GENERAL PROVISIONS



EAHEA®

European Association for Higher Education Advancement

Document Control

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Language	English. The English text is the official version.

Revision History

Version	Date	Description
1.0	April 1998	First edition.
2.0	October 2021	Revised edition.
3.0	April 2024	Revised edition.
4.0	November 2026	Full revision: aligned with the General Provisions, the Commissions Charter and the current services and fees structure of EAHEA.

General Provisions of EAHEA Services

These General Provisions apply to every service of the European Association for Higher Education Advancement (EAHEA): accreditation, certification, validation, membership and recognition. Each set of regulations or standards that EAHEA publishes adds the rules of its own service. Where a rule of a service differs from these General Provisions, the rule of the service applies to that service.

1. Purpose and Status of the Regulations

1.1. Purpose: The regulations and standards of EAHEA protect the integrity of EAHEA and of every service that it provides. They are applied in good faith and impartially, in the spirit of ethical values and integrity, by EAHEA and by everyone who uses its services.

1.2. Order of documents: The Articles of Association of EAHEA prevail over all other documents. A service agreement prevails over the Terms and Agreement, and the Terms and Agreement prevail over the regulations and standards. A rule of the regulations on the conditions and the procedure for granting a certificate or a status, and a stricter rule of the standards on academic quality, always apply.

1.3. Publication: EAHEA publishes its regulations, standards and forms at www.eahea.org under Documents and Forms. Every document states its version and its date.

1.4. Proposals for improvement: Anyone, including students, staff, faculty, members of the public, governmental agencies and other institutions or organizations, may send proposals to improve the standards, regulations, functioning or procedures of EAHEA to the Secretary General. The competent commission reviews each proposal reasonably and impartially, and the Management Board decides on any change.

2. Bodies and Decisions

2.1. Management Board: The Management Board manages and represents EAHEA, adopts its regulations and standards, and decides on the admission of members to the General Assembly as the Articles of Association provide.

2.2. President and Secretary General: The President of EAHEA endorses the final results of accreditation evaluations. The Secretary General leads the Secretariat, which receives and checks applications, evaluates them where the regulations provide, informs the applicants and issues the certificates.

2.3. Commissions: The Accreditation Commission, the Quality Assurance Commission and the Ethics Commission are established and governed by the Commissions Charter. The regulations of each service state which decisions a commission takes.

2.4. Reasons: Every decision on an application, a status, a certificate or a membership is communicated to the applicant in writing, with the reasons for a refusal, a denial, a suspension or a revocation.

3. Applications and Evidence

3.1. How to apply: Applications are made online at apply.eahea.org, in English, by a person who is authorized to represent the applicant. EAHEA does not start a service before it has received the application and the fee that the regulations require.

3.2. Truth of the evidence: The applicant confirms that every statement and document is true, complete, genuine and its own, and that it is entitled to use it. EAHEA may ask for further information or documents and may check them with the issuer or the authority concerned. The applicant answers within the time that EAHEA sets, which is fifteen (15) days unless the notice says otherwise.

3.3. False documents: A false, forged or altered document, or a withheld fact, entitles EAHEA to refuse the application, or to end the service and withdraw any status, certificate or report, without refund, and to inform the authorities and the institutions concerned.

3.4. Language: All documents are submitted in English. A document in another language is submitted with an English translation.

4. Fees and Payment

4.1. Fees: Fees are those of the Service Fees page of www.eahea.org on the date of the application or of the renewal notice. They follow the World Bank country income classification and may include further discounts that EAHEA grants. The regulations do not state fee amounts.

4.2. Payment: Fees are paid by card or by bank transfer, in the currency offered on the payment page, with the invoice number as the payment reference. Value added tax, the card commission and the conversion at the exchange rate of the day are shown before the payment where they apply. An invoice is issued when the payment is received.

4.3. No refund: Fees are not refundable, including the fees paid for a service that is denied, withdrawn or ended. This does not apply to an amount that was paid twice or by mistake, which EAHEA returns, and does not remove a right that the law gives and that cannot be waived by agreement.

4.4. Non-payment: Lack of payment of a fee that is due leads to the suspension or the end of the status, certificate or membership, as the regulations of the service provide. Fees that are due remain due after the service ends.

5. Validity, Renewal and Changes

5.1. Validity: A status, a certificate or a membership is valid for the period stated on its certificate. A certificate that the regulations give without an end date confirms the situation on its date of issue and is not renewed.

5.2. Renewal: A service that is renewed is renewed by paying the renewal invoice that EAHEA sends before the end of the validity period. EAHEA reminds the holder, but a status that is not renewed ends and is not valid even if a reminder was not received. A renewal is not made by silence, and no payment is taken automatically.

5.3. Changes: The holder informs EAHEA within thirty (30) days of any material change, including a change of name, legal status, ownership, address, contact details, programs or delivery mode, and without delay where a law or an authority makes the change. The regulations of the service state which changes are reviewed again and which need only a notice.

6. Suspension, Revocation and Public Notice

6.1. Grounds: According to the seriousness of the case, EAHEA may send a warning, require a corrective action plan with a deadline, or suspend or revoke a status, a certificate or a membership. Misleading statements, misuse of the EAHEA name, logo or certificate, a false or forged document, a breach of the Code of Ethics, failure to pay fees and failure to inform EAHEA of a change of contact details may lead to immediate suspension or revocation.

6.2. Public notice: EAHEA publishes the suspended or revoked status of an institution, with a short factual reason, in its public directory for five (5) years from the date of the decision. If the status is reinstated, the notice is removed.

6.3. Reinstatement: EAHEA may reinstate a suspended, revoked or ended status at its discretion, on payment of the outstanding fees.

6.4. After the end: When a status, a certificate or a membership ends, or is suspended or revoked, the holder stops presenting it and removes the EAHEA name, logos, certificates and verification links from its website, social media and documents within seven (7) days.

7. Reconsideration, Complaints and Disputes

7.1. Reconsideration: The applicant or the holder may ask the Secretariat in writing, giving reasons, to reconsider a decision within thirty (30) days of its notice. EAHEA decides on the request in good faith, and its answer ends the internal review. If no request is made in that period, the decision is final.

7.2. Complaints about institutions: EAHEA receives and examines complaints about an accredited, certified, member or recognized institution through the complaint form of its website, whether or not the complainant is a student or a customer of the institution. EAHEA may ask the institution for an oral or written explanation, which the institution gives in the time that EAHEA sets.

7.3. Complaints about EAHEA: A complaint about a service of EAHEA is sent to the Secretariat through the Contact page of www.eahea.org. It is examined impartially. A complaint about a person who acts on behalf of EAHEA is referred to the Ethics Commission.

7.4. Disputes: These provisions, and every dispute arising out of them, are governed by the laws of the Republic of Estonia. The parties first try to settle a dispute in good faith by written notice. A dispute that is not settled within thirty (30) days is submitted to the courts of Estonia, in the first instance the Harju County Court (Harju Maakohus) in Tallinn. This does not take away mandatory rights that cannot be waived by agreement.

8. Use of the Name, Logo and Status

8.1. Logo and Emblem Usage Guidelines: The use of the EAHEA name, logo, emblem, seal and badges is governed by the Logo & Emblem Usage Guidelines. A holder uses them only while its status or certificate is valid, only for the scope that was granted, and only in the form that the Guidelines allow.

8.2. Accurate statements: A holder states its status accurately and completely wherever it is mentioned: the exact status, its scope, its validity dates and a link to the EAHEA verification page. It does not imply that EAHEA is a government body, a regulator or a licensing authority, or that the status makes a qualification equal to, or recognized as, a qualification of a state institution.

8.3. Misuse: EAHEA may take all steps that the law allows against the misuse of its name, logos, certificates and statuses, including notices to the platforms and authorities concerned. The person who misuses them bears the costs that the misuse causes.

9. Nature and Limits of EAHEA Services

9.1. Nature: EAHEA services are voluntary, independent and non-governmental. A status, certificate, statement or membership of EAHEA is not a license, an authorization or a recognition by a government, does not give degree-awarding powers, and does not replace national licensing, recognition or regulation. EAHEA is not part of the governmental agencies of any country.

9.2. No guarantee: EAHEA does not guarantee that a receiving institution, employer, professional association or authority accepts a certificate or a credit, and does not guarantee any admission, employment, visa, permit or other result. Decisions of this kind are made only by the receiving institution, the employer or the authorities concerned.

10. Impartiality, Ethics and Confidentiality

10.1. Ethics: Everyone who acts on behalf of EAHEA follows the Code of Ethics and signs the Code of Ethics Declaration. A person who has a conflict of interest in a matter does not take part in the decision on it, and the recusal is recorded.

10.2. Confidentiality: EAHEA keeps confidential the documents and data that it receives and the course of every evaluation or review. It uses them only for the service and shares them only where the service, the law or the holder's consent requires it, for example with the issuer of a document or with the authorities.

11. Data Protection

11.1. Lawful processing: EAHEA processes personal data lawfully, fairly and securely, in line with the data protection law that applies to it, including the General Data Protection Regulation of the European Union, and only for the purposes of the service, of its public directory and of its legal obligations.

11.2. Data minimization: EAHEA asks only for the data that the service needs. It keeps identity documents, diplomas, transcripts and other files for as long as the service, the validity of the certificate, its public notice

obligations and the law require. Every person may ask EAHEA for access to, correction of or deletion of their personal data as the law provides.

11.3. Directories: EAHEA publishes the status of accredited and certified institutions and the suspended or revoked status of institutions in its public directory. The records of individuals are not published as a list and are hidden from search engines.

12. Language and Changes

12.1. Language: English is the language of the documents of EAHEA. The translation tool of the website is a convenience, and the English text is the official version.

12.2. Changes: Only the Management Board changes the regulations and standards. A new version is published at www.eahea.org with its date. The version that is published when a status or a certificate is granted or renewed applies, and continued use of the status after a notified change means acceptance of it.

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