

- S.1 Know how to conduct the evaluation procedure, from the request to the appeal, in line with the principles of the Lisbon Convention and its subsidiary texts, and on the basis of national legislation on recognition.
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- S.2 Know how to find necessary and adequate information on the qualifications for which recognition is requested for the procedures and criteria adopted to be transparent, consistent and reliable.
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- S.3 Know how to give authoritative and accurate information on the system and qualifications of the system in which the evaluator is based, on the systems and qualifications of other systems, and on issues related to the recognition and assessment of qualifications, in accordance with national laws and regulations.
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- S.4 Know how to apply and follow the recognition procedure based on purpose (academic recognition, non-academic recognition or professional recognition).
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- S.5 Know how to provide information to the applicant on the documentation necessary for recognition based on the purpose declared.
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- S.6 Know how to find the missing information necessary for the evaluation and how to use the main information tools (qualification, exam certificate, diploma supplement, etc.).
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- S.7 Know how to provide clear and transparent information at all stages of the recognition procedure.
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- S.8 Know how to provide clear and transparent information on the recognition procedures, from the request to the appeal procedure and on the methodology and criteria used for the evaluation of qualifications.
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- S.9 Know how to judge the completeness or otherwise of the documents and information necessary to conduct the evaluation procedure according to the purpose and the system of reference.
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- S.10 Know how to manage requests and applications from the applicant, indicating missing documents and/or information, using the terminology of the applicant's country of origin, and providing information to the applicant on how and where to obtain the required documents and/or information.
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- S.11 Know how to find the information necessary for recognition, first of all from the holder of the qualification, then from the institution that issued the qualification and from the competent authorities of the education and training system of reference.
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- S.12 Know how to find accurate and certified information from primary and secondary, national and international sources.
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- S.13 Know how to evaluate a qualification for the purposes of access and admission to a specific programme/course.
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- S.14 Know how to conduct evaluations on a case-by-case basis and according to the purpose stated, but taking into account how a qualification is normally evaluated, and knowing the specific recognition cases/evaluation standards of a particular qualification, on which to base each single evaluation.
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- S.15 Know how to apply the concepts of comparability, equivalence and nostrification in the evaluation.
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- S.16 Know how to evaluate the qualifications of refugees in line with the relevant national and international legislation.
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- S.17 Know how to evaluate the qualifications of refugees even in cases of partial or missing documentation.
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- S.18 Know how to carry out a recognition in a reasonable period of time, and in any case within the maximum terms established by the national legislation on the subject.
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- S.19 Know how to give information on the consequences of recognition, in terms of access to further studies, and in terms of utilisation of an academic qualification.
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- S.20 Know how to evaluate a qualification on the basis of knowledge of the characteristics of the education and training system at the time of its release.
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- S.21 Know how to determine the level of a title.
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- S.22 Know how to calculate the workload represented by a qualification.
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- S.23 Know how to verify the status of an institution and the accreditation/recognition of a course at the time the degree was issued based on the education and training system of reference.

- S.24 Know how to identify the type of institution and the type of course.
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- S.25 Know how to measure the learning outcomes of a qualification.
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- S.26 Know how to identify non-accredited but legitimate institutions with alternative forms of quality assessment.
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- S.27 Know how to evaluate qualifications and titles issued in international and transnational study path scenarios.
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- S.28 Know how to evaluate joint degrees.
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- S.29 Know how to identify a fake institution (so-called "diploma mills") and a fake accreditation agency (so-called "accreditation mills").
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- S.30 Know how to request information from national information centres on the recognition of qualifications established on the basis of regional conventions where they exist.
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- S.31 Know how to evaluate non-traditional qualifications and titles, such as qualifications issued in the face of flexible and modular paths, prior learning and lifelong learning (e.g. micro-credentials).
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- S.32 Know how to verify the authenticity of a qualification and its compliance with the standards of the system it comes from.
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- S.33 Know how to identify and evaluate false and counterfeit documents, be able to identify anomalies or inconsistencies in documents that may be indicators of fraud, or that require more convincing explanation during the evaluation phase.
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- S.34 Know how to identify differences that can be defined as substantial, in line with the Lisbon Convention, in the qualification for which recognition is requested and the corresponding qualification in the system in which recognition is sought, with respect to the purpose for which such recognition is requested.
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- S.35 Know how to formulate an opinion and/or a decision, as a result of the recognition procedures based on the different purposes (academic recognition, non-academic recognition or professional recognition).
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- S.36 Know how to communicate the outcome of the procedure to the applicant, explaining the decision on the recognition in a way that is consistent and compliant with the relevant legislation.
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- S.37 Know how to justify the reasons for denial of recognition in cases of substantial difference.
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- S.38 Where there is a substantial difference and full recognition of the qualification is not possible for the required purpose, suggest partial, alternative or conditional forms of recognition.
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- S.39 Know how to provide information on the right to appeal and the appeal procedure.
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- S.40 Know how to manage the appeal procedure according to the relevant legislation, from the request to the drafting and communication of the outcome of the procedure.
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- S.41 Know how to use the main types of IT solutions and methodologies for the secure sharing of qualifications and student data in a digital environment, and being able to verify the authenticity of digital certificates and qualifications.
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- S.42 Mastery of the main IT and digital tools necessary to carry out the evaluation of qualifications.
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- S.43 Know how to carry out a comparative analysis between foreign systems of higher education, and between the principles and criteria of recognition, deepening the differences that then lead to an evaluation decision rather than another.
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- S.44 Know how to carry out constant and periodic research on changes related to the education and training systems of all countries in the world, on the main issues of interest for recognition, on the evolution of legislation at national and international level on the subject, and know how to develop new knowledge on the subject.
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- S.45 Know how to evaluate complex cases of recognition, such as the recognition of qualifications issued by institutions in war zones and/or disputed territories, qualifications and institutions for which the information relating to accreditation is not clear and transparent, etc.
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- S.46 Know how to apply the principles and main elements in the field of safety and protection of personal data of the GDPR, and handle and protect the personal data of the applicant in line with this legislation.

S.47 Know how to set up, conduct and evaluate the training and bringing up to date of junior credential evaluators.

S.48 Know how to set up, conduct and evaluate an action to monitor the quality of recognition procedures according to the main national and international guidelines and best practices on the subject.

S.49 Know how to define, set up, implement and update the recognition practices on the basis of the legislation and the main policies of reference at national and international level.

S.50 Know how to develop and maintain professional relationships with education officials from other countries to obtain information on qualifications, programmes and education systems from other cultural backgrounds.

S.51 Know how to cooperate with the main bodies that deal with recognition at a national and international level, exchanging information and best practices, and helping to promote useful tools for the entire professional community.

Provide Information

Give information on the system and qualification, on the systems and qualifications of other systems, and on issues related to the recognition of qualifications

S3

Research, training and updating

S44 Carry out constant and periodic research on issues of interest and develop new knowledge on the subject

Communicate effectively with different stakeholders

Provide information on the appeal right and procedure

S39

S36

Communicate the outcome of the procedure to the applicant

S7

Provide clear and transparent information at all stages of the procedure

Define, set up implement and update the recognition practices

S49

S47 Set up, conduct and evaluate the training and bringing up to date of junior credential evaluators

Suggest partial, alternative, or conditional forms of recognition

S38

S8

Provide clear and transparent information on the recognition procedures

S10

Manage requests and applications, indicating missing documents and/or information, using the terminology of the applicant's country of origin, and providing information on how to obtain documents

S48

Set up, conduct and evaluate an action to monitor the quality of recognition procedures

S50

Develop and maintain professional relationships with education officials

S30

Request information from national information centres

S19

Provide information on the consequences of recognition

S4

Apply and follow the recognition procedure based on purpose

S1

Conduct the evaluation procedure, from the request to the appeal

S51

Cooperate with the main bodies that deal with recognition at national and international level

Apply the principles and main elements in the field of safety and protection of personal data

S46

Set up and conduct a recognition procedure

Reperire informazioni necessarie e adeguate sui titoli

S2

S18

Carry out a recognition in a reasonable period of time

S40

Manage the appeal procedure

Find Information

Find the information necessary for recognition

S11

S15

Apply the concepts of comparability, equivalence and nostrification

S16

Manage the appeal procedure

S43

Carry out a comparative analysis between systems, principles and criteria of recognition

Find accurate and certified information from primary and secondary, national and international sources

S12

S6

Find the necessary information and use the main information tools

S14

Conduct evaluations on a case-by-case basis and according to the purpose, but taking into account how a qualification is normally evaluated

S9

Judge the completeness of the documents and information

S34

Identify differences that can be defined as substantial

Identify a fake institution and a fake accreditation agency ("diploma mills" and "accreditation mills")

S29

S26

Identify non-accredited but legitimate institutions

S22

Calculate the workload represented by a qualification

S25

Evaluate learning outcomes

S41

Use the main types of IT solutions and methodologies for the secure sharing of qualifications and student data, verify the authenticity of digital certificates and qualifications

S21

Determine the level of a title

S45

Evaluate complex cases of recognition

Use IT tools

Mastery of the main IT and digital tools

S42

S23

Verify the status of an institution and the accreditation/recognition of a course

S17

Evaluate the qualifications of refugees even in cases of partial or missing documentation

S13

Evaluate a qualification for the purposes of access and admission to a specific programme/course

S33

Identify and evaluate false and counterfeit documents, be able to identify anomalies or inconsistencies

S24

Identify the type of institution and the type of course

S20

Evaluate a qualification in based on the system

S28

Evaluate joint degrees

Assess qualifications and documents