

13 Follow-up procedures

In order to assist visited institutions in the post-site-visit process and to enable MusiQuE to assess its impact, a peer-reviewed follow-up process is offered optionally in the case of Quality Enhancement Reviews and on a compulsory basis in the case of accreditation procedures.

13.1 Follow-up template

For the follow-up process, a template has been developed (see <http://www.musique-ge.eu/documents/templates>). The template is made up of three columns:

- The issues pointed out by the Review Team as elements to be developed/ further developed are listed in the first column. In the case of an accreditation procedure, the conditions imposed by the Review Team (as well as the recommendations, if so wished by the institution) are listed.
- The second column, initially empty, is to be filled in by the institution with short reports of the actions undertaken for each element of improvement/each condition (and, if applicable, each recommendation) announced by the Review Team. In cases where the institution has not followed one or more conditions or recommendations, the reasons for this will need to be explained in this column.
- The third column, initially empty will include the comments of the Review Team on the reports drafted by the institution in the second column.

The template is sent to the institution together with the letter informing the institution of the MusiQuE Board's endorsement of the review report or of the accreditation decision. The letter also indicates the deadline by which the template needs to be sent back to the MusiQuE staff. In the case of accreditation procedures where formal conditions have been imposed, the accompanying letter stresses the crucial importance of observing this deadline and the potential threat of accreditation being jeopardised if satisfactory reporting on the fulfilment of the conditions is not made by that deadline.

13.2 In the case of Quality Enhancement Reviews

There are no conditions, but only recommendations in the case of quality enhancement reviews; the follow-up process is therefore voluntary. If the institution wishes to undergo a follow-up process, it will be asked to fill in the MusiQuE follow-up template within 1 year and to provide evidence of what has been improved during that period.

The MusiQuE Board will consult the Review Team which conducted the initial review of the institution/programme. One or more members of the team will be asked to study the template filled in by the institution, as well as the evidence provided, and to fill in the third column of the follow-up template with comments and, if appropriate, further recommendations.

The MusiQuE Board will endorse the follow-up report, and send it back to the institution with a covering letter. The Board may wish to indicate names of individuals from the music education sector who could act as consultants on areas which need to be further developed, and may refer the institution to AEC Counselling visits, where appropriate.

The costs related to this follow-up procedure will be charged to the institution and will be specified at the point where the institution is invited to avail itself of the procedure.

If it is felt by the Review Team or the MusiQuE Board that the material is not sufficient to assess the fulfilment of the conditions then, subject to the agreement of the institution, a team of two individuals from the initial Review Team will be asked to visit the institution a second time at the cost of the institution. The same additional action can be implemented at the request of the institution itself if it wishes an actual site-visit as part of the follow-up process.

13.3 In the case of accreditation procedures

In the case of an accreditation, there are 2 levels of follow up: recommendations and conditions

13.3.1 Recommendations:

The recommendations will be clearly listed in the reviewers report and will need to be addressed by the institution in its self-evaluation report at the next renewal of accreditation. In addition, the institution can ask that the follow-up procedure applied to any conditions made by the Review Team should also apply to the recommendations made. In this case, the procedure detailed below will apply to the recommendations as well as the conditions.

13.3.2 Conditions:

The follow-up template will list all the conditions made by the Review Team, and a deadline of normally up to 12 months will be given to the institution to fill in the template and provide evidence that the conditions have been implemented. In exceptional circumstances, the MusiQuE Board may shorten or extend this deadline (see also 11.2.2).

- The MusiQuE Board will proceed as for voluntary follow-up procedures: the template will be sent to the Review Team, who will study all the material and fill in the third column “sur dossier” to assess whether the conditions have or have not been adequately fulfilled
- The MusiQuE Board will then consider the completed template and decide on the fulfilment or otherwise of the conditions
- If it is felt by the Review Team or the MusiQuE Board that the material is not sufficient to assess the fulfilment of the conditions, a team of 2 reviewers from the initial Review Team will be asked to visit the institution a second time at the cost of the institution
- If the evidence “sur dossier” suggests that the conditions have not been fulfilled, the Board may offer an extension of the deadline, arrange a follow-up visit as above or, in extreme cases, withdraw conditional accreditation as described in 11.2.2.

13.4 Periodicity of review procedures

In as much as internal quality assurance processes should be continuously undertaken to ensure a constant care for quality and a constant improvement of all provisions, external review procedures should additionally take place at regular intervals.

The period of time between two reviews will inevitably vary, as MusiQuE operates all across Europe, with different periods set by national regulations. All institutions choosing MusiQuE for their review will be encouraged to be reviewed every six years: the institution will normally be approached by the MusiQuE staff in the fifth year following the last review with a proposal to start a new review procedure. However, when the interval between two reviews set by the national legislation is shorter or longer than six years, it is this interval which will be taken as a reference and the timing of the approach from MusiQuE staff will be adjusted accordingly.