reviews** (in ANVUR website, <http://www.anvur.it/atti-e-pubblicazioni/>, searching for TIPO = “Pubblicazioni” it is possible to examine 23 items, some of them in English¹⁵). They are publications/wp concerning ANVUR activities authored by its staff.
- Occasional publications. Examples includes documents published in scientific journals or in newspapers. All staff (from the Governing Board to officers) contributes to these publications. As a general rule, publications are reflections and or proposals regarding evaluation procedures and research on evaluation.

¹⁵ Examples of titles available: Nondeterministic ranking of university departments; Large-scale assessment of research outputs through a weighted combination of bibliometric indicators; Bibliometric and peer review methods for research evaluation: a methodological appraisal.

Moreover, for each activity, a full description of procedures and references to legislation can be found in the ANVUR website. E.g. <http://www.anvur.it/attivita/ava/accreditamento-periodico/> for periodic accreditation.

Documents:

- Programma delle attività dell'ANVUR 2018-2020
(http://www.anvur.it/wp-content/uploads/2018/05/Programma_attivit%C3%A0_ANVUR_2018_2020.pdf)
- Rapporto Biennale 2018
(<http://www.anvur.it/rapporto-biennale/rapporto-biennale-2018/>)
- Reports of Institutional Accreditation
(<http://www.anvur.it/attivita/ava/accreditamento-periodico/rapporti-anvur-di-accreditamento-periodico/>)
- Events page
(<http://www.anvur.it/eventi/>)
- Working groups
(<http://www.anvur.it/anvur/gruppi-di-lavoro/>)

ESG Standard 3.5 Resources

Agencies should have adequate and appropriate resources, both human and financial, to carry out their work.

The 2017 national budget law (Law 232, December 2016), while recognizing ANVUR's difficulties in carrying on its activities with limited funds and staff, significantly strengthened the Agency, in terms of both human and financial resources. The Agency permanent staff has been increased from 18 to 35 units; financial resources have also been increased taking into account the new employees.

Financial resources

ANVUR is currently a well-funded agency: in the period 2018-2020 annual resources are stable at about € 7.640.000, an amount which is sufficient for conducting regular evaluation activities and includes a (limited) margin for future increases in their scope. In 2016 total resources were € 6.763.373. In recent years, the Agency has always registered a sizeable budget surplus (€ 1.947.891, 48 in 2016).

On the basis of a State Law (Republic President Decree n. 76/2010) and following modifications, funds are counted as a specific item in the Ministry annual budget allocation, thus this amount can only be modified by a Parliamentary decision.

The budget of the Agency is detailed in ANVUR's annual budget (available in ANVUR website). In the table below a summary scheme for the expected budget – year 2018 – is reported.

	Revenues	Estimated expenses
Public funds from the Ministry	€ 7,652,871.00	
Operating costs – Governing Board		€ 1,372,500.00
Operating costs – permanent staff		€ 2,123,284.00
External experts and not permanent staff		€ 1,506,500.00
Acquisition of various goods and services		€ 1,816,000.00
Facilities and digital equipment		€ 275,500.00
Other expenses		€ 547,087.00
Total	€ 7,652,871.00	€ 7,640,871.00

Source: elaboration of data present in the ANVUR forecast annual budget 2018

Human resources

Following the provisions of the 2017 national budget law, in 2018 ANVUR permanent staff has reached 35 units. The staff of the Agency has been selected by public calls, which follow a (lengthy) procedures defined by the Italian legislation for Civil Servants. The remuneration of staff is also defined by law and it is in line with that of the staff in Italian Government Departments (Ministries).

The permanent staff includes: 3 managers (as in the initial allocation); 19 “evaluator/technical officers”, a civil servant profile tailored for the particular tasks and needs of the Agency (here the increase with respect to the initial endowment is sizeable and it allowed the replacement of temporary employees with permanent positions, a welcome change increasing the quality of the Agency activities); 13 administrative employees (they were 9 initially).

The “evaluator” profile requires competences to deal with complex problems, the ability to define new evaluation procedures or to develop/correct those already in action, interacting with academic professors, researchers and highly qualified university staff.

Professional profile	Permanent staff according to President Decree n. 76/2010	Permanent staff according to Budget law year 2017
Manager	3	3
Evaluator/technical officer	6	19
Administrative officer	6	8
Administrative assistant	3	5
Total	18	35

The managers and the evaluator/technical officers in ANVUR are relatively young and with a very strong educational backgrounds (compared to other Italian public administrations) covering different disciplinary fields, including Mathematics, Economics and Statistics, Computer Science, Humanities, Pedagogical and Social Sciences, Biology, Law. 90% of evaluator/technical officers have a PhD and experience in academic and research work.

Considering the many institutional tasks, ANVUR is still undersized in terms of permanent personnel. Therefore, for many activities the Agency still hires external experts with a fixed-term employment contract. Currently (second half of 2018) there are 13 employees with this type of contract; while they were 25 at the end of 2017. Fixed-term employment is selected among young researchers that meet the same standards of competences used for selecting evaluator/technical officers. In some cases they satisfy some specific needs of the Agency (for example, in the legal area). All the staff of the Agency regularly update their professional skills by attending conferences, seminars and training courses.

Approximately 10 evaluator/technical officers are specifically assigned to QA activities, supported by 1 dedicated administrative employee. It should also be mentioned the contribution of the Governing Board, which provides a constant support to various activities with proposals of improving procedures and evaluation tools.

The Agency has its offices in a central location in Rome, easily accessible by public transport. There are various meeting rooms with electronic equipment for presentations (projectors, TV, microphones). A set of laptops and cameras for video conferences are available to all the staff and external experts. One IT specialist (not permanent staff) is present daily.

As already mentioned, the number of permanent staff, though highly qualified, is not sufficient to cope with the numerous tasks assigned to the Agency. The solution of fixed-term employment contracts is not appropriate nor efficient, as many activities require confidentiality and substantial training, and it could become incompatible with the general legislation concerning public administration (currently fixed-term contracts are allowed only until the end of 2018, though the deadline has been moved forward several times).

Documents:

- Ministry budget 2018-2020 (http://www.rgs.mef.gov.it/Documenti/VERSIONE-I/Attivit--i/Bilancio_di_previsione/Bilancio_finanziario/2018/Disegno-di-Legge-di-Bilancio/Allegato-t-18-20/2018-DLB-04-AT-070-MIUR.pdf) - page 276.
- Republic President Decree n. 76/2010 (annex A) (<http://www.anvur.it/wp-content/uploads/2017/04/gazzetta-anvur.pdf>)
- ANVUR forecast annual budget 2018 (http://www.anvur.it/wp-content/uploads/2018/05/Bilancio_2018_Relazione_Previsione.pdf)

Additional documents concerning ANVUR budgets are available at the following webpage: <http://www.anvur.it/amministrazione-trasparente/bilanci/preventivo-e-consuntivo/>

- Budget law year 2017
(www.gazzettaufficiale.it/eli/id/2016/12/21/16G00242/sg)
- Performance plan 2018-2020
(http://www.anvur.it/wp-content/uploads/2018/05/Piano_Performance_2018_2020.pdf)

ESG Standard 3.6 Internal quality assurance and professional conduct

Agencies should have in place processes for internal quality assurance related to defining, assuring and enhancing the quality and integrity of their activities.

ANVUR is committed to constantly verify that its activities follow its core values: independence, transparency, rigour, fairness, respect and trust. Its Code of Ethics¹⁶ (see above, Section 2.5 in Documents), which specifies these values, applies to the Governing Board, to the staff of the Agency and to the external experts who participate to ANVUR activities. Every job descriptions (staff, external experts) include a no-disclosure clause. Board members, staff members and external experts sign no-conflict-of-interest statements and commit, among others, not to exploit their position to pursue personal aims and not to accept any kind of present (except for those of negligible value) by evaluated institutions or individuals.

There are also other procedures for the staff and the external experts in order to ensure a professional behaviour. Those documents have been described previously in paragraph 2.5.

More generally, the Agency constantly strives to improve its work reacting to external suggestions or on the basis of regular reviews of its activities. Recent and particularly relevant examples are the following:

- 1) the AVA reform carried out largely in 2016 and finalized in 2017 (see below, in chapter 4, the section concerning ESG Standard 2.2);
- 2) the new set of teaching indicators (and predefined benchmarks) made available all study programmes in 2017 and developed further in 2018, allowing coordinators of each programme to compare its performance with a individually set benchmark;
- 3) the ongoing projects to improve students' opinions questionnaires and the way they are collected, and to introduce comparable tests (of both disciplinary competences and transversal skills like literacy, numeracy and problem solving) across the university system at the initial and last year of programmes.

¹⁶ The Code of Ethics integrates the Code of conduct for ANVUR staff: <http://www.anvur.it/wp-content/uploads/2014/08/SCHEMA-CODICE-DI-COMPORTAMENTO.pdf> .

Documents:

- see those in Section 2.5

ESG Standard 3.7 Cyclical external review of agencies

Agencies should undergo an external review at least once every five years in order to demonstrate their compliance with the ESG.

ANVUR started its activities in 2011, focusing at first on the evaluation of research quality in Universities and research Bodies. In 2013 the Agency started to work on internal and external QA procedures, with the first on-site visit in late 2014. The last on-site visits of the first round of institutional accreditation will take place in 2020. The visit of ENQA review panel, planned in November 2018, is the first external review focusing on ANVUR compliance with the ESG.

Chapter 4. Compliance with European Standards and Guidelines (Part 2)

ESG Standard 2.1 Consideration of internal quality assurance

External quality assurance should address the effectiveness of the internal quality assurance processes described in Part 1 of the ESG.

The table below identifies, for the accreditation of Universities and their programmes (1st and 2nd cycle), the criteria that refers to the standards and guidelines for the internal QA (ESG part 1). The other activities that according to the ToR agreed with ENQA and EQAR are to be addressed in the external review have been assigned to ANVUR by specific pieces of legislation, which do not refer to QA and to the ESG. In carrying out these latter activities the Agencies uses as much as possible as a main reference the ESG, but there is no mechanical and one-to-one adherence as in the AVA activities.

ESG - Part 1		Accreditation of new University programmes	Periodic assessment of accredited University and programmes
1.1	Policy for quality assurance	Indicator R3.A	Indicator R1.A; focus point R3.A.1
1.2	Design and approval of programmes	Indicator R3.A	Indicator R1.B; R3.A
1.3	Student-centred learning, teaching and assessment	Focus point R3.B.3	Focus points R1.A.3, R1.A.4, R1.B.1, R1.B.3; all Indicator R1.T; R3.B.1; R3.B.3
1.4	Student admission, progression, recognition and certification	Focus points R3.B.2; R3.B.5	Focus points R1.B.1; R3.B.2; R3.B.5
1.5	Teaching staff	Focus point R3.C.1	Focus points R1.C.1; R3.C.1
1.6	Learning resources and student support	Focus points R3.C.2; R3.C.T	Focus points R1.C.2; R3.C.2; R3.C.T
1.7	Information management	Focus point R3.D.1	Focus points R1.A.3; R2.A.1; R3.D.1
1.8	Public information		Focus point R1.B.2
1.9	On-going monitoring and periodic review of programmes	Focus points R3.D.1; R3.D.3	Focus points R1.B.3; R1.C.3; R2.B.1; R3.D.1; R3.D.3
1.10	Cyclical external quality assurance	not applicable (first accreditation)	Mandatory by law

Accreditation of new Universities

Currently, ANVUR does not possess internal procedures concerning this activity, given that at least until 2019 proposals of new universities are not permitted. See Section 2.4.1.

Accreditation of new University programmes;

According to Art. 4, paragraph 1 of MIUR Decree 12 December 2016 no. 987, new programmes are accredited provided that they first conform to regulations concerning curricula (*ordinamento didattico*); this aspect is verified by the National University Council.

After this initial check, ANVUR verifies Requirement 3 (see above the TABLE OF REQUIREMENTS (PERIODIC ACCREDITATION - AVA) in Sections 2.4.3). Particular attention is given to the *indicators* R3.A (Academic Programme's cultural and professional profiles and the proposed education's coherence) and R3.C (facilities and services, teaching and technical-administrative personnel adequacy).

Documents:

- Linee Guida per l'Accreditamento Iniziale – Annex 2
(<http://www.anvur.it/attivita/ava/accreditamento-iniziale/linee-guida-per-laccreditamento-iniziale/>)
- MIUR Decree 12 December 2016 no. 987
(www.gazzettaufficiale.it/eli/id/2017/02/06/17A00837/sg)

Periodic assessment of accredited Universities

With reference to the periodic accreditation to Universities, ANVUR evaluates the degree of fulfillment of the four R1-4 Requirements of the QA. These Requirements (R) establish the principles on which the QA System of the Universities must be built for the Departments and programmes. The R are constructed according to the indications formulated by the 2015 ESGs, which define the general guidelines for the development of internal and external QA for learning and teaching in the European higher education area. Each *Requirement* is declined in *Indicators* and in *focus points* ("questions" related to the contents to be verified that contribute to the formulation of the final accreditation judgment). The details of the indicators and the related *focus points* are reported in the *AVA Guidelines for the periodic accreditation*. Overall, to implement policies consistent with its objectives, the Institution defines the roles, responsibilities and tasks of the governing bodies and structures responsible for the internal QA. It then defines an organisational structure to perform its functions effectively and an effective internal communication system that takes into account all key QA players, such as PQA, CPDS and NdV. The Institution also monitors the policies and a consequent critical review of the internal QA (tasks, functions and responsibilities), through analysis of the information gathered at the various levels by the organisations responsible for QA.

QA requires adaptations for different contexts; this is why the AVA system does not provide stringent organisational requirements but it asks for effective and transparent processes that involve the QA key players (PQA, CPDS, NdV).

The external quality assurance refers and is linked to the internal QA standards. The evaluation procedure that is carried out in the accreditation process has the aim to verify that:

- the Institution possesses, declares and implements a vision of the teaching and research quality, adopting appropriate strategies, policies and procedures to implement it and distributes responsibilities and tasks within the organisation.
- the Institution adopts adequate policies for the study programmes planning, updating and review.
- the Institution develops criteria to guarantee the qualification of teaching personnel, the teaching load sustainability and has the human and structural resources to support institutional activities.
- the Institution has an effective internal QA system, which is adequate to monitor the study programmes and to make sure that processes and results are periodically self-assessed and evaluated;
- by adopting appropriate policies, the Institution has developed a transparent overall strategy for the development, incentive and monitoring of research and third mission activities;
- the overall strategy is well known by the University staff and is clear, public and transparent.

In this context it can be mentioned a weakness of the Italian QA system concerning recognition of qualifications: there is no national framework checking for the release of “diploma-supplement” or complete certified documentation issued in non-Italian language, mainly due to the lack of homogeneity of the procedures adopted by the various HEIs. The extreme fragmentation of the institutional bodies in which recognition of foreign qualifications is based also makes it difficult to establish a QA mechanism with respect to procedures: individual universities can recognize EU titles for access, continuation of studies or equivalence of a qualification already obtained (Law 148/2002), while the verification for the equivalence of the Research Doctorate is responsibility of MIUR.

Periodic assessment of accredited programmes

The selection of a set of study programmes (approximately 10% of all programmes available in the University) and Departments to be evaluated during the on-site visit is made by ANVUR to obtain the greatest possible representation of the disciplinary areas, programme types (Bachelor’s/Master’s), teaching and research venues, student careers, results of the most recent exercise of Evaluation of Research Quality (only for Departments).

The evaluation procedure has the aim to verify that each selected study programme:

- clearly defines the cultural and professional profiles and provides consistent education activities;
- promotes student-centered teaching and learning, encouraging up-to-date and flexible teaching methods;
- has an adequate number of teaching and administrative staff;

- offers services that are accessible and facilities suitable for teaching and learning needs;
- has the capacity to recognize critical issues, define adequate solutions and implement consequent measures for the continuous improvement of its teaching & learning activities.

Moreover, the evaluation procedure will verify if (and in which way) the selected Department(s) has implemented an internal QA system that reflects the Institutional vision (strategies and policies) regarding research and third mission activities.

Documents:

- AVA Guidelines Annex 8 – the synoptic table English and Italian versions (<http://www.anvur.it/attivita/ava/accreditamento-periodico/linee-guida-per-laccreditamento-periodico/>)

Accreditation of PhD Programmes;

With respect to PhD programmes, ANVUR is primarily concerned with an external evaluation of the quality of the proposal; more specifically, the evaluation involves the quality of the PhD Faculty and its Scientific Co-ordinator, teaching activities, financial sustainability, availability of scholarships, research infrastructures and the inherent coherence of the research project.

Accreditation of Post-Graduate Medical Programmes

Following the Interministerial Decree n. 402/2017, ANVUR is in charge of evaluating research activities of the Programme Faculty. The assessment of ANVUR is communicated to the National Observatory on post graduate medical schools.

Accreditation of Programmes in Art, Music and Dance HEIs

ANVUR is working to ensure that all of the standards and guidelines described in Part I of the ESG are covered in the institutional and study programmes accreditation processes for higher education institutions in Art, Music and Dance. The remodeling of the evaluation processes and methodology began in 2014 and will be completed and updated in accordance with recent legislative developments.

As of 2018, ANVUR is involved in the evaluation of the internal quality assurance of all higher education institutions (state and private) in Art, Music and Dance. In 2017, the agency nominated a Working Group of QA Experts from the AFAM sector to develop criteria for the implementation of internal quality assurance for institutions that would cover all standards in Part I of the ESG 2015. The working group also looks to the ENQA principles and to the procedures used by AEC (Association Européenne des Conservatoires) peer reviews.

The effectiveness of internal quality assurance processes described in Part 1 of the ESG will be evaluated by the agency during the period September – November 2018, starting from the analysis of the Annual Self Evaluation Report of the Institutions' IQA Panel.

The agency has collaborated with the Ministry of Education in implementing an adequate IT platform to ensure the link between internal and external quality assurance and to support each institution's internal QA panel in their mission.

Documents:

- Guidelines for the redaction of the Self evaluation Report of the Institutions' internal QA panel (Linee guida per la redazione della Relazione dei Nuclei di Valutazione AFAM)
- Students' opinion questionnaires on teaching activities (Questionari standard per la rilevazione delle opinioni degli studenti AFAM)

ESG Standard 2.2 Designing methodologies fit for purpose

External quality assurance should be defined and designed specifically to ensure its fitness to achieve the aims and objectives set for it, while taking into account relevant regulations. Stakeholders should be involved in its design and continuous improvement.

The requirements and criteria are defined by ANVUR taking into account the needs of the institutions, in order to implement an appropriate assessment procedure. To address that, the drafting of any document (guidelines with assessment criteria and methodologies) takes place on the basis of consultations that include meetings in ANVUR with the stakeholders.

Periodic assessment of accredited Universities and their programmes

An example of ANVUR involving stakeholders in designing its methodologies is the reform of AVA guidelines concerning the periodical assessment of Universities and their programmes. Starting in November 2015, less than one year after the first on-site visit, ANVUR reviewed the experience in order to take stock of the system strengths, remedying gaps and weaknesses and correcting or eliminating its less effective features. A working group, with internal and external components, was established; it audited various stakeholders: Rectors of Universities, Presidents of Universities Independent Evaluation Units or Units responsible for the internal QA system, ANVUR external experts, international experts. The working group prepared to a set of proposals, which were approved by the Governing Board in March 2016, and presented in a dedicated workshop at the University of Perugia in April. Moreover, ANVUR published a draft proposal redesigning guidelines and opened for two months a public consultation (through a dedicated email address). All comments and complains (partly collected by CRUI) were discussed by the Governing Board. Then a new round of meetings with stakeholders followed (inter alia, with MIUR, CRUI, external experts involved in previous institutional accreditation procedures). The main principles of the reform were included in MIUR regulations with MIUR Decree n.987 of December 2016. Finally, in May 2017, the new Guidelines for periodic assessment were published (with minor changes were added in August 2017).

The reform of the guidelines had three main goals:

1. reducing the administrative burden and workload for the HEIs, simplifying the system in a substantial way and reducing mandatory document production;
2. building a more flexible instrument for evaluation, in order to allow institutions to demonstrate the effectiveness of their internal QA, as was defined on their specific characteristics;
3. giving more attention to result indicators, offsetting the side effects of the previous system which focused almost exclusively on the evaluation of processes. Nevertheless, ANVUR was (and still is) aware that the university education mission complexity cannot be mechanically gauged by result indicators, each of which can highlight only individual aspects of the learning context.
4. achieving greater compliance with the revised ESG (2015).

These objectives were addressed by:

- reducing the number of *Requirements* (from seven to four), *Indicators* (from 17 to 12) and *Focus points* (from 57 to 30) to create a more balanced formulation of the overall judgement.
- the development of parameters for the study programmes, that led to the publication of a set of quantitative indicators (see the "dashboard") on the career of students.

Accreditation of PhD Programmes

The ANVUR evaluation procedure is primarily regulated by MIUR Decree n. 45/2013 and by subsequent guidelines, based on the Decree. The Governing Board approved a draft version of the guidelines on December 18, 2013; the document was published on the Agency website, asking for contributions and comments of the stakeholders, to be received by February 10, 2014. On February 21, 2014 the ANVUR Board approved a final version of its guidelines, taking into account the suggestions received (http://www.anvur.it/old/attachments/article/631/Accreditamento%20corsi%20di%20dotto%20rato_vers%20finale%2018_03_2014.pdf); an accompanying document commenting on the main suggestions received, with ANVUR comments on their applicability, was also published on the website (http://www.anvur.it/old/attachments/article/631/Commenti%20alle%20osservazioni%20pervenute%20sul%20documento%20provvisorio_new.pdf). The ANVUR proposal was then transmitted to the Ministry, which published the final guidelines, largely based on the ANVUR original proposal, with the Note 436, March 24 2014 (<http://attiministeriali.miur.it/anno-2014/marzo/nota-24032014.aspx>). In the second half of 2016, the Ministry asked ANVUR to evaluate the possibility of revising the guidelines, taking into consideration the previous experience, the results of the new VQR exercise and the new National Research Programme for the period 2015-2020. On February 22, 2017, the ANVUR Board approved and transmitted to MIUR a proposal for the revision of the 2014 guidelines. MIUR published the new guidelines, which are currently in force, on April 14th 2017 with Note 11677, largely incorporating ANVUR proposal (<http://attiministeriali.miur.it/anno-2017/aprile/nota-14042017.aspx>).

Accreditation of Post-Graduate Medical Programmes

The process of accreditation specified in the legislation aims at setting up a path of constant improvement in the quality of education provided by Post-Graduate Medical Programmes, while achieving a substantial homogeneity in the pursued competences of students across Italy; the procedure according to which standards and guidelines are currently determined allows for a full involvement of the relevant stakeholders, with the participation of ANVUR.

In fact, the accreditation procedure has been innovated by the Decree issued jointly by MIUR and Health Ministry on June 13, 2017, establishing the criteria, standards and requirements for accreditation (<http://www.gazzettaufficiale.it/eli/id/2017/07/14/17A04639/sg>).

The decree was based on the proposal of the National Observatory on medical formation, which according to Italian Law D.lgs 368/1999 is in charge of this activity. Starting from 2017 ANVUR has been formally invited to participate to the work of the National Observatory, which is composed by representatives of MIUR, the Health Ministry, the Italian Conference of Rectors, the Regional governments and Post-graduate medical programmes students. The Observatory proposed new standards and criteria to the Ministries involved, which issued the new decree after having taken into consideration also the opinion of the National University Council (CUN) and of the National Health Council.

Initial and periodic accreditation of programmes in Art, Music and Dance HEIs

In the accreditation of Higher Education Institutions in Art, Music and Dance, ANVUR's main aim is ensuring that each specific process of external quality assurance be defined to fit the characteristics of each sector, also respecting the specific typology of institutions.

The AFAM sector has been changing recently, and the Agency is working hard to support institutions in improving their quality assurance regulations and methodologies, as agreed upon by stakeholders.

In line with indications from the AFAM community, through new processes, ANVUR and the Ministry of Education aim to make the assessments less time- and resource- intensive for institutions (governing bodies, teachers, administrative staff, students), also reducing overlaps between the different assessments.

ESG Standard 2.3 Implementing processes

External quality assurance processes should be reliable, useful, pre-defined, implemented consistently and published. They include

- a self-assessment or equivalent;*
- an external assessment normally including a site visit;*
- a report resulting from the external assessment;*
- a consistent follow-up.*

Accreditation of new Universities

As mentioned in Section 2.4.1, the procedure includes a proposal, an external assessment (by ANVUR), a report approved by ANVUR and communicated to MIUR.

Accreditation of new University programmes

Evaluations are based on the documentation submitted under the procedures established by the Agency. The documentation (including the NdV annual review reports, also playing the role of an institutional self-assessment report) must be submitted by the deadline set every year by MIUR.

The external quality assurance processes includes the following steps:

- Document analysis by a Committee of experts appointed by ANVUR (CEV), composed by three experts, including a President appointed by ANVUR.
- On request by the CEV, ANVUR may organize on-site visits, agreed upon with the Institution.
- Two CEV members (not the President) complete an evaluation form, expressing an individual judgement.
- Based on their judgements, the President draws up a preliminary consensus report, expressing a preliminary accreditation judgement, which is sent to the Institution, which can react with a written document.
- CEV draws up the final report, also based on the latter document; responsibility for the final decision rests on the Governing Board.
- the final judgment is transmitted to MIUR, that grants (or not) the accreditation of the programme with a specific Decree;
- the technical report, containing the final decision, is published on the SUA-CdS website (access is limited to the Institution, see SUA website in the Glossary of Terms).
- NdVs are asked to verify the progresses made concerning the issues reported by the CEV in the technical report (see below, in “documents”, the guidelines for the annual report of NdV).

Periodic assessment of accredited Universities and Periodic assessment of accredited programmes

The external quality assurance processes includes the following steps:

- the date of the on-site visit is agreed with the University in a meeting which usually takes place at least 1 year before;

- at least 5 months before the on-site visit, programmes and departments which will be examined are communicated to the University;
- ANVUR selects (and communicates to the University) the CEV members;
- at least 2 months before, the University makes available to the CEV all the relevant documents, including its self-assessment report;
- at least 2 months before, the CEV starts the document analysis. In particular, the CEV must consider the following documents/data: a) Self-assessment Report, prepared by the University; b) University policy and strategy plans; c) NdV, PQA and CPDS reports; SUA-CdS and Annual self-assessment programme form (of each selected programmes) and SUA-RD (of the selected Departments); d) quantitative indicators (regarding teaching, internationalization level, quality of research environment, employability) provided by ANVUR; e) other documents which the University considers relevant.
- on-site visit. It lasts between 3 and 5 days, depending on the size of the University. The CEV conducts interviews with the Rector and governing bodies, the heads of Departments, the QA key actors (PQA, NdV and CPDS), the student representatives, coordinators, professors and students of the selected programmes, administrative staff involved in QA, external stakeholders, alumni). The CEV also visits relevant facilities.
- Usually 2 months after the on-site visit, the CEV drafts the Preliminary Report. The Report is transmitted to the University;
- in the following month, the University can produce additional information and counter-arguments;
- the CEV formulates the Final Report;
- ANVUR drafts a (based on the Final Report of the CEV) and transmits it to MIUR (and to the University);
- After a few days, which allow for correcting in case minor errors, the synthetic Report is published on the Agency's website.
- For the follow-up, the NdV has to prepare every year a report to verify the progresses made by the University/department/programme concerning the issues highlighted by the CEV (see below, in "documents", the guidelines for the annual report of NdV).

The accreditation of the Universities lasts at most 5 years, while that of study programmes lasts 3 years. After three years, all the study programmes are assessed by ANVUR on the basis of document and indicator analysis. The evaluation takes also into account: the initial accreditation requirements and the NdV evaluations. If critical aspects emerge, they are discussed with the University and in particular with those responsible for the programme internal QA, with a specific on-site visit. If the assessment is positive, the accreditation of the programme is extended to match the University accreditation time window. Otherwise, the accreditation is revoked, and the programme is closed by MIUR with a specific Decree (enrolled students are given the possibility to complete the programme and get the final degree).

Documents:

- LINEE GUIDA 2018 per la Relazione Annuale dei Nuclei di Valutazione
http://www.anvur.it/wp-content/uploads/2018/05/LG_Rel_NdV_16_05_2018.pdf

Accreditation of PhD Programmes

In the process of accreditation of PhD programmes there is a preliminary self-evaluation procedure internal to the University, which involves the role of the Nucleo di Valutazione (NdV). ANVUR is then in charge of the evaluation of the proposal that have been approved by the NdV. The evaluation does not require a site visit. ANVUR evaluation is officially approved by the ANVUR Board and it is then made available to the proposing University on a dedicated website. Universities have the possibility to appeal to the initial decision providing further information and even changing some of the terms of the proposal within ten days from the initial assessment. ANVUR is in charge of providing a final evaluation on the basis of the new information provided.

The accreditation lasts for 5 years; however, every year ANVUR verifies that the course is still able to satisfy the requirements. If there are significant changes in the composition of the PhD Faculty, or in the scientific project of the PHD, then the programme needs to be evaluated again by the Agency.

Accreditation of Post-Graduate Medical Programmes;

The authorization of Post Graduate Medical Programmes is a complex process, involving two ministries (MIUR and Health) and two independent agencies (ANVUR and AGENAS), respectively in charge of the evaluation of scientific and medical requirements of the Programmes. ANVUR activities only concern the calculation of a specific indicator, denominated ASN, concerning the scientific qualification of the Board. The evaluation is based on an analysis of the data concerning faculty members and does not entails site visits. MIUR however uses site visits performed by the Observatory on Medical programmes and progress test for students for an ex post verification of minimum standards. In this sense visits and questionnaire as used as an ex post verification of the indicator elaborated by ANVUR.

Programme accreditation of Art, Music and Dance HEIs

The programmes of approved private institutions are subject to periodic evaluation (regarding resource requirement maintenance, see art. 11 of Presidential Decree 8 July 2005, no. 212) at the end of the first and third year of activity and at least once every three years thereafter.

As part of the periodic programme assessment, each institution must undergo an internal preliminary self-evaluation which involves the NdV. If an institution has not made significant changes in terms of faculty and/or building/infrastructures since the initial accreditation visit, a site visit at the end of the first and third years is not required. The evaluation, approved by the Governing Board, is made available to the University on a dedicated platform. The report includes a section for recommendations. At the end of the first and third years of activity and

at least once every three years thereafter, ANVUR verifies that the programmes still satisfy all requirements.

ESG Standard 2.4 Peer-review experts

External quality assurance should be carried out by groups of external experts that include (a) student member(s).

The external assessment of the quality assurance system is carried out by a panel of experts appointed by ANVUR. The Experts, all recruited through public calls, must act according to the Agency Guidelines. The experts members of the CEV are asked to sign the following documents: Code of Ethics (see above, Section 2.5 in Documents), CEV Regulation and a Statement of Confidentiality Commitment. They are divided in 5 profiles. In the following table the actual (July 2018) number divided by gender for each profile is showed.

Expert profile	AVA		AFAM	
	Male	Female	Male	Female
QA System	96	51	61	30
Coordinators	6	8		
Disciplinary	221	95	73	33
Student	31	9		
E-learning	22	8		

Candidates who are eligible must attend a training course, organized at the ANVUR headquarters, before entering the public *Register of Experts*. The course is held by the agency staff and by senior experts. Due to the fact that almost all documents are in Italian and interviews are conducted in Italian, a thorough knowledge of the Italian language is a basic requirement. Currently, only one foreign expert is included in the Register and participated to a CEV.

Accreditation of new programmes

According to MIUR Decree 987/2016, art. 4, paragraph 1, the evaluation of the proposals for new programmes is carried out by a CEV. The proposed programmes are grouped according to disciplinary fields. For each group a CEV is appointed by ANVUR: the number of study programmes is usually from 3 to 7. A CEV includes at least 3 experts from the Disciplinary profile in the *Register of Experts*. ANVUR appoints a CEV President among the three experts. For online programmes, the CEV includes an additional e-learning expert.

Periodic assessment of accredited Universities and their programmes

The accreditation procedures are carried out by a CEV. Depending on the size of the institution (which determines the number of programmes to be assessed), the CEV is organized into sub-

CEVs, to visit different programmes on the same day, and the total number of experts varies accordingly. The components of the CEV are:

- The CEV President. Appointed by ANVUR on the basis of his/her previous experience in QA and, in some cases, the disciplinary fields which are prominent in the institution. The President is responsible for drafting the reports, for the evaluation alignment within the CEV and for the interpretation of ANVUR guidelines.
- The CEV Coordinator. Usually she/he is an ANVUR evaluator/technical officer, but depending on availability it could be selected from the *Register of expert*. He/She assists the President, ensuring that: relevant information reach all CEV members; scheduled dates and times are respected; processes respect ANVUR's Guidelines; final evaluations are consistent and supported by clearly identified evidence.
- 1 to 5 QA System experts. They assess the Institutional QA system, checking compliance with Requirements 1, 2, 4.A (see below the TABLE OF REQUIREMENTS (PERIODIC ACCREDITATION - AVA) in Section 2.4.3). Each expert is assigned and coordinate 1 sub-CEV.
- 2 to 15 Disciplinary experts. Each expert is assigned to 1 programme, checking compliance with Requirement 3. They are also involved in R4.B assessment (research QA). These experts collaborate with CEV's overall evaluation.
- 1 to 5 Student experts. Each expert is assigned to 1 sub-CEV and evaluates any aspects that directly concern the students' participation, activities and services at both Institutional and study programme levels.
- 1 to 5 e-learning experts. Each expert is assigned to 1 sub-CEV when at least 1 online programme is evaluated. They assess the e-learning methodology and the technological platforms used.
- 1 ANVUR representative. He/she is responsible for the logistics and administrative aspects of the visit.

Before the start the document analysis, the Institution is informed of the CEV composition and it can report to the Agency about any conflicts of interest.

Documents:

- Linee guida accreditamento periodico – chapter 7.2
(<http://www.anvur.it/attivita/ava/accreditamento-periodico/linee-guida-per-laccreditamento-periodico/>)

Accreditation of PhD Programmes

According to the Requirements defined by MIUR Decree, evaluation is based on a system of indicators concerning the scientific qualification of the PhD Board and the general structure of the programme. The assessment is performed by ANVUR specialized evaluator/technical officers under the supervision of the Research area manager and is approved by the Governing Board.

Accreditation of Post-Graduate Medical Programmes

According to the Requirements defined by law, evaluation is based on the calculation of a specific indicator concerning the scientific qualification of the Programme Board and the general structure of the programmes. The assessment is performed by ANVUR specialized evaluator/technical officers under the supervision of the Research area manager and is approved by the Governing Board. External experts may be used by the National Observatory for medical post-graduate education to verify ex post the analysis.

Programme accreditation of Art, Music and Dance HEIs

The accreditation procedures are carried out by CEVs-AFAM. Their members, who are recruited through public calls, must operate according to agency guidelines. The members of the CEV are asked to sign ANVUR *Code of Ethics* (see above, Section 2.5 in Documents), CEV-AFAM Regulations, and a Statement of Confidentiality. Eligible candidates must attend an introductory training course as well as additional courses to stay updated on new procedures. In March 2018, ANVUR went through the recruitment process to increase its number of quality assurance experts for the AFAM sector.

At the moment, each CEV-AFAM is made up of at least one system expert and two disciplinary experts from each specific field being evaluated. The number of disciplinary experts may change depending on the kind of evaluation (initial or periodic accreditation) being done. ANVUR appoints the CEV-AFAM President from among the system experts. The institutions evaluated are informed of the composition of the CEV-AFAM so that they may inform the Agency of any conflicts of interest. ANVUR intends to include students in CEVs-AFAM in the next future.

Documents:

- Recruitment procedure 2018 - Call for AFAM Disciplinary Experts (<http://www.anvur.it/bando-avviso/procedura-per-le-candidature-allinserimento-nellalbo-degli-esperti-della-valutazione-iniziale-e-periodica-dei-corsi-e-delle-istituzioni-dellalta-formazione-artistica-musica/>)
- Recruitment procedure 2018 - Call for System Experts Profile (<http://www.anvur.it/bando-avviso/procedura-per-le-candidature-allinserimento-nellalbo-degli-esperti-della-valutazione-iniziale-e-periodica-dei-corsi-e-delle-istituzioni-dellalta-formazione-artistica-musica-2/>)

- AFAM Experts Register
(<http://www.anvur.it/attivita/afam/esperti-di-valutazione-afam/formazione-esperti-afam/>)
- Statement of Confidentiality
(<http://www.anvur.it/wp-content/uploads/2018/04/1.-Dichiarazione-Impegno-Riservatezza-AFAM.pdf>)
- CEV-AFAM Regulations
(<http://www.anvur.it/wp-content/uploads/2018/04/3.-Regolamento-Esperti-AFAM.pdf>)

ESG Standard 2.5 Criteria for outcomes

Any outcomes or judgements made as the result of external quality assurance should be based on explicit and published criteria that are applied consistently, irrespective of whether the process leads to a formal decision.

For all ANVUR activities, evaluation criteria are clearly described in the relevant guidelines or in legislation. When final evaluations are expressed with ordinal variables, the way individual assessments are aggregated is explicitly defined in ANVUR guidelines.

Accreditation of new Universities

The Decree n.19/2012 establishes that MIUR, based on ANVUR's evaluations, grants the initial accreditation to new Universities.

MIUR Decree n. 50/2010, art. 6 and Annex C, sets the Requirements for the accreditation of new Universities. So far, they have been verified by a specifically appointed internal ANVUR Committee in two cases. The outcome of the procedure is a Report with a dichotomous proposal: accreditation/non-accreditation, approved by the Governing Board. Reports are transmitted to MIUR, which grants (or not) accreditation, in full conformity with ANVUR evaluation.

Accreditation of new Programmes

For the accreditation of new programmes (art.4, paragraph 1, MIUR Decree n.987/2016) ANVUR verifies Requirement 3 (see below the TABLE OF REQUIREMENTS (PERIODIC ACCREDITATION - AVA) in Section 2.4.3). For each *Focus point* of the Requirement, the appointed CEV is requested to give a motivated positive or negative judgement. The resulting technical report (an online form) ends with a dichotomous proposal: accreditation/non-accreditation which is agreed upon by the CEV. The final decision rests with the Governing Board, which may change the proposed assessment, motivating its decision. The Governing Board proposals are transmitted to MIUR, which grants (or not) accreditation, in full conformity with ANVUR evaluation.

Periodic assessment of accredited Universities and their programmes

According to DM 987/2016 and *AVA Guidelines for the periodic accreditation* (see below in *Documents*), the CEV appointed by ANVUR analyzes the University's internal QA system at all levels. Beside the central level, a selection of study programmes (at least 10% of them) and Departments are also assessed. The procedures to be followed by the CEV and, in particular, the Requirements/Indicators/Focus Points to be evaluated are specified in the *AVA guidelines* (in particular, in Annex 8; see above paragraph 2.4.3). The CEV gives a motivated assessment for each *Focus point*, and assigns a score comprised between 1 and 10, which is agreed upon by the whole CEV.

Scores 6 to 10 are associated with positive judgements, while scores equal to or less than 5 indicate the presence of critical issues and are associated with a specific "Recommendation" (score = 4 or 5) or "Conditional" (score < 4), included in the Evaluation Form by the CEV.

Each programme evaluated during the procedure receives a dichotomous proposal: accreditation/non-accreditation, depending on the arithmetic mean of all the scores attributed to its *Focus points* (only Requirement 3), according to the following scale:

- *Mean score* ≥ 4 - the proposal is "accreditation"
- *Mean score* < 4 - the proposal is "non-accreditation"

In any case, the University receives an Evaluation Form for each assessed programme, containing all scores assigned to each *Focus points*.

On the basis of scores assigned by the CEV, the outcome of the process is defined by ANVUR in a Review Report.

The final score (*Pfin*) is calculated as the overall sum of 3 components (each with a specific weigh):

- Mean score of all *Focus points* belonging to R1, R2 and R4.A, with a weight of 14/20;
- Mean score of all *Focus points* belonging to R3 (for all assessed programmes), with a weight of 3/20;
- Mean score of all *Focus points* belonging to R4.B (for all assessed Departments), with a weight of 3/20.

The final judgement is defined as follows:

Final score (<i>Pfin</i>)	LEVEL	JUDGEMENT	OUTCOME
$Pfin \geq 7,5$	A	Very good	Periodic accreditation valid for five years
$6,5 \leq Pfin < 7,5$	B	Good	Periodic accreditation valid for five years
$5,5 \leq Pfin < 6,5$	C	Satisfactory	Periodic accreditation valid for five years
$4 \leq Pfin < 5,5$	D	Poor	Temporary Accreditation. The duration is defined by ANVUR, according to the CEV proposal. A failure to overcome the conditions within the accreditation period would bring the judgement to "very poor"
$Pfin < 4$	E	Very poor	University is not able to guarantee the minimal quality standards and should be closed

In the case an online University is assessed, the calculation of the outcome is the same but has a different tag:

Final score (<i>Pfin</i>)	LEVEL	JUDGEMENT	OUTCOME
$Pfin \geq 7,5$	A - tel	Very good	Periodic accreditation valid for five years
$6,5 \leq Pfin < 7,5$	B - tel	Good	Periodic accreditation valid for five years
$5,5 \leq Pfin < 6,5$	C - tel	Satisfactory	Periodic accreditation valid for five years
$4 \leq Pfin < 5,5$	D - tel	Poor	Temporary Accreditation. The duration is defined by ANVUR, according to the CEV proposal. A failure to overcome the conditions within the accreditation period would bring the judgement to "very poor"
$Pfin < 4$	E - tel	Very poor	University is not able to guarantee the minimal quality standards and should be closed

The Review Report by ANVUR is transmitted to MIUR. Formal accreditation is hence granted by MIUR, in full conformity with ANVUR evaluation.

Accreditation of PhD Programmes

The assessment of the PhD programmes carried on by ANVUR for their accreditation is based on the Requirements specified by DM 45/2013. The assessment involves ANVUR's staff.

The outcome of the assessment procedure is dichotomous: accreditation/non-accreditation. The outcome, formally approved by the Governing Board, is transmitted to MIUR, which grants (or not) accreditation, in full conformity with ANVUR evaluation.

Accreditation of Post-Graduate Medical Programmes

The assessment of the [Post-Graduate Medical programmes](#) carried on by ANVUR for their accreditation is based on the Requirements specified by the Interministerial (MIUR and Ministry of Health) Decree n. 402/2017. ANVUR evaluates only the research activities of the Programme Board. In particular, ANVUR calculates a performance indicator "ASN", that should be at least equal to 0.7 (see paragraph 2.4.5) to obtain a positive outcome. The performance indicator and the consequent positive/negative judgement is communicated to the National Observatory on post graduate medical schools, which takes a final decision on accreditation. Accreditation is granted with a Interministerial Decree, in full conformity with the National Observatory proposal.

Programme accreditation of Art, Music and Dance HEIs

The assessment of the Art, Music and Dance HEI programmes carried on by ANVUR for their accreditation is based on the criteria specified:

- In MIUR note 8093/2016 and ANVUR Minimum AFAM Course Resource Requirements (guidelines) for 1st cycle programmes,
- and by Degree n. 14/2018 and ANVUR Guidelines for 2nd cycle programmes.

The outcome of the assessment procedure is dichotomous: accreditation/non-accreditation. The final decision rests with the Governing Board, which may change the proposed assessment, motivating its decision. The Governing Board proposals are transmitted to MIUR, which grants (or not) accreditation, in full conformity with ANVUR evaluation.

Documents:

- AVA Guidelines Annex 8 – the synoptic table English and Italian versions
<http://www.anvur.it/attivita/ava/accreditamento-periodico/linee-guida-per-laccreditamento-periodico/>
- AVA Guidelines for the periodic accreditation
Linee guida per l'accreditamento periodico (Accreditation guidelines)
(<http://www.anvur.it/attivita/ava/accreditamento-periodico/linee-guida-per-laccreditamento-periodico/>)

ESG Standard 2.6 Reporting

Full reports by the experts should be published, clear and accessible to the academic community, external partners and other interested individuals. If the agency takes any formal decision based on the reports, the decision should be published together with the report.

Accreditation of new Universities

The report for the accreditation of the Saint Camillus University was communicated to the University and MIUR, and published in ANVUR's website.

Accreditation of new programmes

For each evaluated study programme the review report by the CEV is published on the SUA website (see Glossary of Terms). Each HEI can view the reports which are exclusively related to its own study programmes.

Periodic assessment of accredited Universities and their programmes

The reports of the CEV, preliminary and final, are sent to the institution, which uses them as a tool for continuous improvement. The ANVUR final report, based on the CEV reports, is sent to the Minister and in copy to the institution, and is published on the ANVUR website.

Accreditation of PhD Programmes;

Report concerning the evaluation are available to the University proposing the Course but not to the general public. MIUR is in charge of the final accreditation decision on the basis of the ANVUR advice and hence the decision concerning the publication of the accreditation process is made by MIUR and not by ANVUR.

Accreditation of Post-Graduate Medical Programmes;

Report concerning the evaluation are available to the University proposing the programme but not to the general public. The Observatory and the two ministries involved are in charge

of the final accreditation decision on the basis, among other things, of the ANVUR advice and hence the decision concerning the publication of the accreditation process is made by Ministries and not by ANVUR.

Programme accreditation of Art, Music and Dance HEIs

The CEV-AFAM's preliminary and final reports are sent to institutions to be used as tools for continuous improvement. Reports and decisions follow a mandatory format. The assessment report must contain the following: information on the institution and its context; a description of the way the procedure was carried out, including the composition of the panel, the names of the appointed secretary and process coordinator; the documentation that is used by the panel and, when applicable, the programme of a site visit; a description of the findings of the panel, the considerations and judgements; a list of recommendations for improvement by the panel; in the event of a conditional judgement, a list of the conditions that must be met before full accreditation.

The ANVUR final report is based on CEV-AFAM evaluations and approved by the Governing Board. The Agency Reports are published on a dedicated page of the ANVUR website.

ESG Standard 2.7 Complaints and appeals

Complaints and appeals processes should be clearly defined as part of the design of external quality assurance processes and communicated to the institutions.

Appeals

As a general rule, for all evaluation activities, the Presidential Decree n. 76/2010 (art. 4 com. 2) allows HEIs under assessment to ask for the revision of the decision of the Agency. Accordingly, ANVUR has defined the necessary procedures in the document "Regulations concerning the organization and functioning of the Agency" as follows:

The HEIs under assessment may request, only once and within 30 days from the publication of the evaluation Report approved by the Agency, the revision of the final decision by ANVUR. The Governing Board of the Agency shall notify, within 30 days of receipt of the request, the acceptance or rejection of the request.

Moreover, according to the Legislative Decree n. 19/2012, MIUR can also ask the Agency to revise the assessment with a motivated request. ANVUR, within 30 days, takes a new decision, with specific reference to the elements highlighted by MIUR.

Complaints

When appropriateness and accuracy of an evaluation procedure carried out by ANVUR is questioned, any individual or Institution may appeal to a judge regarding factual and legal errors of an assessment procedure. In these cases, ANVUR has administrative officers with specific competences to follow the complaint procedure.

For each evaluation procedure, here we describe if it is possible to present counter arguments during the evaluation process, before the final decision by ANVUR.

Accreditation of new programmes and periodic assessment of accredited Universities and their programmes

During the accreditation process, Institutions proposing the activation of (a) new study programme(s) have access to the preliminary evaluation of the CEV and have the possibility to present counter-arguments and/or provide additional information.

In the institutional accreditation, the preliminary evaluation report is sent to the University, which can produce additional information and counter-arguments. These will be taken into account by the CEV in its final report. ANVUR will consider the Universities' observations in the drafting of the Review report.

Accreditation of PhD Programmes;

The procedure provides that the institutions may counter argue the initial decision by ANVUR providing additional proof of evidence (in case, change the composition of the PhD faculty), before the final decision is taken by ANVUR.

Accreditation of Post-Graduate Medical Programmes;

The Observatory is in charge of the accreditation; hence, appeal to the initial decision should be presented to the Observatory, which may ask ANVUR to provide further analysis on the basis of the new evidence received. The Observatory may also propose a temporary accreditation, for two years max, allowing the Programme to modify procedures and standards and in order to respect the predefined Requirements. Accordingly, in those cases Programmes must provide a multi-year action plan. In any cases, Programmes may ask for a re-examination and recalculation of the ASN indicator.

Programmes accreditation of Art, Music and Dance HEIs

ANVUR evaluation is made available to the Institutions on a dedicated platform. Institutions have the possibility to react to the initial decision providing further information and even changing some of the terms of the proposal within ten days from the initial evaluation. ANVUR reaches a final evaluation on the basis of the new information provided.

Documents:

- DPR 1 febbraio 2010, n. 76, art. 4 com. 2
(www.gazzettaufficiale.it/eli/id/2010/05/27/010G0098/sg)
- Regulations concerning the organization and functioning of the Agency
(<http://www.anvur.it/wp-content/uploads/2017/11/regolamento%20organizzazione.pdf>)

5.1 Information and opinions of stakeholders

Although ANVUR being independent in its activities, it operates in close cooperation with the Ministry and with other bodies that have important roles in higher education, such as CUN, CRUI, CNSU, and CODAU.

The President and the Director regularly meet with representatives of MIUR to exchange opinions on specific issues or on developments in the sector. Besides formal consultations, there are constantly informal exchange of views with HEIs, especially with Rectors and those with responsibilities in HEIs QA systems.

In general, the Agency uses the following instruments to assess the level of satisfaction of principal stakeholders:

- Mailboxes
- Dissemination events
- Training meetings in ANVUR
- Periodical consultation on intended guidelines.

ANVUR staff actively engage in events related to higher education organized by representative sector bodies and other related institutions, both at the national and international levels.

After the onsite visits have taken place, we often receive positive reactions from the Rectors and/or from other individuals involved in the QA System. They tend to emphasize that the benefits of the interaction with the CEV were high and even higher than expected ex-ante. We attach (see Annexes) a number of letters we received from University Rectors after the onsite visit showing the just mentioned opinions. We don't have received formal negative reactions; however at least in one case the University was highly disappointed of the final mark and we received polite but negative comments on the CEV and on the assessment algorithm (which has been modified afterwards within the general reform of AVA, see above, in chapter 4, the section concerning ESG Standard 2.2).

5.2 SWOT analysis

QA has been formally introduced in the Italian University System only recently, and first cycle of institutional accreditation will be completed only by 2020. Moreover, following a review and a public consultation in 2016, a number of revisions in ANVUR procedures were introduced in 2017. It is therefore too early to express a fully-fledged SWOT analysis. Nevertheless, a sketchy SWOT table and some general remarks can be anticipated on the basis of a number of informal exchanges with Rectors, Directors of Universities, professors and administrative officials involved in the QA system.

The QA system represents an additional burden to Universities, particularly in the initial stages when procedures need to be introduced, but it is generally recognized that it is yielding substantial positive changes in attitudes and behaviours. Its main strength lies in the strong focus on procedures, implying that once the initial cost of introducing them has been undertaken, the maintenance of new procedures becomes a smooth process. On the other hand, procedures may lead to pay lip service to Requirements without devoting true effort to its continuous improvement. Here lies the main threat to the effectiveness of the QA system. Another strength of the system is its reliance on peer review. Peer review ensures wide acceptance provided that the number of reviewers/experts involved being large enough (so that they are not perceived as a small number of ANVUR affiliates but as representatives of

the academic community) and their competence being high. While the number of disciplinary experts is still limited, we are more than doubling it in the next few months; this will solve a number of problems, but will be a major challenge for our training procedures.

Opportunities for a better evaluation system, in which the focus on processes is enriched with information on outcomes, potentially arise from two ANVUR projects. The first aims at achieving a more effective use of students' opinions in the management of programmes. The second aims at introducing comparable tests (of both disciplinary competences and transversal skills like literacy, numeracy and problem solving) across the university system at the initial and last year of programmes. Greater reliance on outcomes requires nevertheless some caution, especially in situations in which the analysis of processes leads to conclusions which are not in line with actual results. With the conclusion of the first cycle of institutional accreditation in 2020, ANVUR will conduct a survey about the effectiveness and impact of its procedures among Universities and main stakeholders. On the basis of review feedback, ANVUR intends to prepare a fully-fledged SWOT analysis.

SWOT ANALYSIS

<p>STRENGTH</p> <ul style="list-style-type: none"> • Resilience of procedures once they are introduced • Reliance on peer review • Well structured forms (SUA-CDS, SUA-RD, SMA, riesame ciclico) • Well defined QA actors within the institutions (NdV, PQA; CPDS) • CEV autonomy • Highly qualified, committed and experienced experts • Research and Third Mission procedures/outcomes taken into account in QA evaluations 	<p>WEAKNESS</p> <ul style="list-style-type: none"> • The number of disciplinary experts is still limited. • External Coordinator of CEV (due to lack of permanent staff) • Expert training is still traditional (highly human resources consuming) • Heterogeneity in CEV evaluation • Lack of a web based platform to help the work of CEV • Lack of a comprehensive regulation for the evaluation of AFAM institutions and programmes, referring explicitly to ESG • Incompleteness of criteria and indicators for online universities
<p>OPPORTUNITY</p> <ul style="list-style-type: none"> • Spread of AQ culture and establishment of networks of experts and specialized competences • IT technologies to guarantee improving continuous training for external experts • The increase in the number of the experts may foster acceptance in the community. • Greater use of outcomes indicators 	<p>THREATS</p> <ul style="list-style-type: none"> • bureaucratization • political climate against meritocracy and more generally evaluation • Inconsistency between outcome indicators and process based evaluation. • New tasks (especially in the AFAM sector) without corresponding resources • Fixed-term contracts excluded by general legislation on public employment

5.3 Current challenges and areas for future development

Legislation has attributed a range of tasks to ANVUR which is probably wider and more challenging than those of most QA Agencies in Europe. The Agency' evaluations span the full range of activities of the Universities. In this context, the challenge in future years is unify in a unique framework all information that ANVUR collect pursuing these activities, relating it to the accreditation processes; This may require adding new specialized figures within the CEVs: examples are the role of ANVUR in supervising the functioning of the internal administrative evaluation systems of the Universities (relevant for the non-academic staff) and in assessing their third mission/impact activities.

Only recently legislation has assigned a role to ANVUR concerning the QA of the AFAM system. For example, for the first time this year the Agency is facing the challenge to assess (for initial accreditation) the second cycle diploma of all Higher education institutions in Art, Music and Dance. There are 584 submitted proposals. The context is different from that of the University system; in the AFAM system the role of ANVUR is still partial, as not all programmes/institutions are accredited by the Agency. It is likely (and advisable) that a comprehensive responsibility will be attributed to ANVUR in the near future. Such a development, while convincing in terms of regulatory design, will certainly represent a major challenge for the Agency. Important challenges will also stem from the ongoing process towards a more comprehensive assessment of post-graduate programmes.

Glossary of Terms

ASN Abilitazione Scientifica Nazionale (National Scientific Qualification): It is a national screening of candidates to Professor positions. (<http://abilitazione.miur.it/public/index.php>)

CEV Commissione di Esperti per la Valutazione (Committee of evaluation experts): committee appointed by ANVUR for evaluation procedures. Each CEV includes external experts selected from a public *Register of Expert* (see in *Glossary of Terms*).

CNSU (Consiglio Nazionale degli Studenti Universitari) National Council of University Students: is the advisory body representing students enrolled in Italian universities at all levels (EQF = 6, 7, 8). It consists of 28 members elected by students enrolled in undergraduate and master programmes, 1 member elected by students enrolled in post graduate Programmes and 1 member elected by PhD students. (<http://www.cnsu.miur.it/>)

Conferenza Unificata: sede congiunta della Conferenza Stato-Regioni e della Conferenza Stato-Città ed autonomie locali, opera al fine di favorire la cooperazione tra l'attività dello Stato e il sistema delle autonomie ed esaminare le materie e i compiti di comune interesse.

http://www.statoregioni.it/home_UNI.asp?CONF=UNI)

CODAU Convegno dei Direttori generali delle Amministrazioni Universitarie (Conference of University Administrative Directors -): <http://www.codau.it/>)

CPDS (Commissione Paritetica Docenti-Studenti) Joint Teaching-Student Committee: committee established at departmental level, of homogeneous Academic Programme aggregates, or possibly at a linking organisation level, composed in equal measure by teachers and students. It monitors the education and quality of teaching, identifying indicators for the evaluation of results and formulating judgements on the activation and cancellation of Programmes. It prepares an annual report for each programme which must be sent to the Evaluation Unit and the Academic Senate.

CRUI (Conferenza dei Rettori delle Università Italiane) Board of Rectors of Italian Universities: <https://www.cru.it/>)

CUN (Consiglio Universitario Nazionale) National University Council: <https://www.cun.it/homepage/>)

MIUR: Italian Ministry of Education, Universities and Research, that is the government department responsible for the education system, the higher education system and research <http://www.miur.gov.it/>).

National Academy of the Lincei (Accademia Nazionale dei Lincei): founded in 1603, it is the oldest scientific academy in the world (it counts, among its first members, Galileo Galilei). The aim of the Accademia Nazionale dei Lincei is to promote, coordinate, integrate and spread scientific knowledge in its highest expression, in the unity and universality of culture. The Academy is divided into two Classes: Physical, Mathematical and Natural Sciences and Moral, Historical and Philological Sciences. Each of the two Classes comprises 90 national members, 90 corresponding members and 90 foreign members.

<http://www.lincci.it/>)

National Observatory for medical post-graduate education (Osservatorio nazionale della formazione medica specialistica): Committee (composed by representatives of MIUR, the Health Ministry, the Italian Conference of Rectors, the Regions and students in Post-gradual medical programs) in charge of setting the standards for the accreditation of Post Graduate Medical Programmes and of monitoring the results of education.

NdV (Nucleo di Valutazione) Independent Evaluation Unit: body in charge of verifying and evaluating, the quality and effectiveness of the University's education, research activities, the correct facilities and personnel management, the impartiality and the adequate

administration performance in line with the international and legal guidelines and ANVUR's criteria. The Evaluation Unit annually prepares a report containing the results of its verification activities. The Evaluation Unit composition (which may include from a minimum of five to a maximum of nine mainly external members) is governed by individual University Articles of Association.

PQA (Presidio della Qualità di Ateneo) Unit responsible for the internal QA system: an organisation that supervises University QA procedures in Programmes and Departments. It operates following guidelines formulated by the Governing Bodies, ensuring the management of internal and external information flows and supporting the organisations. Individual Universities autonomously define the QA composition and functioning.

Register of experts (Albo degli esperti della valutazione): recruited through public calls. Eligible candidates must undergo a specific training session according to the expert profile they applied to. Profiles are:

QA System Experts; are responsible for assessing the University aspects and checking compliance with Requirements R1, R2, R4.A. From the Register of System Experts is selected the CEV President.

Disciplinary Experts; are assigned to one or more programmes for the verification of the R3 requirement and departments (R4.B).

Student Experts; evaluate any aspects that directly concern the students in the University, programme and department.

E-learning Experts; are included in the CEV when there is an online University in the evaluation or at least one online programme delivered in a traditional University. They evaluate the e-learning teaching methodologies and the technological platforms.

Coordinator; assists the CEV President.

The Register is published in the Agency website.

(<http://www.anvur.it/attivita/ava/albi-esperti/elenco-profili/>)

Register of AFAM experts (Albo degli esperti della valutazione del settore AFAM): recruited through public calls. Eligible candidates must undergo a specific training session according to the expert profile they applied to. Profiles are:

AFAM System Experts: are responsible for assessing the general quality aspects. From the Register of AFAM System Experts is selected the CEV-AFAM President.

AFAM Disciplinary Experts; are assigned to one or more programmes for the verification of the quality requirements specific for the typology of artistic programmes.

The Register is published in the Agency website. (<http://www.anvur.it/attivita/afam/esperti-di-valutazione-afam/albo-esperti-afam/>)

Requisiti di Qualità (Requisites): The Requirements defined by which CEV verifies: a) centrally, the vision, strategies and policies of the University for teaching, research and the third mission (R1) and the QA system put in place to implement them (R2); b) peripherally, the QA methods used by the Academic Programme for teaching (R3) and Departments for research and the third mission (R4). Each requirement is made up of one or more elements, called Indicators (with RN.X numbering).

Scheda di Monitoraggio Annuale (Annual self-assessment programme form): this self-assessment form, based on the set of indicators (regarding teaching, internationalization level, quality of research environment, employability) provided by ANVUR and filled out once a year by every study programme, analyse the critical aspects according to the risk-assessment methodology.

SUA-CdS Scheda Unica Annuale dei Corsi di Studio (Annual programme form -): this is a functional document for the planning, implementation, management, self-assessment and planning of the study programme. It collects the information needed to make public the outgoing profiles, education objectives, education path, learning outcomes, roles and responsibilities that pertain to the management of the study programmes QA, the conditions for the periodic review of its system, any corrections and possible improvements.

SUA-RD Scheda Unica Annuale della Ricerca Dipartimentale (Annual departmental research form): A document that collects information and data on scientific objectives, research activities, organisation and their results, quality policies pursued for research and its promotion, and critical observations (review). This tool allows Departments and Universities to consider their research planning activities while providing students, families and stakeholders with an overview of the skills existing in the Departments and their research activities.

SUA website database of SUA: website owned by the Ministry that has the function of a database, containing the entire educational offer (EQF levels 6 and 7) of the University system: for every academic year, since 2013/2014, there are the SUA-CdS for each active study programme for each institution.

The website is the official tool for study programme management and the access is granted to HEIs staff, Ministry, CUN and ANVUR.

The website contains the *Scheda di Monitoraggio Annuale* – SMA for each study programme.

[\(http://ava.miur.it/\)](http://ava.miur.it/)

VQR (Valutazione della Qualità della Ricerca) National Research Assessment of Research Quality. The exercise extends to Universities and Research Bodies. Evaluations are based on peer reviews informed (in the sector when this is appropriate) by bibliometric indicators. [\(http://www.anvur.it/attivita/vqr/vqr-2011-2014/\)](http://www.anvur.it/attivita/vqr/vqr-2011-2014/)

Annexes

The following documents in English have been (or are being) prepared for this SAR in order to support the work of the ENQA review panel. Except for the summary of the “Biannual Report”, which is partial and it has been prepared for a different purpose, and the letters from Rectors, which are not meant for publication, we plan to publish the documents in our website by the end of September 2018, after making a systematic check of consistency in the terminology used.

Attached to the SAR:

- Letters from Rectors after the on-site visits
- Summary in English of the “Biannual Report on the state of University and Research 2018”.

The following documents will be sent within the end of September 2018:

- English translation of AVA guidelines: Periodic accreditation of Universities and academic programmes guidelines
- English translation of: Periodic accreditation Report – Teramo University (2018)
- English translation of: Periodic accreditation Report – Pegaso Online University (2018)
- *English translation of Annex 1 of AVA guidelines* – brief description of procedures concerning periodic accreditation of Universities