

EVALUATION PROCEDURE

INFORMATION ON THE PROCESS FOR MEMBERS EVALUATION

01 APPLICATION SUBMISSION

Begin your journey by submitting a comprehensive application as well as a compliance checklist that details your institution's e-learning practices. Attach relevant evidence that demonstrates your alignment with the ELQN standards.

This initial step is crucial, as it provides a foundational understanding of your e-learning commitment and readiness for assessment.

02 DOCUMENT REVIEW

Once we receive your application and the accompanying checklist, it will undergo our thorough evaluation process. Our team of dedicated assessors will delve deep into the documents you've provided.

The team will cross-check every piece of evidence against the core criteria of ELQN to ascertain that your institution truly embodies the values and standards we uphold.

03 CORRECTIVE ACTIONS

There might be instances where certain practices or details don't completely align with our criteria. In such cases we will provide detailed feedback, highlighting the areas of concern. You'll then have an opportunity to rectify these issues. With our guidance, you can ensure that the corrective measures you undertake effectively address the highlighted nonconformities.

04 MEMBERSHIP DECISION

After all corrections, and additional requirements have been met, your application enters the final review phase. Here, we holistically evaluate all facets of your application, ensuring a fair and informed decision-making process. Upon conclusion, we'll communicate our decision to you, marking a significant milestone in your membership journey.

05 MEMBERSHIP FEE PAYMENT

With the evaluative stages completed, you'll be directed towards our organized payment procedure. This step is not merely transactional. By navigating this phase, you emphasize your commitment to becoming an ELQN member and upholding the benchmarks of e-learning quality.

06 CERTIFICATE & REGISTRY

Once your payment is processed, your efforts are formally recognized. An official ELQN membership certificate will be issued in your institution's name. Your institution will also be proudly listed in our registry. This inclusion is more than just a listing; it's a testament to your institution's unwavering commitment to achieving and promoting e-learning excellence.

APPEALS

ELQN is committed to fairness and transparency in its membership application process, especially when dealing with instances where an application does not proceed as expected. Understanding the importance of each application, ELQN provides a structured and thorough appeals process for institutions whose applications face rejection after the Stage 4 membership evaluation. This process ensures that every institution has an ample opportunity to address concerns raised during the evaluation. Institutions are encouraged to review the evaluation report, submit additional documentation if necessary, and engage with the Membership Committee's review process.

ELQN recognizes the value of diverse institutions in its network and strives to ensure that all applicants are given a fair and equitable chance to present their case.

PROCEDURE

Occasionally, a membership application may face rejection after the Stage 4 membership evaluation. In such instances, the institution's representative can request a review of the evaluation report and may also submit additional documentation addressing the reasons for rejection. If any members of the Membership committee were absent during the primary decision-making meeting, they would be given an opportunity to review the report and any newly submitted documents. The Membership Committee may decide to uphold the appeal, advancing the process to the third stage of the membership procedure. However, if they confirm the original decision, the institution can further appeal as outlined below.

An institution can request an appeal hearing before the ELQN Appeals Committee if:

1. The Membership application remains rejected after both the Stage 4 evaluation and subsequent review.
2. The Membership was revoked for reasons other than the deliberate provision of false information.

Only those members of the Membership Committee who had no part in the initial decision will serve on the Appeals Committee. The appellant is required to submit a comprehensive statement detailing the appeal's basis and any supporting documentation within 10 business days of being informed of their right to appeal. The Appeals Committee aims to assemble within 10 business days of receiving this appeal.

Following their review, the Appeals Committee may:

1. Dismiss the appeal.
2. Commission a fresh evaluation, with costs borne by ELQN.
3. Recommend the Membership Committee either grant or reinstate the institution's Membership.

The Appeals Committee Chair will then relay the meeting's outcome to the executive head, explaining the decision reached and suggesting any additional actions for the Membership Committee.

The Appeals Committee's decision is final, with no further avenues for appeal within ELQN. Institutions looking to appeal further will be subject to an initial fee, refundable only if the appeal succeeds.