MEMBERSHIP STANDARDS



EAHEA®

European Association for Higher Education Advancement

Document Control

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Revision History

Version	Date	Description
1.0	January 1998	First edition.
2.0	September 2020	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.

Membership Standards

The Membership Standards set out what EAHEA expects of an institution, an organization or a person that joins EAHEA and of a member that stays in good standing. They are not accreditation standards: they do not evaluate the quality of education. They are applied together with the Membership Regulations, and the Secretariat checks them at the admission and whenever a renewal, a change or a complaint makes it necessary.

1. Standards for All Members

1.1. Identity and legal existence: The member is who it says it is. An institution or an organization is legally established and authorized under the law of its country, and a person proves their identity. The member provides the documents that the membership category requires.

1.2. Good standing with EAHEA: The member is not under a suspension or a revocation by EAHEA, and has paid the fees that are due.

1.3. Truth: Every statement and document that the member gives to EAHEA is true, complete and genuine, and the member keeps it up to date.

1.4. Ethics: The member accepts and follows the Principles of Ethics and the Code of Ethics, and signs the Code of Ethics Declaration where the category requires it.

1.5. Honest communication: The member describes itself, its services and its membership accurately. It does not claim an accreditation, a recognition or an endorsement that it does not hold, and it does not suggest that membership is accreditation.

1.6. Responsiveness: The member answers the questions of EAHEA within fifteen (15) days, informs EAHEA of changes within thirty (30) days, and facilitates the checks that EAHEA makes.

1.7. Use of the EAHEA name: The member uses the name, logo, emblem and badges of EAHEA only as the Logo & Emblem Usage Guidelines allow, and stops using them when its membership ends.

2. Standards for Institutions and Organizations

2.1. Contact points: The institution or organization gives four different email addresses: its general address and those of its authorized person, its primary contact and its financial contact, and keeps them current.

2.2. Student protection: An institution that enrolls students gives each student a written enrollment agreement, publishes its total costs, its payment schedule and its refund conditions before enrollment, keeps accurate student records, and handles complaints and refund requests in a documented and timely way. If it closes a program or stops operating, it lets enrolled students finish or gives them a fair refund.

2.3. Integrity of qualifications: The member does not sell or promise a qualification without real study and assessment, and keeps the price and the duration of each program consistent with its workload, level and learning outcomes.

2.4. Impartiality and conflicts of interest: The institution or organization avoids conflicts of interest in its dealings with EAHEA and declares them where they arise.

3. Standards by Category

Category	Standards of the category
Associate Membership	The institution or organization operates in the field of education and holds a certificate of establishment or authorization issued by a government (or the establishment certificate of the company that manages it). It states that membership is not accreditation. If it later applies for accreditation, it applies under the accreditation regulations and standards.
Observer Membership	The organization has a real interest and a major commitment in evaluation, accreditation or quality assurance in tertiary education. It holds a certificate of establishment or authorization issued by a government, or, if it is an independent organization without one, it submits a goodwill letter that describes its establishment, activities and purposes. It does not present itself as an education provider unless it is one.
Affiliate Membership	The person has a genuine interest in the field of education, proves their identity, and submits a curriculum vitae and the diploma or degree that the application requires. The person uses the Affiliate badge only as the Logo & Emblem Usage Guidelines allow and does not present the membership as a professional certification, a qualification or a license.
Accredited Membership	The institution holds a valid Full Accreditation or Online Accreditation. Its standards are those of the accreditation, and the membership ends or is suspended with it.

4. Assessment and Consequences

4.1. Assessment: The Secretariat assesses the Membership Standards on the basis of the application and its documents, and later on the basis of renewals, notices of change, complaints and checks. The Management Board decides on the admission of full members to the General Assembly, as the Membership Regulations provide.

4.2. Consequences: A member that no longer meets a standard is informed in writing and is given a reasonable time to correct the situation, except where the breach is serious. According to its seriousness, EAHEA may send a warning, suspend the membership or revoke it, as the Membership Regulations and the General Provisions provide. The member may ask for reconsideration of the decision within thirty (30) days.

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