



By this

Certificate

It is certified that:

European Agency for Higher Education and Accreditation
Sunhill International Holding - Estonia

has been assessed to meet the **Quality in Business** standard
set by the International Trade Council.

Based on certification assessment and independent analysis it was
proven that the organization meets the requirements of the above listed
standard.

Certificate Registration Number: 1806595534
Certification Number: 01
Date of Certification: 06-Jan-2023
Certification Expiry Date: 06-Jan-2028

A handwritten signature in black ink, appearing to read "Ron Volasco".

Ron Volasco
Quality in Business Certification Manager
International Trade Council.

712 H Street. Washington DC 20002.
www.qibcertification.org | www.tradecouncil.org



ASSESSMENT GRADING

ORGANIZATIONAL INFORMATION

Date of Assessment:	2023-01-01
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Organization Name:	European Agency Higher Education Accreditation
Country:	Estonia
Chief Executive Officer:	Sunhill International Holding

Website:	www.eahea.org
Primary Activities:	Higher Education Service Provider
Year Established:	1997
Number of Employees:	50+
Importer?	No
Exporter?	Yes
Description of Organization:	EAHEA is a non-governmental, independent, and international quality assurance, rating, and accreditation agency. EAHEA grants accreditation to educational institutes, vocational institutions, learning centers, online courses, corporations, professionals, and individuals.

OVERALL GRADING

263 <i>Assessed Grade</i>	277 <i>Maximum Possible Grade</i>
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Notes:

The Quality in Business Certification Program is managed by the International Trade Council. This Council is committed to continuous improvement and we encourage open communication and contributions from all our stakeholders.

All feedback received is valued and is used to improve our services.

If you would like to further discuss any aspect of this service, please contact the Client Service team.



GRADING

Product and/or Service Offerings

Maximum Grade Possible:	36
Score:	34

Quality Policy and Procedures

Maximum Grade Possible:	11
Score:	11

Human Resource Management

Maximum Grade Possible:	46
Score:	45

Document Management

Maximum Grade Possible:	30
Score:	30

Customer Service

Maximum Grade Possible:	12
Score:	12

Risk Management

Maximum Grade Possible:	10
Score:	8

Business Continuity Management

Maximum Grade Possible:	10
Score:	9

GRADING

Accounting and Finance

Maximum Grade Possible:	15
Score:	13

Facilities Management

Maximum Grade Possible:	9
Score:	8

Conservation and Energy Efficiency

Maximum Grade Possible:	15
Score:	11

Recycling and Waste Reduction

Maximum Grade Possible:	12
Score:	12

Health and Safety

Maximum Grade Possible:	10
Score:	10

Corporate Social Responsibility

Maximum Grade Possible:	12
Score:	12

Physical Security

Maximum Grade Possible:	30
Score:	30

Information Technology / Cyber Security

Maximum Grade Possible:	19
Score:	18



GRIEVANCES AND APPEALS

If you are unhappy with the outcome of your assessment, you have a right of appeal.

The appeals/grievance process is:

- 1) Ask the Assessor to explain their decision in more detail. Discuss the areas they feel required more attention or more evidence
- 2) If you are happy with their explanation, work together on a development plan for improvement, or to provide additional evidence of your competence
- 3) If you are still unhappy after hearing the Assessor's explanation, then your appeal/grievance should be made in writing to the Assessments Department.

Any grievance about the program and resulting decision will be managed in strict confidence.