

Sultanate of Oman
Oman Authority for
Academic Accreditation and
Quality Assurance of Education



سلطنة عُمان
الهيئة العمانية للاعتماد
الأكاديمي وضمان جودة التعليم



POLICY ON INTERNATIONAL EXTERNAL QUALITY ASSURANCE ACTIVITIES

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|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------|
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| Initiator | Centre for Higher Education Quality Assurance (CHEQA) | | |
| Contact Person | Director General of Centre for Higher Education Quality Assurance Email: CHEQA-IEQA@oaaaqa.gov.om | | |
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POLICY ON INTERNATIONAL EXTERNAL QUALITY ASSURANCE ACTIVITIES

1. Purpose

The purpose of this policy is to provide guidance to Higher Education Institutions (HEIs) in selecting an appropriate international external quality assurance agency ('IEQA Agency' hereafter) to maximise the benefit resulting from both an international external quality assurance activity ('IEQA activity' hereafter) and the developmental and reputational value of the outcome. This purpose is realised through the establishment and upkeep of OAAAQA's Recognised International Quality Assurance Agencies Register (referred to hereafter as 'IEQA Agencies Register').

A further purpose of this policy is to ensure that the public is given accurate information about the quality of an HEI or the programmes that it offers and are not misled by public announcements about review outcomes that result from activities with limited or no academic merit.

2. Scope

This policy applies to all IEQA activities carried out in the higher education sector in Oman through an IEQA Agency. For the purpose of this policy, an IEQA activity refers to institutional and/or programme recognition, equivalency, accreditation or other quality assurance processes as conducted by an IEQA Agency. However, owing to the fact that most IEQA agencies are specialised in providing IEQA services in programme review, HEIs are encouraged to benefit from the services of these agencies for programme reviews. This policy applies to the following:

2.1.1 HEIs in the public and private sectors that are about to engage in an IEQA activity.

- 2.1.2 HEIs in the public and private sectors seeking to renew any existing IEQA arrangements through an IEQA Agency.
- 2.1.3 Staff members and External Reviewers of OAAAQA charged with implementing the mechanisms described herein.

3. Policy Statement

OAAAQA takes a collaborative approach to supporting HEIs in the continuous review of their activities, systems and processes, and to this end, encourages IEQA activities where this helps an HEI identify improvements and enhance their internal systems. However, these IEQA activities do not replace the national quality assurance requirements, and HEIs are encouraged to select reputable IEQA agencies that enhance an HEI's quality assurance endeavours. This policy describes the role and process through which OAAAQA supports this activity.

4. Procedures

OAAAQA undertakes a process of vetting IEQA activities as described below:

4.1 Lodging an Application

- 4.1.1 Before commencing on any intended IEQA activity, an HEI informs OAAAQA of their intention to do so by submitting an application with details about the selected IEQA Agency (see Appendix A). One form should usually be submitted for each IEQA activity planned by an HEI. Where an HEI is submitting multiple programmes for IEQA activities by the same IEQA Agency, however, only one application form is required, provided that the submission of the self-assessment documents, or similar, for all IEQA activities indicated in the application form are scheduled to be made within twelve months of the date of application, and in the case of programme review, all the programmes proposed to undergo review fall under the same Broad field of study, according to Oman Standard Classification of Education Framework (OSCED).
- 4.1.2 As part of the application process, the HEI undertakes to facilitate OAAAQA observation of any Visit required by the IEQA Agency and nominates a contact person to liaise with OAAAQA regarding Visit details. There is no obligation on the part of OAAAQA to attend the Visit; the decision as to whether to attend the Visit or not is made by the Director General of the Centre for Higher Education Quality Assurance (DG CHEQA) based on availability of resources and as communicated to the contact person well in advance of the Visit.
- 4.1.3 When submitting an application, payment is made to OAAAQA, through an administrative fee recouped from the HEI (see Section 4.8 below) before review of the application commences.

4.2 Application Review Process

- 4.2.1 A review of the application, including the vetting of the selected IEQA Agency, may either be carried out in-house or outsourced to a member of OAAAQA's National Register of External Reviewers using the same Application form completed by the HEI (Appendix A).
- 4.2.2 In case the Listing of the IEQA Agency was already disapproved in a previous review, the HEI will be notified upon receipt of the application.
- 4.2.3 The assigned reviewer checks whether the application has merit by checking the credentials of the IEQA Agency nominated in the application (including any standards and criteria related to the proposed IEQA activity) and by ensuring that there is an appropriate alignment of IEQA Agency to

the intended purpose given by the HEI in the application form and makes the following recommendations:

- (a) Approve the application
- (b) Reject the application

4.2.4 An HEI may be approached to request additional information if the application is incomplete or insufficient for the reviewer to make a recommendation.

4.2.5 The assigned reviewer also checks whether the nominated IEQA is already listed in OAAAQA's IEQA Agencies Register. The reviewer shall make one of the following recommendations with justification (Appendix A):

- (a) If the IEQA Agency is already listed on the Register, the reviewer may recommend either retaining or delisting the IEQA Agency on the Register.
- (b) If the IEQA Agency is not listed on the Register, the reviewer can recommend either listing or disapproval of the listing of the IEQA Agency on the Register.

4.2.6 CHEQA monitors the progress of each IEQA application review. This includes verification of the reviewer's recommendations against the review findings and rationale underpinning their decision in order to ensure the objectivity and fairness of the review. Recommendations arising from HEI application review are approved by the DG CHEQA.

4.2.7 CHEQA prepares a report for the periodic review of the National Register Committee for Recognised International Quality Assurance Agencies in Higher Education Institutions in the Sultanate of Oman (Referred to hereafter as 'National Register Committee' (NRC) - see section 5.1) summarising any recommendations for adding or removing of IEQA agencies from the IEQA Agencies Register (see Section 5). Recommendations regarding the status of IEQA Agencies are approved by the NRC.

4.3 Positive Application Outcome

4.3.1 Applications result in a positive outcome where an application is recommended as having **merit**. Merit is estimated in terms of the HEI making an appropriate choice of IEQA Agency based both on the *quality* of that agency and the selection of an *appropriate type* of agency for the intended purpose given by the HEI in the application form.

4.3.2 If the review reaches a positive outcome:

- (a) OAAAQA informs the HEI that it may proceed with the IEQA activity in the knowledge that the outcome of the IEQA Activity may be made public later.

- (b) The HEI must submit a copy of any self-study required by the IEQA Agency, where available, to OAAAQA before the commencement of any related IEQA visit. OAAAQA will refer to this self-study for the purpose of understanding the processes of each specific IEQA Agency.

4.3.3 A further feature of a positive application outcome is that any IEQA Agency not currently listed on the IEQA Agencies Register is recommended to the NRC, through the CEO's office, for listing.

4.4 Negative Application Outcome

4.4.1 Applications result in a negative outcome where they are deemed to have minimal or no merit. This is determined where an HEI has made an inappropriate choice of IEQA Agency, either because the agency lacks merit or because there is an inappropriate alignment of IEQA Agency to the intended purpose given by the HEI in the application form.

4.4.2 If the review reaches a negative outcome:

- (a) The HEI is encouraged to find an alternative IEQA Agency.
- (b) OAAAQA informs the public of any attempt by the HEI to publicise the outcome of the IEQA activity from an unrecognised agency on the OAAAQA website and through any other means deemed appropriate to safeguard public interest as far as the quality of education is concerned.

4.4.3 A further feature of a negative application outcome is that any IEQA Agency already listed on the IEQA Agencies Register may be recommended to the NRC, through the CEO's office, for delisting.

4.5 Indicative Timeline

OAAAQA informs the HEI of the application review outcome within four weeks of receiving the application and payment of the administrative fee (see Appendix D: Process Diagram).

4.6 Approval of Press Release

If and when an HEI decides to publicise the outcome of the IEQA activity, it is implemented through the following means (see Appendix D: Process Diagram).

4.6.1 The HEI submits the final IEQA report and certificate issued by the IEQA Agency to OAAAQA together with a request for approval of any intended press release regarding the outcomes of the IEQA activity (see Appendix B).

4.6.2 Press releases must include the following statement, completed with the appropriate details: HEI announces that the International External Quality Assurance (IEQA) process conducted by IEQA Agency in [Country] and approved by OAAAQA has resulted, on DD/MM/YYYY [Date], in the following outcome: XYZ [eg, Programme Accreditation].

4.6.3 CHEQA checks that the release reflects the IEQA outcome in a transparent and ethical way and either approves (with or without amendments) or rejects the HEI's request to publicise the result within two weeks of receipt of the request for approval.

4.6.4 Any HEI that publicises the outcome of an IEQA activity despite having received a rejection from OAAAQA (under 4.4) is held in contempt of this policy. In this situation, OAAAQA is entitled to publish a counter statement in the interest of safeguarding stakeholder rights to receive accurate information on matters pertaining to the Higher Education Sector. This counter statement may be made through the OAAAQA website or through any other channel of communication deemed effective, including the notification of OAAAQA EQA Panels assigned to review the HEI in the future.

4.7 Appeal

An HEI may appeal a negative application outcome using the form in Appendix C. The Appeal is considered by the NRC whose decision is final (see Appendix D: Process Diagram).

4.8. Administrative Fee

4.8.1 A non-refundable fee of OMR 230 is payable for each IEQA application form in order to help defray the costs of administering the process described above.

4.8.2 The fee is payable on submission of the IEQA application to OAAAQA. It is not possible for OAAAQA to commence review of an application without receipt of the fee.

4.8.3 More than one IEQA activity (for example, a cluster of programmes) may be included in each application, provided that all IEQA activities listed are conducted by the same IEQA Agency and the submission of the self-assessment documents, or similar, for all IEQA activities indicated in the application form are scheduled to be made within twelve months of the date of application, and in the case of programme review, all the programmes proposed to undergo review fall under the same Broad field of study, according to Oman Standard Classification of Education Framework (OSCED).

4.9 IEQA Outcomes and OAAAQA EQA Processes

4.9.1 It is the responsibility of the HEI to inform the panel conducting an OAAAQA External Quality Assurance (EQA) review about any IEQA activities undertaken. This is facilitated through the EQA submission.

4.9.2 Materials submitted to the OAAAQA as part of the IEQA application and observation of an IEQA activity, including copies of the HEI's self-study and the resulting report, are treated as confidential to the HEI unless they appear already in the public domain.

4.9.3 OAAAQA respects the decisions of HEIs with regard to their IEQA activities, including the decision to undergo accreditation by an IEQA Agency of their choice. An HEI must abide by the stipulation, however, not to publish the outcome without OAAAQA having endorsed their choice of IEQA Agency (through Appendix A) and having approved the HEI's request to publicise the IEQA outcome (Appendix B).

5. Maintenance of the IEQA Agencies Register

OAAAQA is charged with gaining a body of knowledge regarding the work of IEQA Agencies and maintaining an updated register of recognised agencies. It undertakes this through the means described below.

5.1 Composition and Responsibilities of the NRC

5.1.1 The NRC is established by the OAAAQA Board and meets according to the committee's terms of reference (ToR).

5.1.2 The NRC is comprised of the following:

- The CEO of OAAAQA (Chair)
- The Director General of CHEQA
- One representative from MoHERI (the Head of the Equivalency Department)
- Four representatives from the Higher Education sector in Oman (two from private HEIs and two from public HEIs)
- Two selected members of OAAAQA's National Register of External Reviewers (representing different professions)
- At least one QA Expert from OAAAQA.
- The Director of External Review Activities Support Department (ERASD) in OAAAQA (Rapporteur).

5.1.3 The NRC is responsible, as specified by ToR, for reviewing and approving recommendations about the inclusion of additional or the removal of existing IEQA Agencies from the IEQA Agencies Register. This is carried out through the review of periodic reports on the Register prepared by the ERASD Director. Decisions taken by the NRC to add or delist IEQA Agencies from the register are implemented by ERASD Director.

5.1.4 Appeals against IEQA application outcomes are reviewed and decided upon by the NRC.

5.2 Responsibilities of OAAAQA in Maintaining the IEQA Agencies Register

5.2.1 CHEQA, through ERASD, is responsible for building, maintaining and updating the IEQA Agencies Register as a record.

5.2.2 ERASD Director ensures that all recommendations and/or decisions regarding the IEQA Agencies Register arising out of the IEQA application process, or through any of the methods shown herein (see Sections 4.2 and 5.3), are appropriately processed.

5.2.3 ERASD Director prepares periodic reports on the IEQA Agencies Register and facilitates NRC meetings through, for example, the preparation of agenda and the circulation of minutes.

5.2.4 ERASD Director ensures that all decisions taken by the NRC are acted upon and appropriately recorded.

5.3 Methods of Gathering Information for the Establishment and Upkeep of the IEQA Agencies Register

5.3.1 Recommendations for inclusion of IEQA agencies on the IEQA Agencies Register are made, supported by appropriate evidence, through the following means:

- (a) Input of HEIs and External Reviewers in the initial establishment of the register as instigated by OAAAQA
- (b) Input of HEIs and External Reviewers engaged in the IEQA application process as described above (see Section 4.2)
- (c) Observations of OAAAQA in the processes of IEQA activities
- (d) Use of established and trusted listings of recognised IEQA agencies

5.3.2 Recommendations for Disapproval and delisting of IEQA Agencies are made through the means listed above and through identification of fraudulent or unprofessional activity reported upon through trusted sources (for example, through notification by higher authorities or regional and international networks).

5.4 Period of the IEQA Agencies Register Validity

Decisions regarding inclusion of IEQA agencies on the IEQA Agencies Register are valid for five years unless overturned by the NRC in a review of new information, supported by the appropriate evidence.

6. Abbreviations

| | |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| CEO | Chief Executive Office |
| CHEQA | Centre for Higher Education and Quality Assurance |
| EQA Activity | External Quality Assurance Activity |
| ERASD | External Review Activities Support Department within CHEQA |
| HEI | Higher Education Institution |
| INQAAHE | International Network of Quality Assurance Agencies in Higher Education |
| IEQA | International External Quality Assurance |
| OAAAQA | Oman Authority for Academic Accreditation and Quality Assurance of Education |
| NRC | The National Register Committee for Recognised International Quality Assurance Agencies in Higher Education Institutions in the Sultanate of Oman |

7. Definitions

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|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EQA Activity | Any OAAAQA Quality Audit or Standards Assessment activity such as: <ul style="list-style-type: none">• Institutional Standards Assessment• Programme Standards Assessment• General Foundation Programme Quality Audit• Reaccreditation Activities• Institutional Standards Reassessment Activities |
| IEQA Activity | An EQA activity undertaken by an international agency. |
| IEQA Agency | An agency that offers IEQA activities (such as institutional and/or programme recognition, equivalency, accreditation, validation or other quality assurance processes) to HEIs in Oman. |
| IEQA Agencies Register | A listing of Recognised International External Quality Assurance Agencies which is created, maintained, and published by OAAAQA. |

8. References

- International Network of Quality Assurance Agencies in Higher Education (INQAAHE) (2022). *International Standards and Guidelines for Quality Assurance in Tertiary Education*. Retrieved 15 May, 2023, from <https://www.inqaahe.org/international-standards-and-guidelines-quality-assurance-higher-education-isgs>Royal Decree 09/2021 establishing OAAAQA and its mandate
- All OAAAQA EQA Manuals
- Royal Decree 27/2023 issuing the Higher Education Law
- Decision No. 1/2022, dated 2 March 2022 regarding the fees for the review of international external quality assurance activities' applications; published in the Official Gazette, Issue 1432.

Appendix A: IEQA Activity Application Approval Form

Please use this form to apply for OAAAQA approval *before* commencing your planned IEQA activities if you wish to be permitted to publicise the outcome of this IEQA activity. In case the Listing of the IEQA Agency was already disapproved in a previous review, the HEI will be notified upon receipt of the application. This template is also intended to record the reviewer's assessment of the application for OAAAQA approval of an International External Quality Assurance (IEQA) activity. **Please give full responses to the questions below and feel free to expand the space to fit.**

NOTE: This form is to be completed, signed and submitted in PDF format, along with a WORD copy.

| Key Information | | | |
|------------------------------|-------------------------------------|----------------------------------|---------------------------------------------------|
| HEI in Oman | <i>[To be completed by the HEI]</i> | HEI's Most Senior Representative | <i>[To be completed by the HEI]</i> |
| HEI's Contact Person | <i>[To be completed by the HEI]</i> | Name of Reviewer | <i>[To be completed by the External Reviewer]</i> |
| HEI's Contact Person's Email | <i>[To be completed by the HEI]</i> | Reviewer's Email | <i>[To be completed by the External Reviewer]</i> |
| IEQA Agency Details | | | |
| Name of IEQA Agency | Text by the HEI: | Home Country of IEQA Agency | Text by the HEI: |
| | <i>[HEI to insert text here]</i> | | <i>[HEI to insert text here]</i> |
| | Text by the External Reviewer: | | Text by the External Reviewer: |

| | | | | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------|
| | <i>[External Reviewer to insert comments here]</i> | | | <i>[External Reviewer to insert comments here]</i> |
| Website of IEQA Agency | Text by the HEI: | | Other Programmes Quality Assured by the same IEQA Agency for the applicant | Text by the HEI: |
| | <i>[HEI to insert website link here]</i> | | | <i>[HEI to give link to a listing of HEIs and/or programmes]</i> |
| | Text by the External Reviewer: | | | Text by the External Reviewer: |
| | <i>[External Reviewer to insert comments here]</i> | | | <i>[External Reviewer to insert comments here]</i> |
| Type of IEQA | HEI to select as applicable: | | | |
| | <input type="checkbox"/> Accreditation <input type="checkbox"/> Reaccreditation <input type="checkbox"/> Recognition <input type="checkbox"/> Alignment <input type="checkbox"/> Other (please clarify) | | | |
| | | | | |
| | <i>[External Reviewer to insert comments here]</i> | | | |
| Scope of proposed IEQA | <input type="checkbox"/> Institutional IEQA | <i>HEI to Specify the college/faculty undergoing the IEQA</i> | | |
| | <input type="checkbox"/> Programme IEQA | <i>List the programme(s) selected for review by the international Agency</i> | | |
| | <i>[External Reviewer to insert comments here]</i> | | | |

| | | | |
|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| | | | |
| A brief overview of the IEQA Agency | Text by the HEI: | Text by the External Reviewer: | |
| | <i>[HEI to write a brief overview of the IEQA Agency]</i> | <i>[External Reviewer to insert comments here]</i> | |
| Reasons for Selecting this IEQA Agency | Text by the HEI: | Text by the External Reviewer: | |
| | <i>[HEI to indicate why they selected this particular IEQA agency to carry out EQA activities in the institution or programme(s)]</i> | <i>[External Reviewer to insert comments here]</i> | |
| Please answer each of the questions below and provide links (where relevant) to the IEQA's documentation. | | | |
| 1 | Is this IEQA Agency endorsed by the national government in its home country? | Text by the HEI: | Text by the External Reviewer: |
| | | <i>[If yes, HEI gives a website link for this information]</i> | <i>[External Reviewer to insert comments here]</i> |
| 2 | Does the agency have a certificate of recognition/ accreditation/ alignment by a recognised international QA network or agency? | Text by the HEI: | Text by the External Reviewer: |
| | | <i>[If yes, HEI states the name(s) of network(s)/Agency and provide the link(s) to this information]</i> | <i>[External Reviewer to insert comments here]</i> |
| 3 | Does the IEQA have the mandate to conduct cross-border QA operations? | Text by the HEI: | Text by the External Reviewer: |
| | | <i>[If yes, HEI gives a website link for this information]</i> | <i>[External Reviewer to insert comments here]</i> |
| 4 | | Text by the HEI: | Text by the External Reviewer: |

| | | | |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------------------|
| | What does the scope of quality assurance activities for the selected IEQA Agency cover (i.e. institutional and/or programme reviews)? | <i>[HEI to insert text here]</i> | <i>[External Reviewer to insert comments here]</i> |
| 5 | Does the IEQA Agency have an official website and is indicative of a professional establishment? | Text by the HEI: | Text by the External Reviewer: |
| | | <i>[HEI to insert text here]</i> | <i>[External Reviewer to insert comments here]</i> |
| 6 | Are the IEQA standards or criteria publicly accessible? | Text by the HEI: | Text by the External Reviewer: |
| | | <i>[HEI to insert text here]</i> | <i>[External Reviewer to insert comments here]</i> |
| 7 | Do the IEQA Agency policy and practice reflect their Mission, Vision and Values? | Text by the HEI: | Text by the External Reviewer: |
| | | <i>[HEI to insert text here]</i> | <i>[External Reviewer to insert comments here]</i> |
| 8 | When will the self-study documents be submitted? | <i>[HEI to insert text here]</i> | |
| 9 | When are the planned visit date(s)? | <i>[HEI to insert text here]</i> | |
| 10 | How will the proposed IEQA review be conducted (On-site, virtual or blended)? | <i>[HEI to insert text here]</i> | |

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|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 1 1 | What is the total cost of the IEQA activity [expressed in Omani Rials]? | <i>[HEI to insert text here]</i> | |
| 1 2 | What is the validity period of the IEQA review outcomes? | <i>[HEI to insert text here]</i> | |
| 1 3 | Will the cited IEQA activity bring value to this HEI in QA terms? | Text by the HEI: | Text by the External Reviewer: |
| | | <i>[HEI to insert text here]</i> | <i>[External Reviewer to insert comments here]</i> |
| HEI Declaration [This section is to be completed by the HEI] | | | |
| Declaration | <p>As the highest authority of <i>[HEI]</i>, I hereby:</p> <ul style="list-style-type: none"> • Declare that the above information is correct to the best of my knowledge • Invite a representative from OAAAQA to observe the Visit • Undertake to ensure the outcome of this IEQA activity is publicised accurately after OAAAQA's approval. | | |
| Signature | | Date | <i>dd/mm/yyyy</i> |
| Name and Title | | Designation or Position | |
| Overall evaluation [This section is to be completed by the External Reviewer] | | | |
| 1 | Has the HEI chosen a suitable IEQA Agency, given the reasons cited for its selection? | <i>[External Reviewer to explain why accreditation [or other QA activity] with this agency is unsuitable – e.g., the agency specialises in institutional rather than programme review; the agency is weak; the agency is unrecognised, the agency is dedicated to vocational education]</i> | |

| | | | |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 2 | <p>Based on your review, is this agency recommended to be added to, retained on, disapproved or delisted from OAAAQA's IEQA Agencies Register and for which IEQA activity/activities?</p> | <p><i>[External Reviewer to indicate if the IEQA Agency is to be listed to, retained on, disapproved or delisted and for which activities.]</i></p> | |
| 3 | <p>In summary, do you recommend approving or rejecting the HEI's application?</p> | <p><i>[External Reviewer to indicate approval or rejection]</i></p> | |
| Declaration | | <p>As the appointed reviewer of this application for IEQA Activity, I hereby declare that the above information is correct to the best of my knowledge but any subjective information given herein represents my own opinion.</p> | |
| Signature | | Date | <i>dd/mm/yyyy</i> |
| Name and Title | | Designation or Position | |
| <p>ERASD verification [This section is to be completed by the ERASD after verifying the above information]</p> | | | |
| ERASD Staff | | | |
| Date | | <i>dd/mm/yyyy</i> | |

The completed form should be sent to the External Review Activities Support Department within CHEQA at OAAAQA (CHEQA-IEQA@oaaaqa.gov.om) before commencing IEQA activities if the HEI wishes to publicise the IEQA outcome. Please note, a decision is made based on the information made available

to OAAAQA at the point of application and a new application must therefore be made for each new (or renewed) IEQA Activity sought. Only one IEQA Agency may be specified in each application but multiple IEQA activities may be included, provided that the submission of the self-assessment documents, or similar, for all IEQA activities indicated in the application form are scheduled to be made within twelve months of the date of application, and in the case of programme review, all the programmes proposed to undergo review fall under the same Broad field of study, according to Oman Standard Classification of Education Framework (OSCED). Upon receipt and initial assessment of the application, the HEI will be contacted and requested to pay the application fee of OMR 230.

Appendix B: IEQA Activity Outcome Publication Approval Request Form

Please use this form to apply for approval from OAAAQA for the publication of an International External Quality Assurance (IEQA) activity outcome. In addition, please attach your draft press release in Arabic and English with this form.

| IEQA Activity Outcome Publication Approval Request Form | | | |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HEI | | HEI's Senior Most Representative | |
| IEQA Agency | | Type of IEQA Activity | <input type="checkbox"/> Accreditation <input type="checkbox"/> Reaccreditation <input type="checkbox"/> Recognition <input type="checkbox"/> Alignment <input type="checkbox"/> Other <i>(Please click all that apply)</i> |
| If it was a Programme IEQA, please identify which programme(s) underwent the review | | | |
| Has your institution/programme undergone the review successfully by the above IEQA Agency? | | | |
| When and where was the outcome formally communicated to your HEI? | <i>[Please specify the date and provide a link, if any, to the IEQA Agency's website]</i> | | |
| What is the validity period of this IEQA outcome? | <i>[Number of years and expiry date]</i> | | |
| Did OAAAQA attend the Visit of this activity? | <i>[If Yes please specify the Date]</i> | | |
| Did you share a copy of your self-study for this IEQA activity with OAAAQA? | <i>[Give date or please submit now]</i> | | |
| Did you share a copy of the IEQA report with OAAAQA? | <i>[Give date or please submit now]</i> | | |
| Have you attached the draft press release in English and Arabic? | <i>[Please attach the draft press release in WORD format]</i> | | |

| | | | |
|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|-------------------|
| Does the attached draft press release include the approved template statement specified in OAAAQA's IEQA policy? | | <i>[Please refer to Section 4.6 of OAAAQA's IEQA policy]</i> | |
| When are you hoping to publish the press release? | | <i>[Please specify the Date]</i> | |
| Declaration | As the highest authority of <i>[HEI]</i> , I hereby declare that the above information is correct to the best of my knowledge. | | |
| Signature | | Date | <i>dd/mm/yyyy</i> |
| Name and Title | | Designation or Position | |

The completed form should be sent to the External Review Activities Support Department within CHEQA at OAAAQA before publicising an IEQA outcome: CHEQA-IEQA@oaaaqa.gov.om.

Appendix C: IEQA Appeal Application Form for IEQA Review Outcome

Sultanate of Oman
Oman Authority for
Academic Accreditation and
Quality Assurance of Education



سلطنة عُمان
الهيئة العمانية للاعتماد
الأكاديمي وضمان جودة التعليم



Authority for Academic Accreditation and Quality Assurance of Education

Appeal Application Form Against the Outcome of an IEQA Application Review

Please use this form to appeal against a negative review outcome of an application for an IEQA activity.

| Part A: HEI's Information | | | |
|------------------------------------------|-------------------------------------|------------------------------------------|-------------------------------------|
| HEI Name in Oman | <i>[To be completed by the HEI]</i> | HEI's Most Senior Representative | <i>[To be completed by the HEI]</i> |
| HEI's Contact Person | <i>[To be completed by the HEI]</i> | HEI's Contact Person's Email | <i>[To be completed by the HEI]</i> |
| Date of HEI's IEQA Application to OAAAQA | <i>[dd/mm/yyyy]</i> | Date of Receipt of OAAAQA Review Outcome | <i>[dd/mm/yyyy]</i> |

| IEQA Agency Details | | | |
|---------------------|-------------------------------------|-----------------------------|-------------------------------------|
| IEQA Agency | <i>[To be completed by the HEI]</i> | Home Country of IEQA Agency | <i>[To be completed by the HEI]</i> |
| IEQA Agency Website | <i>[To be completed by the HEI]</i> | | |

| | | |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Type of IEQA | HEI to select as applicable: <input type="checkbox"/> Accreditation <input type="checkbox"/> Reaccreditation <input type="checkbox"/> Recognition <input type="checkbox"/> Alignment <input type="checkbox"/> Other _____ (please _____ clarify) | |
| Scope of proposed IEQA | <input type="checkbox"/> Institutional IEQA | <i>HEI to Specify the college/faculty undergoing the IEQA</i> |
| | <input type="checkbox"/> Programme IEQA | <i>List the programme(s) selected for review by the international agency</i> |
| Rationale for Appeal | <i>[To be completed by the HEI]</i> | |

| Appeal Decision [This section is to be completed by the ERASD Director who is the rapporteur in the NRC] | | | |
|----------------------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------|-------------------------------------------|
| Reviewed on | <i>dd/mm/yyyy</i> | Reviewed by | |
| IEQA Agency listed on OAAAQA Register | <i>[Yes / No]</i> | Application Review Outcome | <i>[Approved/Rejected]</i> |
| IEQA Agency Focus | <i>[Accreditation, Recognition, etc...]</i> | IEQA Agency Type/ Scope Area | <i>[Institutional, Programme or Both]</i> |
| Reasons for Rejecting this IEQA Agency | | | |
| Appeal Decision by NRC | | | |
| Date NRC's Decision | | | |

Appendix D: IEQA Activity Application Process

The following process diagram is intended to help an HEI see at a glance the key steps in seeking OAAAQA approval for their selected IEQA activity.

