E-QUALITY Training Course Platform

Detailed User Guide

E-QUALITY

https://equality-programme.eu/

https://equality-programme-course.web.app/

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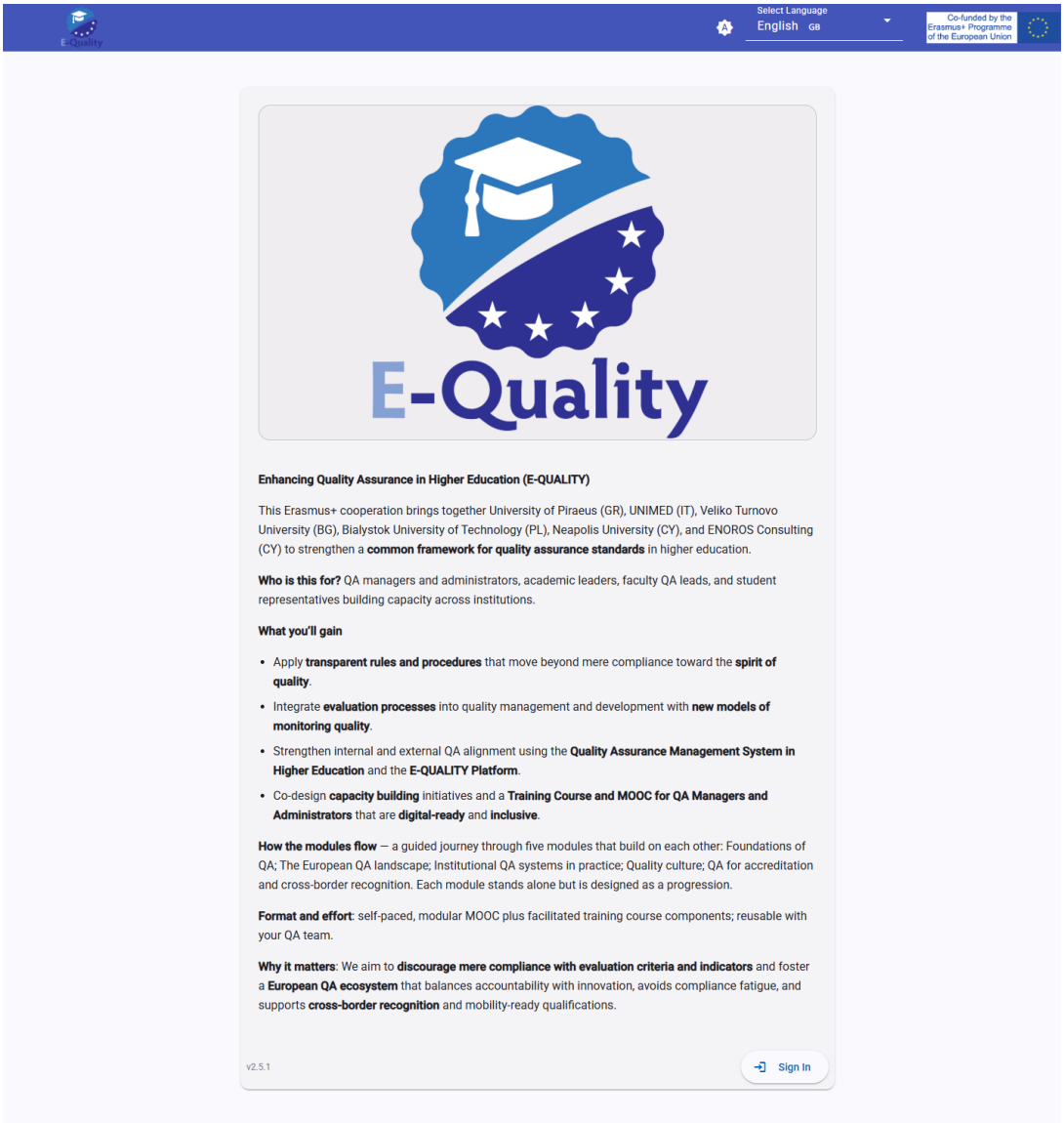
1.1 Introduction

1.1.1 Welcome to the E-QUALITY Training Course

The **E-QUALITY Training Course Platform** is an online learning and assessment environment for quality assurance professionals in higher education. It forms part of the Enhancing Quality Assurance in Higher Education cooperation and brings together learning material, European and institutional references, module assessments, a learner profile, and downloadable results.

This edition of the guide was verified on **12 June 2026**. The guide deliberately distinguishes between behavior observed at that time and general recommendations. Later platform updates may change labels, questions, scoring, resources, or navigation.

The platform is available directly at https://equality-programme-course.web.app/. It may also be reached from the E-QUALITY project website at https://equality-programme.eu/platform/.



01 / Current course landing page, including the version identifier and language selector

1.1.2 Course Audience and Learning Outcomes

The course is intended for QA managers and administrators, institutional leaders, academic staff, faculty QA leads, student representatives, and other professionals who contribute to the design, operation, evaluation, or improvement of higher education.

The learning path moves from foundational ideas to applied institutional and cross-border questions. Participants examine the distinction between quality assurance and quality control, the relationship between internal and external quality assurance, the European Standards and Guidelines, European QA actors, institutional quality management systems, quality culture, accreditation, and recognition.

The platform should be approached as a learning course rather than as a quiz alone. Each module starts with explanatory material, examples, references, and resource cards. The questions that follow assess understanding of that material and encourage the learner to revisit sources when necessary.

1.1.3 Current Course Structure

The course contains five modules followed by two completion steps:

1. **Module 1: Foundations of Quality Assurance in Higher Education**
2. **Module 2: The European QA Landscape**
3. **Module 3: Institutional Quality Assurance Systems (IQAS) in Practice**
4. **Module 4: A Step Forward, from Improving Processes to a Quality Culture**
5. **Module 5: QA for Accreditation and Cross-Border Recognition**
6. **User Profile**
7. **Results**

The modules are sequential. A module introduction becomes available after the previous module has been completed. Completed modules remain editable before final submission, which allows learners to review earlier answers or return to supporting material.

The verified course contains **80 displayed questions** across the five modules. The Results screen reports a maximum of **108 points** because some multi-selection questions award points for more than one correct choice.

1.1.4 Platform Languages

The toolbar language selector lists English, Greek, Italian, Polish, and Bulgarian. The selected language can be changed while using the platform. External documents and websites retain the language supplied by their publishers.

English, Greek, Italian, Polish, and Bulgarian each provide the full interface, including account, module, question, and answer text. The selected language applies throughout the platform.

This guide is published in each of these languages, and its screenshots show the interface in the language of the edition.

1.1.5 Results and Documentation

After the five modules and User Profile step have been completed, the platform calculates an overall level, a result for each module, the correct-answer count for each module, and total points. The Results screen includes **Save As PDF**, **Try Again**, and **Logout** actions.

The PDF should be treated as a record of the submitted attempt. Download it before resetting the course. Selecting **Try Again** resets the attempt immediately and returns to the landing page without a separate confirmation dialog.

1.1.6 How to Use This Guide

This guide walks you through the course from your first visit to the final PDF, in the order you will actually experience it. If you are new to the platform, read the chapters in sequence: get access and an account (Getting Started), learn the layout (Understanding the Platform), work through the modules (Taking the Course and Assessment), submit (Completing the Assessment), and keep your record (Results PDF and Retaking).

The numbered steps tell you exactly what to do, and the **What you should see** notes describe the screen you can expect afterwards, so you can confirm at each stage that you are on track. If the screen in front of you does not match the description, pause and consult the troubleshooting chapters before continuing.

If you only need a quick reminder, go directly to the checklists in the Expanded Procedures and Checklists chapter or to the Interface Reference table near the end of this guide.

1.2 Getting Started

In this chapter you will check your equipment, open the platform, create an account, and sign in. By the end of it you should be looking at the course landing page with the **Start** action available. Work through the sections in order on your first visit; on later visits you will normally need only the Signing In section.

1.2.1 System Requirements and Platform Access

To ensure the best experience with the EQUALITY Training Course platform, please verify that your system meets the following technical requirements before beginning.

The platform requires a current browser with JavaScript enabled. Use a maintained version of Chrome, Edge, Firefox, or Safari. Because browser vendors update on different schedules, this guide does not prescribe a fixed minimum version. If the interface does not load correctly, update the browser before troubleshooting the course itself.

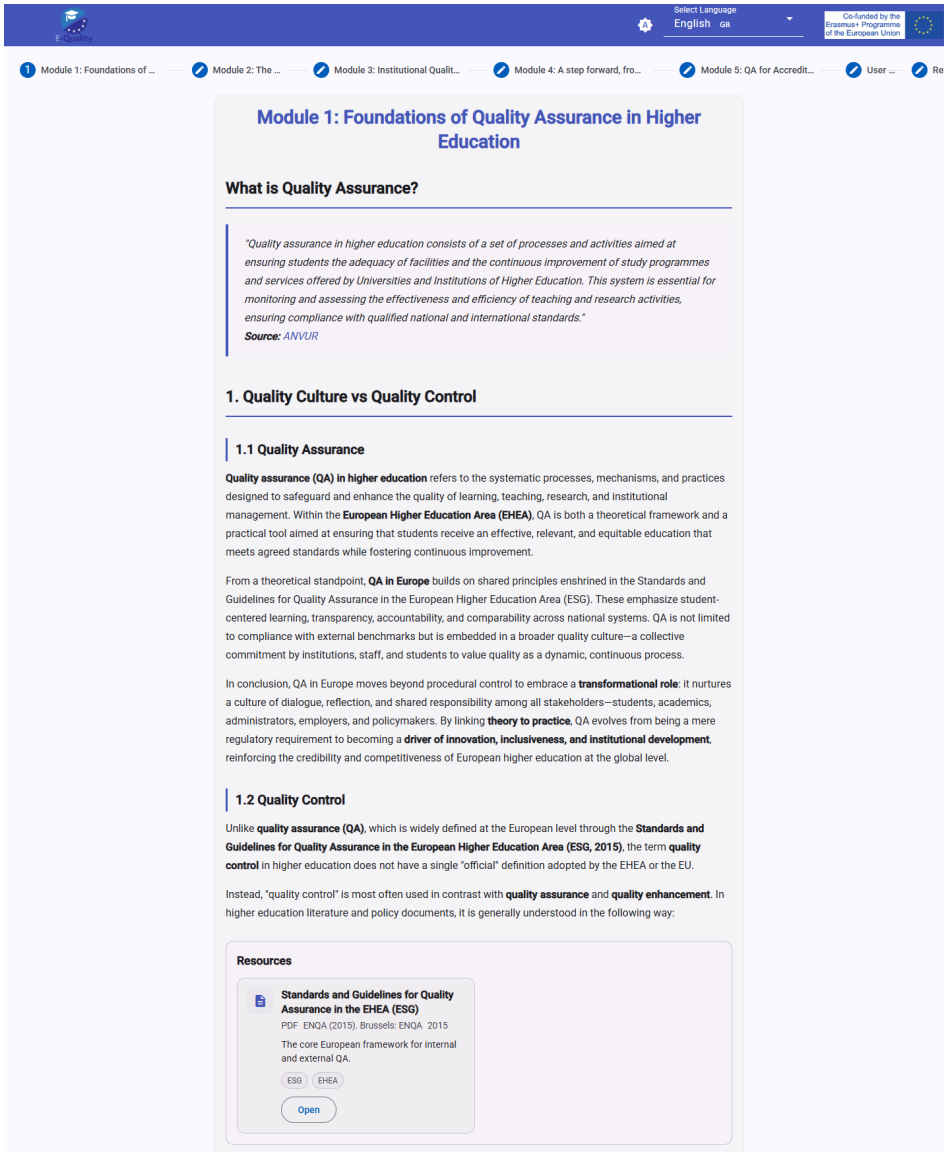
A stable internet connection is recommended throughout the course. The platform loads module content and external resources from online services and does not show a user-facing synchronization indicator. Complete a page with the platform's own navigation controls before closing the browser or moving to another device.

The interface adapts to desktop, tablet, and mobile screens. A wider display is recommended for long learning resources, the seven-step course bar, and question pages. On a small screen, scroll when a control is not immediately visible.

JavaScript must be enabled. The PDF results action uses the browser's normal download behavior, so check download permissions if the generated file does not appear.

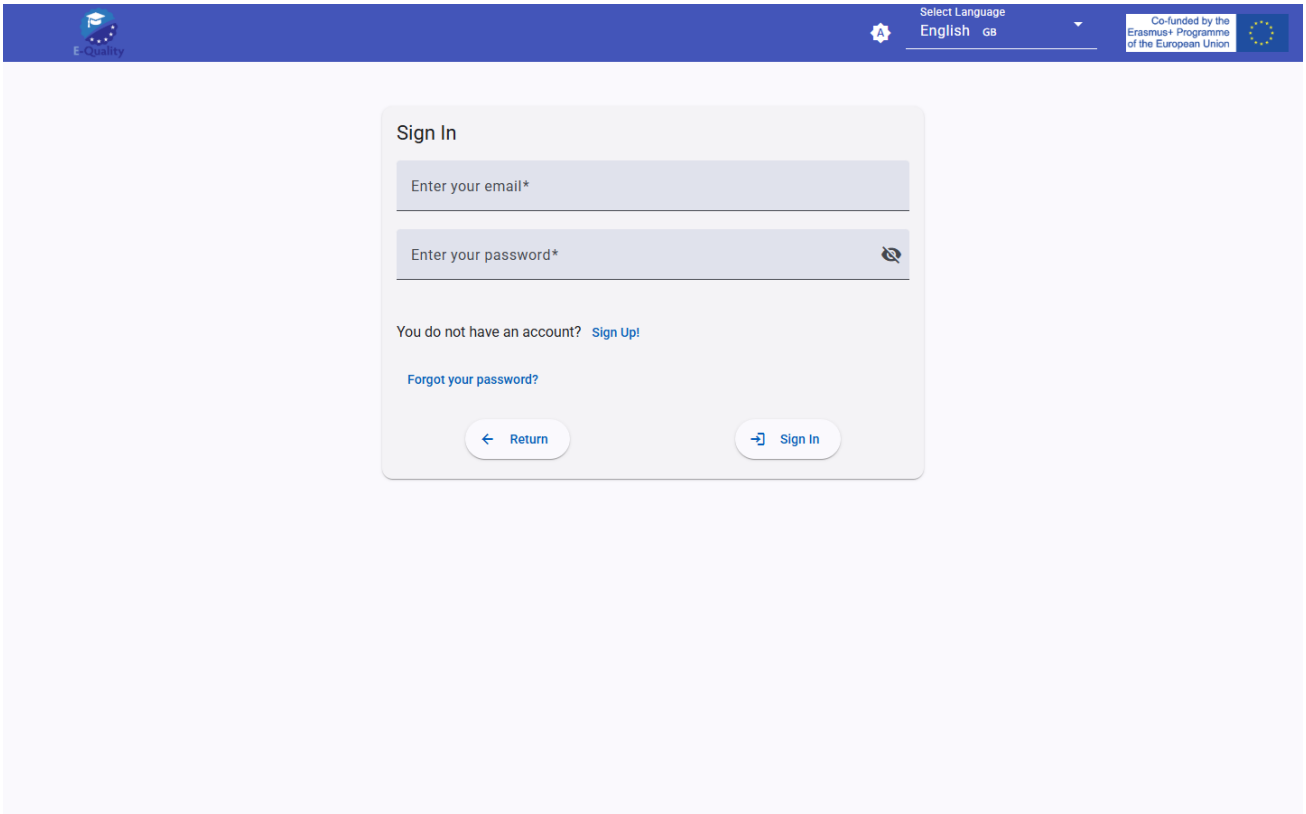
Accessing the Platform: The EQUALITY Training Course can be accessed in two ways:

1. **Direct Access:** Visit **https://equality-programme-course.web.app/** directly in your browser. We recommend bookmarking this URL for easy access on future visits.
2. **Via EQUALITY Website:** Visit **https://equality-programme.eu/** and select the **Platform** option from the menu to access the training course.



02 / Course Introduction Screen

Both methods provide access to the same assessment and use the same login credentials. When you first access the platform through either method, you'll see the sign-in page. If you're a first-time user, click "Sign Up!" to create a new account and complete the registration form (see Section 2.3). If you already have an account, simply enter your email and password, then click "Sign In" to access your assessment (see Section 2.4).



03 / Sign In Page

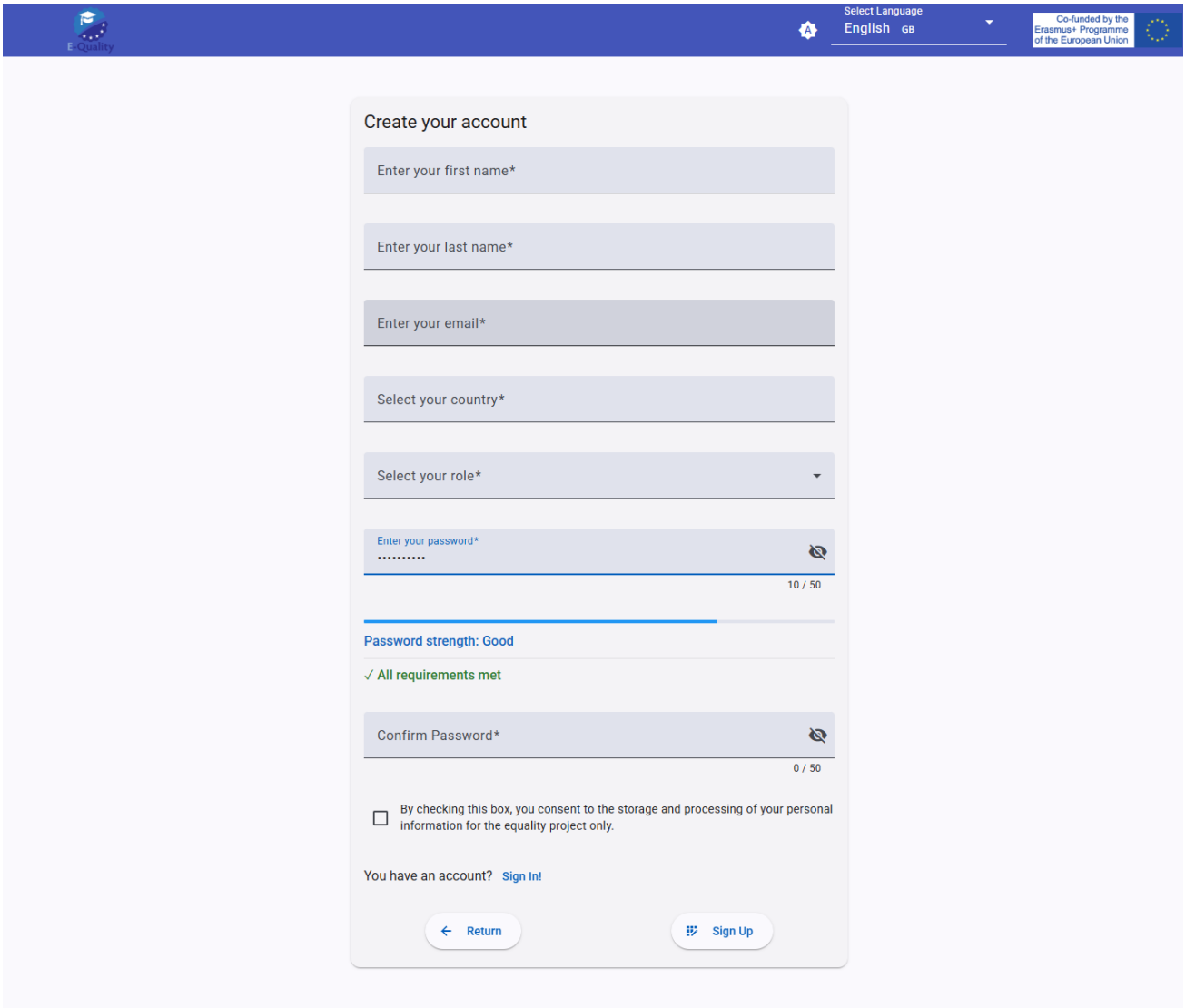
1.2.2 Creating Your Account

If you're a first-time user, follow these step-by-step instructions to create your account:

Before you begin, have three things ready: access to your email inbox, the country you will select, and the professional role that best matches your work. With these at hand, registration takes only a few minutes.

1.2.2.1 Step 1: Access the Registration Form

1. Navigate to the EQUALITY Training Course platform using one of these methods:
   - Direct access: https://equality-programme-course.web.app/
   - Via EQUALITY website: https://equality-programme.eu/ (Platform menu option)
2. On the sign-in page, click the **"Sign Up!"** link
3. The registration form will appear



04 / Sign Up Page

1.2.2.2 Step 2: Complete Required Fields

The registration form requires several pieces of information to create your account. All fields marked with an asterisk (*) are required.

Name Information: Enter your complete first and last name exactly as shown in your professional or official documents. Use your given (personal) name in the First Name field and your family name (surname) in the Last Name field. The system will display your full name as “FirstName LastName” throughout the platform and on your certificate.

Email Address: Provide your work or primary email address, which will serve as your username for signing in to the platform. Ensure you have reliable access to this inbox, as it will be used for course notifications, password recovery, and account-related communications. This email address becomes permanently linked to your account and cannot be easily changed later.

Country and Professional Role: From the dropdown list, select the country where you are currently based or working. The list includes 195 countries, and you can start typing your country name to quickly narrow down the options and find it faster. Next, select the option that best describes your professional role: choose **Manager** if you hold QA management or leadership positions, **QA** if you work as a Quality

Assurance specialist or coordinator, or **Other** if you are another type of educational professional. Choose the role that most closely matches your primary responsibilities.

Password Requirements: Follow the live validation messages and strength indicator displayed by the registration form. Requirements can change with the platform release. Use a unique password that is difficult to guess and do not reuse an institutional password.

Confirm Password: Re-enter your password exactly as typed above to verify accuracy. The two password fields must match exactly, or the platform will display the error “Password is not the same.”

GDPR Consent (Required): Before creating your account, you must read and accept the data processing terms by checking the consent box, which states: “By checking this box, you consent to the storage and processing of your personal information for the equality project only.” This consent is mandatory—if the box remains unchecked, account creation is blocked and the platform displays the message “GDPR consent is required.” Your data is stored securely using the platform authentication service and is only used for the EQUALITY training course. See Section 7.3 for more information about data privacy and your rights.

1.2.2.3 Step 3: Submit Registration

1. Review all entered information for accuracy
2. Ensure all required fields show ✓ checkmarks
3. Click the **“Sign Up”** button

1.2.2.4 Step 4: Account Creation Confirmation

Upon successful registration:

- Your account is created immediately
- You are automatically signed in
- You return to the course landing page, where you can select **Start**
- Your display name is set to “FirstName LastName”

Important: Remember your email and password - you’ll need them to sign in on future visits.

What you should see: the course landing page, signed in, with the **Start** action available. If the registration form is still displayed, look for a validation message next to one of the fields and review the Common Registration Issues below.

1.2.2.5 Common Registration Issues

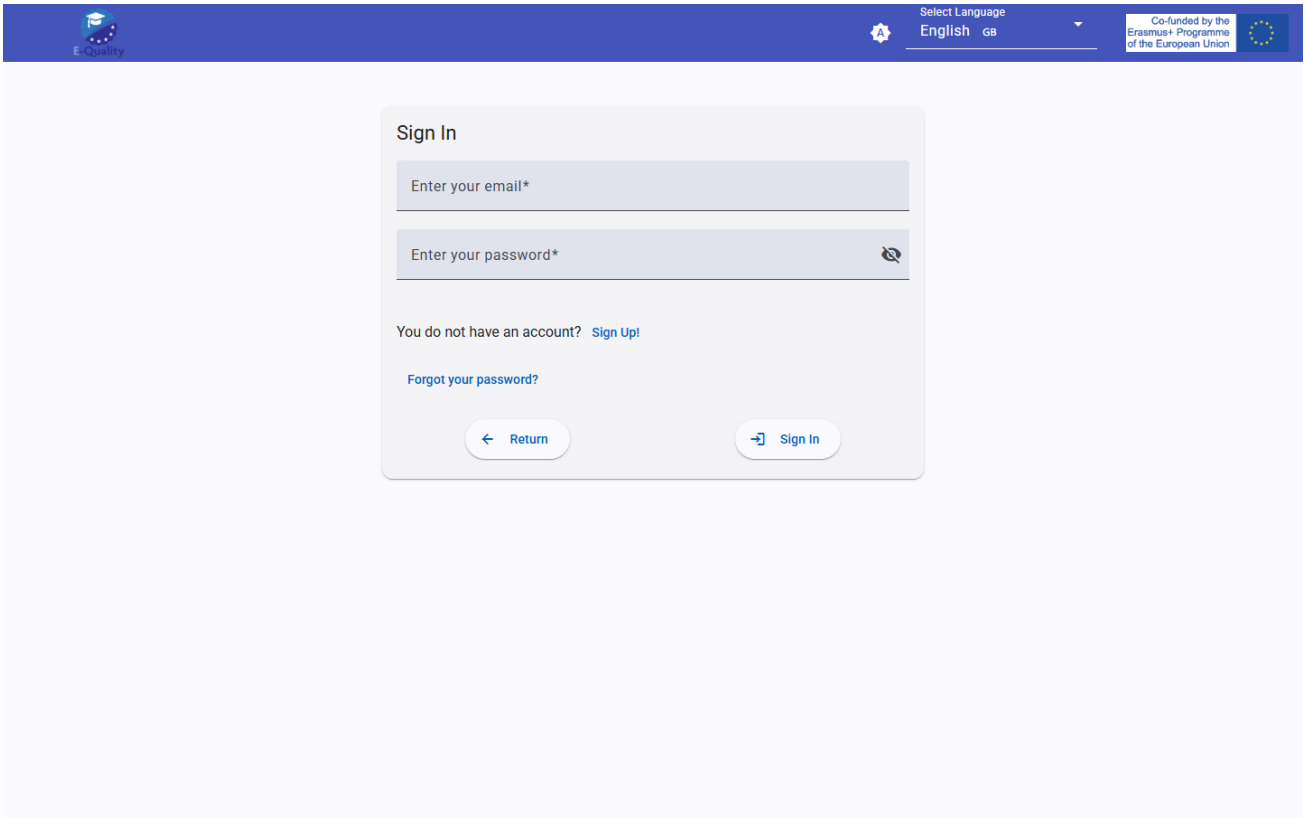
- **Email already in use:** The address is already associated with an account. Return to **Sign In** and use that account. If you do not remember its password, use the password-recovery link.
- **Invalid email:** Check that the address is complete, contains the @ symbol, and includes a valid domain. Remove accidental spaces before or after the address.
- **Passwords do not match:** Re-enter both password fields and make sure they are identical. Password fields are case-sensitive.
- **A required field is missing:** Complete every field marked as required, then submit the form again. If the page still rejects the form, review the validation message shown next to the affected field.

1.2.3 Signing In

Once you have created an account, use these steps to sign in on future visits:

1.2.3.1 Step 1: Access the Sign-In Page

1. Navigate to the EQUALITY Training Course platform using one of these methods:
   - Direct access: https://equality-programme-course.web.app/
   - Via EQUALITY website: https://equality-programme.eu/ (Platform menu option)
2. The sign-in page will load automatically



05 / Sign In Page

1.2.3.2 Step 2: Enter Your Credentials

1.2.3.2.1 Email Address

- Enter the email address you used during registration.
- Make sure you have access to this inbox, as it is used for notifications and password recovery.
- Check for common typing mistakes (such as missing characters or extra spaces).

1.2.3.2.2 Password

- Enter the password you created for your account.
- Ensure that Caps Lock is not accidentally turned on.
- If you prefer, click the eye icon to show or hide the password while typing.

1.2.3.3 Step 3: Sign In

1. Verify your email and password are correct
2. Click the **“Sign In”** button
3. A loading spinner will appear while authenticating

1.2.3.4 Step 4: Access Granted

Upon successful authentication:

- You return to the course landing page, where you can select **Start**
- Review the highlighted and editable course steps to confirm the retained position
- Complete the current page using the platform navigation

What you should see: the course landing page with the **Start** action available. If the sign-in form is still displayed with an error message, work through the Common Sign-In Issues below before trying again.

1.2.3.5 Common Sign-In Issues

- **Wrong password:** Check capitalization and keyboard layout, then enter the password again. Use **Forgot your password?** if the problem continues.
- **User not found:** Confirm that the email address is the one used during registration and that it contains no typing errors. Create an account only if the address has not previously been registered.
- **Invalid email:** Check the complete address, including the @ symbol and domain. Remove spaces that may have been inserted by copying and pasting.
- **The form does not respond:** Confirm that JavaScript is enabled, refresh the page once, and retry in a current browser. Avoid repeated rapid submissions while the sign-in request is processing.

1.2.3.6 Additional Sign-In Options

New User?

- Click **“Sign Up!”** link to create an account (see Section 2.3)

Forgot Your Password?

- Click **“Forgot your password?”** link (see Section 2.5)

Return to Main Screen

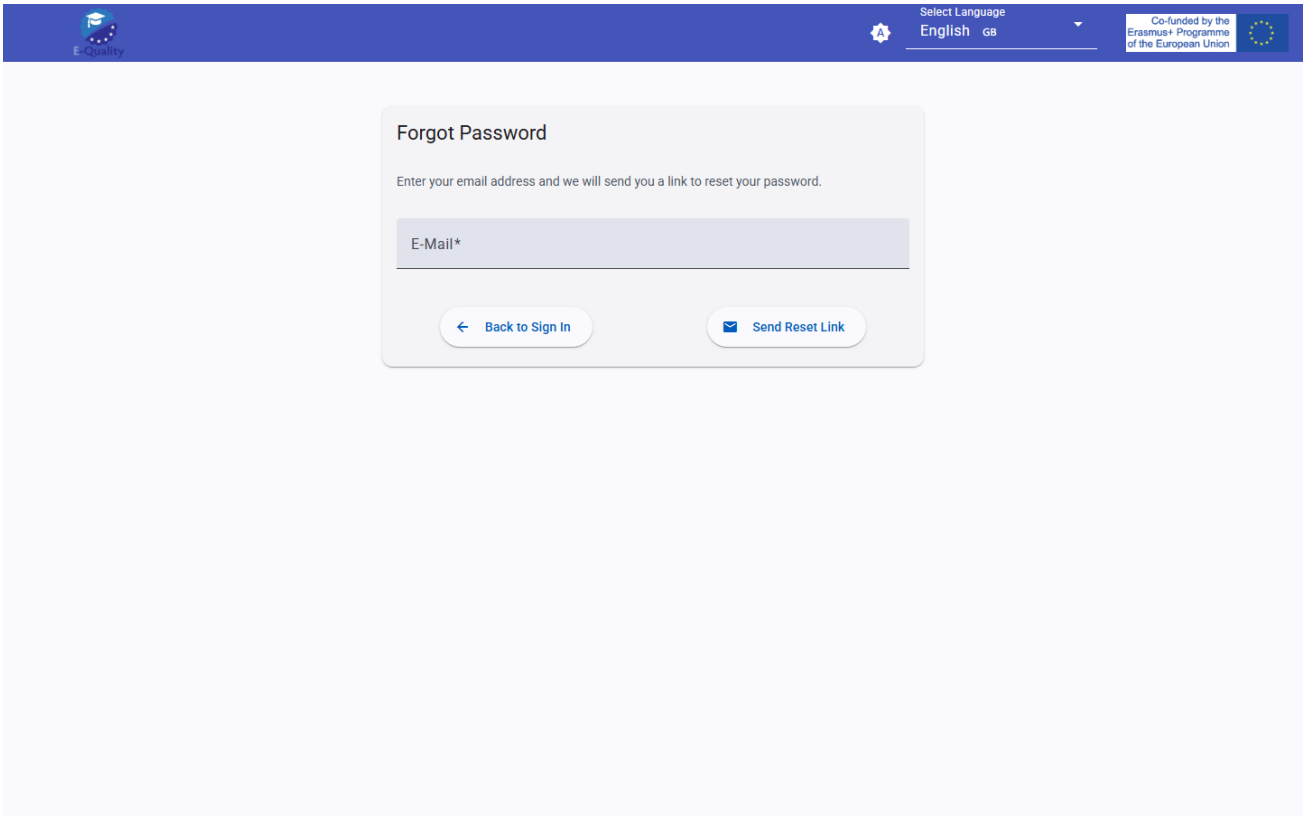
- Click **“Return”** button to go back

1.2.4 Password Recovery

If you’ve forgotten your password, follow these steps to reset it:

1.2.4.1 Step 1: Access Password Recovery

1. From the sign-in page, click **“Forgot your password?”**
2. The password reset page will appear



06 / Forgot Password Page

1.2.4.2 Step 2: Enter Your Email

Page title: “Forgot Password”

Instructions shown:

> “Enter your email address and we will send you a link to reset your password.”

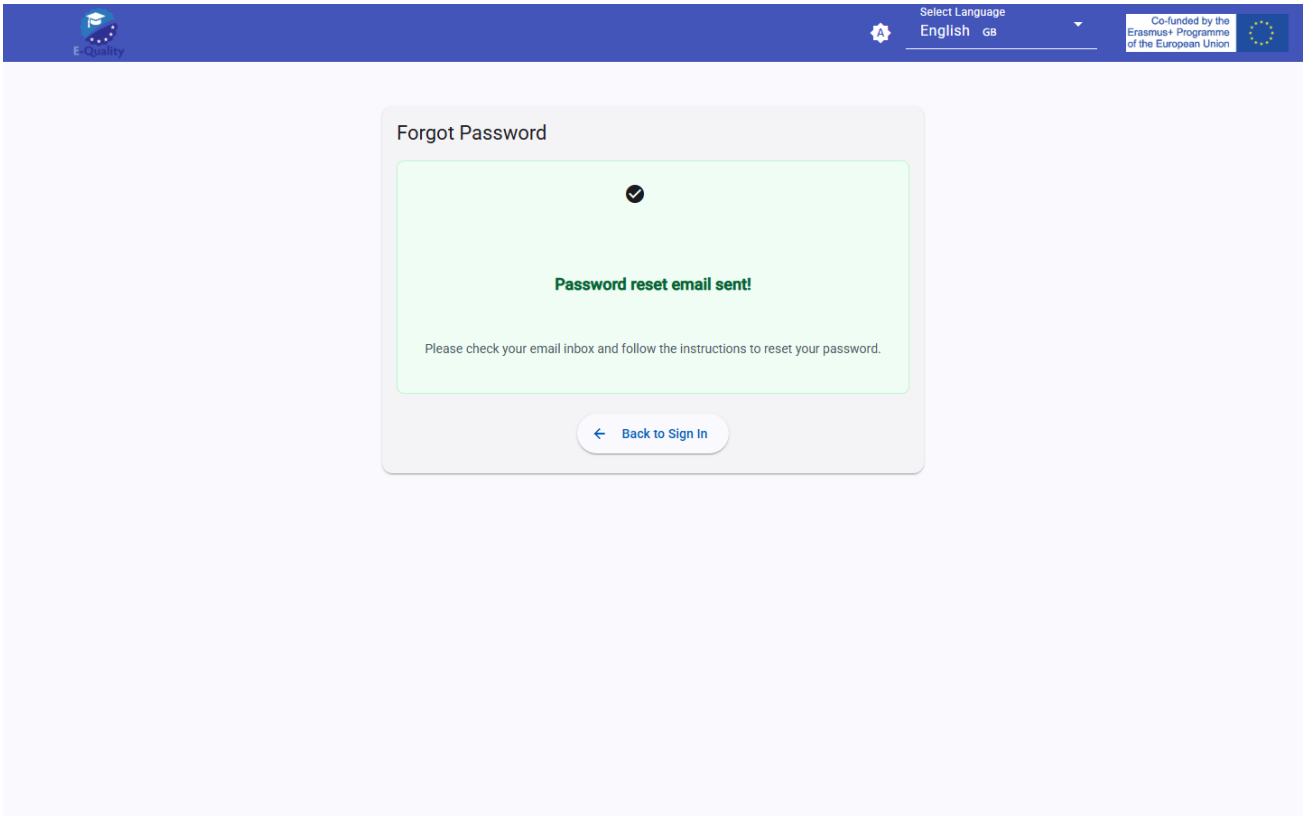
- In the email field, enter the **email address** associated with your account.
- Check that the address is typed correctly (including the **@** symbol and domain name).
- Make sure you have access to this inbox so you can open the password reset link that will be sent there.

1.2.4.3 Step 3: Request Reset Link

1. Click the **“Send Reset Link”** button
2. A loading spinner will appear briefly

1.2.4.4 Step 4: Check Your Email

Upon successful request, you will see a success confirmation:



07 / Password Reset Email Sent Confirmation

Success Message Display:

- ✓ **Green confirmation box** with checkmark icon
- **Header:** "Password reset email sent!"
- **Instructions:** "Please check your email inbox and follow the instructions to reset your password."
- **Notification:** A small notification appears at the bottom of the screen (5 seconds)

1.2.4.5 Step 5: Complete Password Reset

1. **Check your email inbox** (and spam/junk folder if not found)
2. **Open the email** from E-QUALITY platform
3. **Click the reset link** in the email
4. **Enter your new password** on the secure password reset page
5. **Confirm** your new password
6. **Return to the platform** and sign in with your new password

Note: Password reset links expire after a certain time period. If your link has expired, repeat the password recovery process.

1.2.4.6 Step 6: Return to Sign In

- Click **"Back to Sign In"** button to return to the sign-in page
- Enter your email and new password to access the platform

1.2.4.7 Troubleshooting Password Recovery

- **The message does not arrive:** Check spam and junk folders, confirm that the submitted address is correct, wait several minutes, and request another message only if necessary.
- **The reset link has expired or was already used:** Return to the sign-in page and request a new password-reset message. Use the most recent link.
- **The email address is rejected:** Recheck its format and use the address associated with the platform account.
- **The new password is not accepted:** Follow the validation guidance on the reset page and enter the same value in both password fields.

Security Note: For your protection, we don’t reveal whether an email address is registered in our system. If you’re unsure if you have an account, try creating a new one - you’ll be notified if the email is already in use.

1.3 Understanding the Platform

Treat this chapter as your orientation tour. Take a few minutes to recognise each element described below before starting the first module; the course feels far more predictable once you know where the step bar, the module introductions, and the navigation buttons are and what each one does.

1.3.1 Landing Page and Toolbar

The landing page introduces the project, identifies the intended audience, summarizes the five-module flow, and displays the current application version. The header contains the E-QUALITY logo, theme control, language selector, and European Union funding mark.

When signed out, the main action is **Sign In**. When signed in, the main actions are **Start** and **Logout**. Select **Start** to enter the course; selecting the browser Back button is not required.

1.3.2 Seven-Step Course Bar

Inside the course, the horizontal step bar represents the five modules, User Profile, and Results. The selected step is highlighted. Future steps are disabled until prerequisites are completed. A completed module can display a pencil icon and the word **Editable**, indicating that it can still be opened and changed before results are submitted.

On narrower screens, the entire label may not fit. The numbered circles still show the sequence. Use the platform navigation buttons and scroll the page when necessary rather than assuming that a truncated step label is an error.

1.3.3 Module Introductions

Every module begins with an introduction containing headings, explanatory paragraphs, examples, and resource cards. Resources can identify a title, format, author or organisation, publication year, description, and keywords. Select **Open** to visit the source. Some modules also expose an **Additional Resources** collection.

The introduction is part of the course content. Read it before selecting **Start Module**. Opening a resource may create another browser tab or download a file, depending on the resource and browser settings.

1.3.4 Question Types

1.3.4.1 Single-Choice Questions

Single-choice questions use radio buttons. Select one response. Selecting a different response in the same question replaces the earlier choice.

1.3.4.2 Multiple-Choice Questions

Multiple-choice questions use checkboxes and can allow more than one response. Read the wording carefully. A prompt may ask for all applicable statements, examples, principles, or components. Do not assume that every checkbox is correct.

1.3.4.3 Required Validation

Questions on the active page are required. If **Next Page** is selected while an item is unanswered, the platform displays **Required!** and remains on the page. Scroll through the complete page because the missing item may be below the visible area.

1.3.5 Navigation Controls

The controls displayed depend on the current point in the course:

- **Start Module** moves from learning material to questions.
- **Introduction** returns to the learning material for the active module.
- **Previous Page** and **Next Page** move within a module.
- **Next Module** opens the following module introduction.
- **Previous Module** returns to the preceding module.
- **Home** returns to the landing page.
- **Enter User Information!** opens the profile after Module 5.

Use these controls as the normal navigation method. Browser history controls can restore a page without reproducing the platform's validation and step transition behavior.

1.4 Taking the Course and Assessment

This chapter follows you through the part of the platform where you will spend most of your time: reading module introductions, answering question pages, and moving from module to module. Keep it at hand during your first attempt and use it whenever you are unsure what the next control will do.

1.4.1 Starting a Module

After selecting **Start** on the landing page, Module 1 opens at its introduction. Review the module title and learning material. Follow relevant resource links in a separate tab if you want to preserve your place in the course.

When ready, select **Start Module**. The first question page appears beneath the same seven-step bar. Later module introductions follow the same pattern, although their material, resource cards, question types, and number of pages vary.

In practice, your path into a module looks like this:

1. On the landing page, select **Start**.
2. Read the module introduction, opening any resources you want to keep in a separate browser tab.
3. Select **Start Module** when you have finished reading.
4. Answer every question on the page, then select **Next Page**.

What you should see: after **Start Module**, the first question page appears beneath the same seven-step bar, with the active module highlighted.

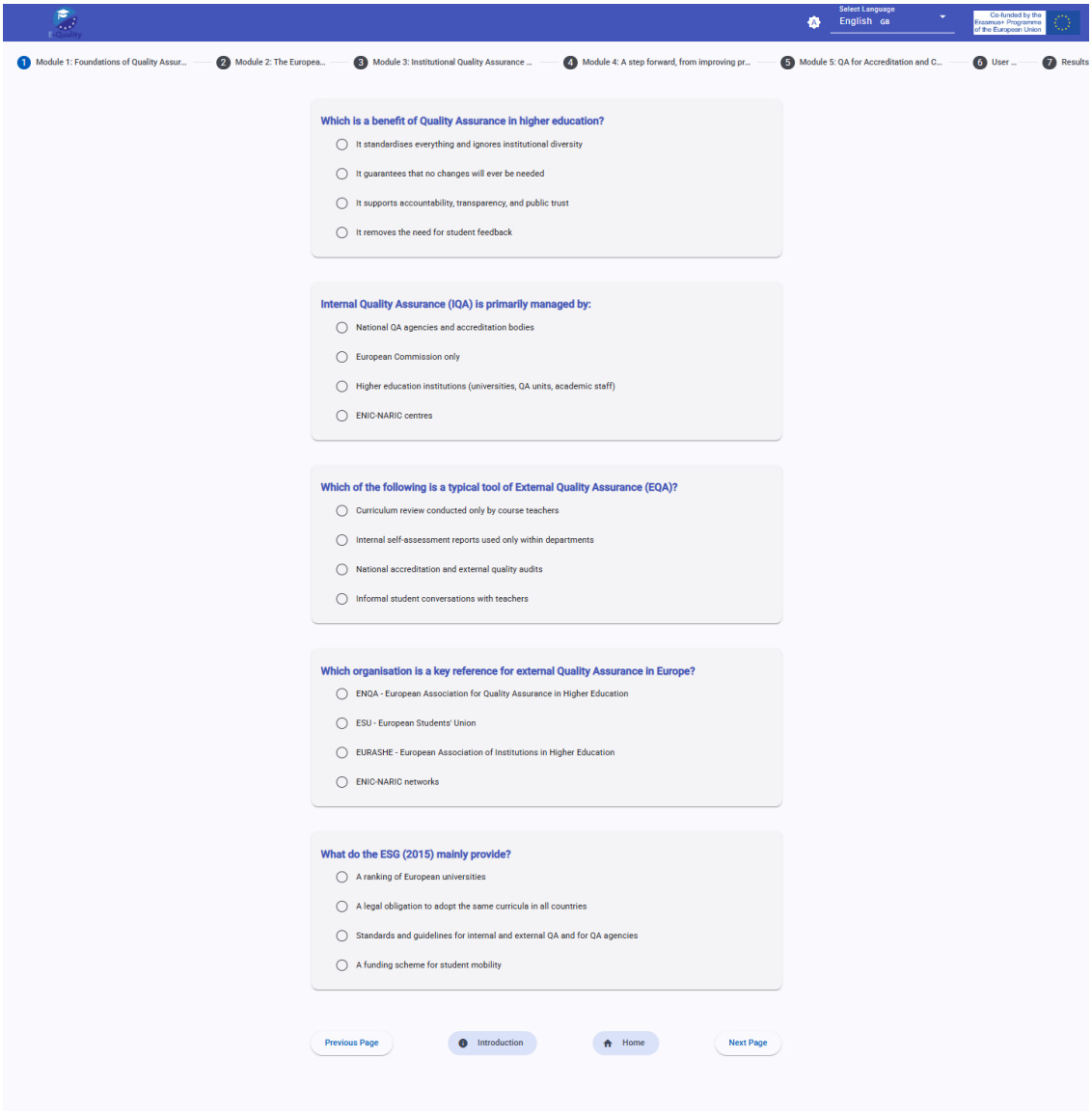
1.4.2 Reading Before Answering

The most reliable approach is to complete the module in two passes. First read the introduction and inspect the resources. Then begin the questions. If a question exposes a gap in understanding, select **Introduction**, review the relevant section, and return to the questions.

External sources may use different terminology or provide more detail than the course page. Keep the exact wording of the question in mind and distinguish between a broad professional debate and the concept the module is assessing.

1.4.3 Answering a Page

Work from top to bottom. For each radio-button group, select one response. For each checkbox group, select all responses that you judge applicable. Review the complete page before selecting **Next Page**.



08 / Current assessment question page

Assessment question page.

If the page does not advance:

1. Look for a **Required!** message.
2. Scroll upward and downward to locate the unanswered item.
3. Confirm that a radio button is visibly selected where one answer is required.
4. Confirm that at least one checkbox is selected where multiple answers are allowed.
5. Select **Next Page** again.

1.4.4 Reviewing and Changing Answers

Use **Previous Page** to move backward within the module. Completed modules become editable in the step bar, allowing earlier material and answers to be reopened before final submission.

Changing an answer before submission replaces the value used in the final calculation. After submission, the Results screen is displayed and the normal route to a new set of answers is **Try Again**, which resets the attempt.

1.4.5 Moving Between Modules

The last question page of a module uses **Next Module** rather than **Next Page**. Selecting it opens the introduction to the next module. Read that introduction and select **Start Module** when ready.

The five modules do not all use the same number or type of question. Module results therefore show separate correct-answer counts and can have different maximum values.

1.4.6 Progress and Session Precautions

The platform does not expose a visible “saved” or “synchronized” status. The course can retain completed work for a signed-in user, but the guide does not claim offline operation or guarantee that an unfinished page is stored.

For reliable use:

- finish the current page with **Next Page** or **Next Module**;
- remain online while loading modules and resources;
- avoid clearing browser site data during an attempt;
- avoid switching devices in the middle of an unfinished page; and
- sign in with the same account when returning.

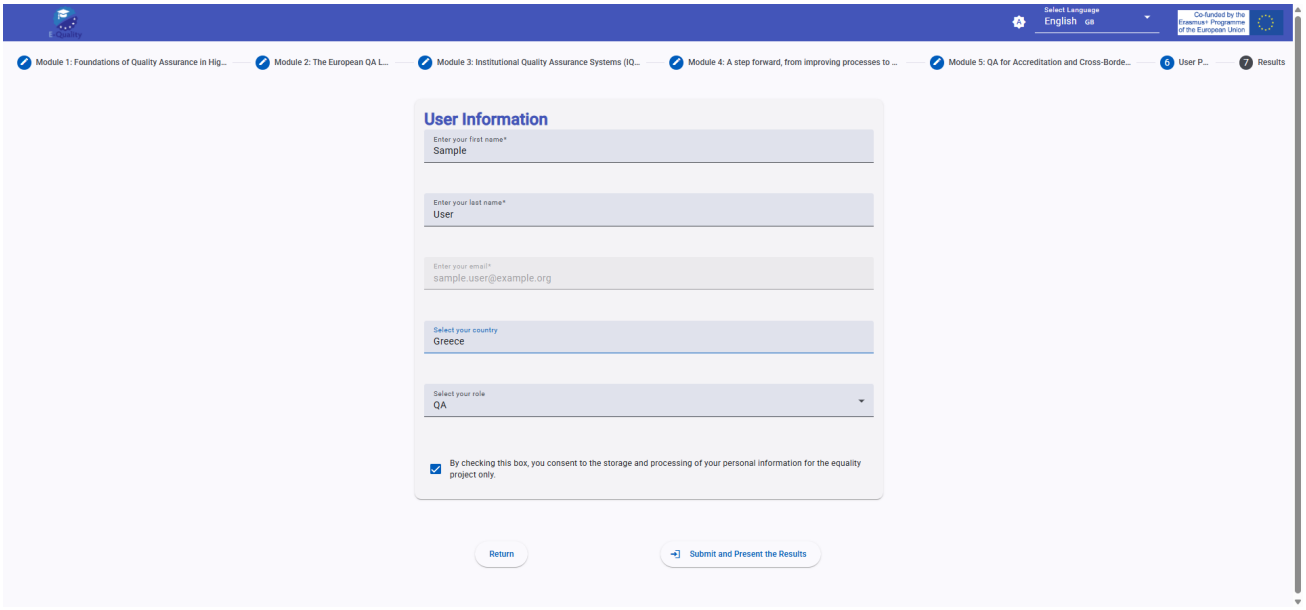
There is no visible countdown timer in the verified course. Nevertheless, long inactive browser sessions can be affected by browser, network, or authentication changes. Reopen the site and sign in again if a stale page stops responding.

1.5 Completing the Assessment

You are nearly there. Two short steps separate the last module from your results: confirming your profile information and submitting the attempt for scoring. Take both steps slowly; once the attempt has been scored, answers can no longer be edited in place.

1.5.1 User Profile Step

After the last Module 5 page, select **Enter User Information!**. The User Profile step displays first name, last name, account email, country, professional role, and the consent statement.



09 / User Profile step with sample data

User Profile step. Personal account details have been replaced with sample data in this guide.

Review every value. The email field is disabled because it is associated with the signed-in account. Complete any missing country or role selection and verify the consent checkbox before submission.

Work through the profile from top to bottom:

1. Check that the first and last name are spelled exactly as they should appear on the result document.
2. Confirm that the disabled email field shows the account you signed in with.
3. Select a country and professional role if either field is empty.
4. Read the consent statement and verify the checkbox.

1.5.2 Final Submission

Select **Submit and Present the Results** when all five modules and profile information are ready. This is the final scoring action. The platform calculates the results and opens step 7.

There is no separate confirmation dialog in the verified version. Review editable modules before selecting the submission button if you still intend to change answers.

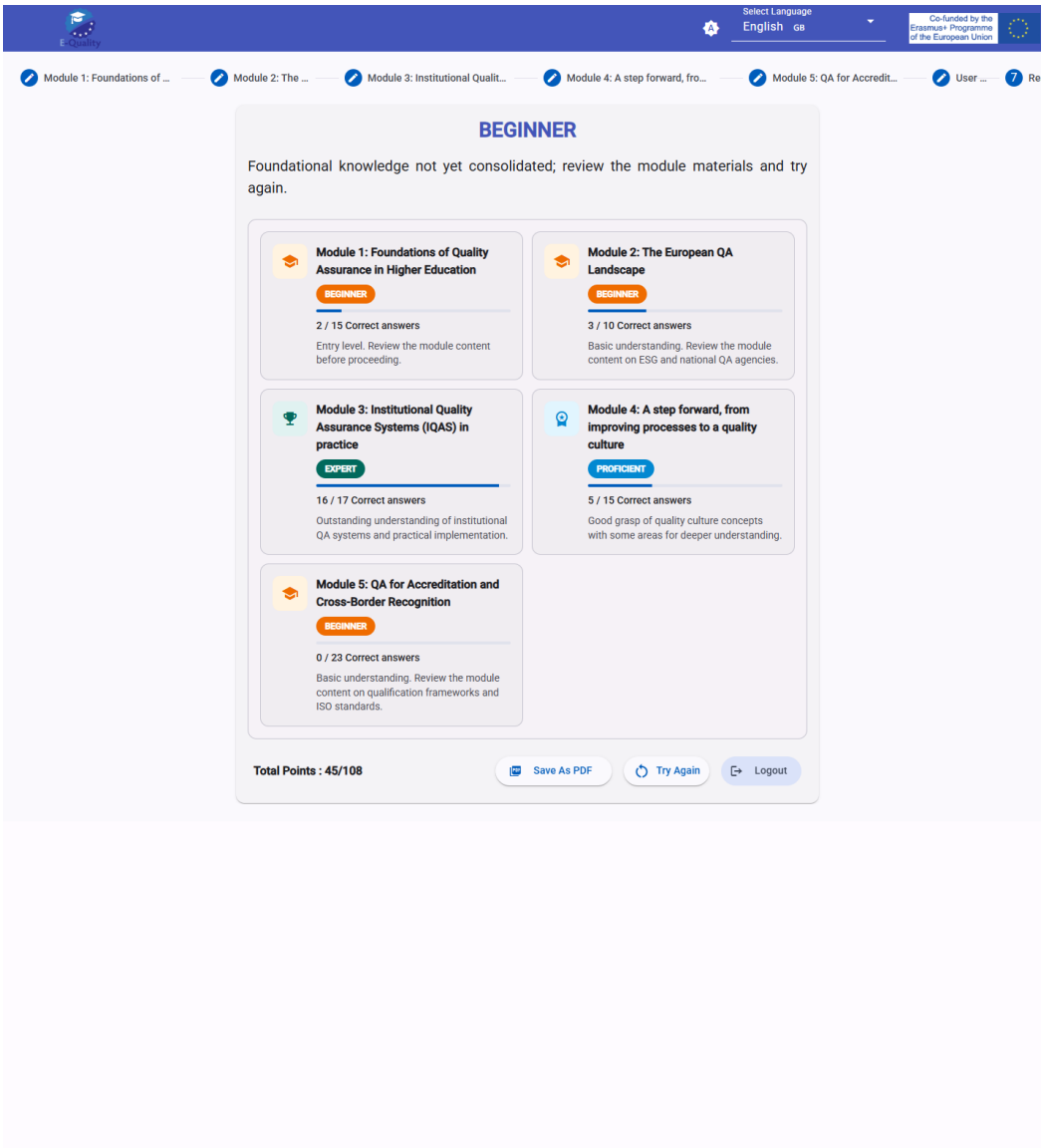
Before you select it: work through the Pre-Submission Review checklist in the Expanded Procedures and Checklists chapter. Submission is the moment the attempt is scored, so this is your last opportunity to correct a name, an empty selection, or an answer you meant to revisit.

1.5.3 Results Page

The Results page begins with an overall result label and explanatory message. It then presents a separate card for each of the five modules. Each card can show:

- the module title;
- a module-level category;
- a progress bar;
- the number of correct answers and module maximum; and
- an interpretation or recommendation.

The bottom of the page shows total points and the three main actions.



10 / Current Results page

Results overview. The values shown are an illustrative test attempt and do not represent a recommended or expected score.

1.5.4 Interpreting Results

Use the module cards to identify strong and weak areas. The overall label is a summary; it should be interpreted together with the five module results. Because question types and maximum values differ, a raw count in one module should not be compared directly with another without considering its maximum.

Review the module introduction and resources when a result message recommends further study. The course supports learning through review and retaking rather than presenting a single irreversible pass/fail event.

1.5.5 Changing Information Before Submission

Before final submission, the step bar can mark completed modules and User Profile as editable. Select the appropriate step, make the change, and return through the platform flow. Ensure that all required items remain complete.

After results are produced, individual answers are no longer edited in place. Use **Try Again** for a new attempt.

1.6 Results PDF and Retaking

1.6.1 Save As PDF

Select **Save As PDF** on the Results page to generate the downloadable result document. Browser behavior varies: the file may download immediately, open in a PDF viewer, or appear in the browser download list.

To keep your record, follow this sequence:

1. Stay on the Results page and read your module cards first.
2. Select **Save As PDF**.
3. Open the browser download list and confirm that the file is present.
4. Open the file once and check that your name and results appear correctly.

Before assuming that generation failed:

1. Open the browser download list.
2. Check whether the browser blocked the download.
3. Confirm that the device has available storage.
4. Retry once after reloading the Results page.
5. Try a current alternative browser if organisational policy permits.

The exported PDF should be stored as personal course documentation. Review it before sharing because it may contain the learner's name, score, result level, or other identifying information.

1.6.2 Naming and Filing the PDF

Use a meaningful local filename that includes the learner name or identifier, course name, and completion date according to institutional practice. Avoid putting sensitive personal information in a filename when the file will be shared through a public or broadly accessible location.

If a PDF is required for professional-development records, keep the original download and provide a copy to the relevant institutional process. The course result does not by itself establish formal academic credit or professional accreditation unless an authorised E-QUALITY or institutional statement says otherwise.

1.6.3 Retaking the Course

Select **Try Again** to reset the current attempt. The reset takes effect immediately and returns to the course landing page. No additional confirmation dialog was displayed during verification.

> **Check before you click:** have you saved the PDF? **Try Again** clears the attempt immediately, and the platform will not ask you to confirm.

Download any result PDF that you want to retain before resetting. After the reset, select **Start** and proceed through the modules again.

1.6.4 A Productive Retake Strategy

Do not retake by immediately repeating the same choices. First review the module-level results, return to the relevant module introductions and resources, and identify terminology or frameworks that caused uncertainty.

A useful review sequence is:

1. Start with the module showing the largest gap between correct answers and its maximum.
2. Re-read definitions and distinctions, especially terms that appear similar.
3. Open the cited European or institutional resources.
4. Make brief notes linking each framework, organisation, or process to its purpose.
5. Begin the new attempt only after completing that review.

1.6.5 Logout

Select **Logout** when working on a shared device. Closing a browser window is not a substitute for signing out of an account that another person can access. Do not allow the browser to save the password on a public or shared computer.

1.7 Technical Support, Browser Use, and Privacy

1.7.1 Authentication and Account Problems

If sign-in fails, check the email spelling, password, keyboard language, Caps Lock, and leading or trailing spaces. Use **Forgot your password?** to request a reset email. Check spam or junk folders and verify that the address is the one used for registration.

If registration cannot be submitted, review every required field, confirm that the two password entries match, and accept the displayed consent statement. The password area shows validation and strength feedback; follow the current on-screen requirements rather than relying on an older printed rule.

1.7.2 Course Navigation Problems

When **Next Page** does not advance, locate all **Required!** messages and complete the corresponding controls. On mobile devices, scroll through the whole page. Use platform navigation rather than browser history.

If a future module remains disabled, complete the active module and select its final **Next Module** action. If the interface appears stale, reload the page, sign in again, and return to the current module.

1.7.3 Resource and Download Problems

External resources are hosted outside the immediate course page and may be affected by separate permissions, availability, or browser policies. Check the internet connection, allow the destination tab, and retry. For the result PDF, inspect the browser download list and site download permissions.

1.7.4 Browser and Display Recommendations

Use a maintained version of Chrome, Edge, Firefox, or Safari with JavaScript enabled. Reset zoom to 100% if controls overlap, and use a wider window for the seven-step bar. Clear site data only as a last resort because doing so can remove browser-held state.

Private-browsing modes and aggressive content-blocking extensions can restrict storage, authentication, new tabs, or downloads. Test in a normal browser window when permitted by institutional policy.

1.7.5 Privacy and Responsible Use

The registration and User Profile screens display a consent statement for storage and processing of personal information for the E-QUALITY project. Read the current statement before accepting it.

This guide does not make unverified claims about database location, retention periods, encryption algorithms, cookies, or deletion deadlines. Refer to the project's current formal privacy information and the responsible institutional contact for those matters.

Use a unique password, do not share credentials, and sign out on shared devices. Screenshots sent to support should not show passwords and should remove unnecessary names, email addresses, results, or other personal data.

1.7.6 Contacting Support

Before requesting assistance:

1. Reload the page and sign in again.
2. Confirm the selected language.
3. Review the relevant section of this guide.
4. Try a current supported browser.
5. Record the exact page, control, and error message.

Include the following in a support request:

- the platform version currently displayed;
- selected language;
- module and page;
- browser and operating system;
- clear steps to reproduce the issue; and
- a sanitized screenshot.

Contact the E-QUALITY coordinator or technical contact supplied by your institution. Do not send a password or password-reset link.

1.8 Frequently Asked Questions

1.8.1 General Questions

How do I access the platform?

Open https://equality-programme-course.web.app/ directly or use the platform link on the E-QUALITY project website.

Who is the course for?

It is designed for QA managers and administrators, academic leaders, faculty QA leads, student representatives, and other higher-education professionals who participate in quality assurance.

How many modules are available?

The course contains five modules, followed by User Profile and Results.

Is the course only an assessment?

No. Each module has an introduction with learning content and resources before its question pages.

Can I use a phone or tablet?

Yes, the interface is responsive. A desktop or tablet is more convenient for long content, resources, and the seven-step navigation bar.

1.8.2 Language Questions

Which languages appear in the selector?

English, Greek, Italian, Polish, and Bulgarian.

Is the platform available in every language?

Yes. The interface is fully available in every language listed in the selector, including account, module, question, and answer text.

Will an external resource be translated automatically?

No. External websites and documents use the language supplied by their publishers.

1.8.3 Account and Access Questions

How do I create an account?

Select **Sign In**, then **Sign Up!**, complete the required personal, professional, password, and consent fields, and submit the form.

What should I do if I forget the password?

Use **Forgot your password?**, enter the registered email address, and follow the reset instructions sent by email.

Can I change the account email in User Profile?

The email field is disabled in the verified User Profile screen because it is linked to the signed-in account.

1.8.4 Module and Question Questions

Why is the next module disabled?

Complete the current module and use its final **Next Module** action.

Can I return to the introduction after starting questions?

Yes. Select **Introduction**.

Can I change earlier answers?

Yes, before final submission. Use **Previous Page** or open a module marked **Editable**.

Why will Next Page not work?

One or more required questions are unanswered. Find the **Required!** message, complete the control, and try again.

How many questions and points are there?

The verified release displays 80 questions and reports an overall maximum of 108 points. Multi-selection items account for the difference.

1.8.5 Progress Questions

Does the platform save my work?

Completed work can be retained for the signed-in account, but the platform does not show a synchronization indicator. Finish the current page with the platform navigation before leaving.

Can I rely on offline use?

This guide does not claim offline support. Remain online when loading content, opening resources, submitting results, and generating the PDF.

Is there a visible time limit?

No countdown timer was visible during verification. A long inactive session can still be affected by browser or authentication changes.

1.8.6 Results and PDF Questions

What appears on the Results page?

An overall result, five module result cards, correct-answer counts, total points, and the **Save As PDF**, **Try Again**, and **Logout** actions.

Why are module maximums different?

Modules contain different question sets and scoring structures.

How do I keep the result?

Select **Save As PDF** and retain the downloaded document according to your institution's records practice.

What does Try Again do?

It resets the current attempt and returns to the landing page immediately. Download any PDF you want to keep first.

Is the PDF a formally accredited qualification?

Do not assume formal accreditation from the platform alone. Use an authorised project or institutional statement to determine recognition.

1.8.7 Privacy and Support Questions

Should I send my password to support?

No. Support does not need the password or a reset link.

What information should a support request contain?

Include platform version, selected language, module and page, browser and operating system, exact error text, reproduction steps, and a sanitized screenshot.

Where can I find definitive privacy information?

Use the current formal information supplied by the E-QUALITY project or the responsible institution. The consent text shown by the platform should be read before account creation or profile submission.

1.9 Detailed Module-by-Module Working Guide

1.9.1 Module 1: Foundations of Quality Assurance in Higher Education

Module 1 establishes the vocabulary used throughout the rest of the course. Its introduction addresses quality assurance, quality control, quality culture, internal and external quality assurance, European actors, and key references. Resource cards include European guidance and institutional examples.

Before beginning the questions, make sure that you can distinguish a continuous improvement process from a minimum-standard inspection and that you understand why internal and external QA are complementary. Note the functions of the organisations and frameworks described in the glossary because several names are similar.

The verified Results screen assigns Module 1 a maximum of **15 correct answers**. This maximum can change if the course template is revised.

When reviewing this module:

- connect QA terminology to the purpose it serves;
- distinguish organisations, registers, networks, and standards;
- compare institutional responsibility with external accountability; and
- use the linked sources when an acronym is unfamiliar.

1.9.2 Module 2: The European QA Landscape

Module 2 moves from general foundations to the European environment in which quality assurance operates. The introduction and resources should be read as a map of related actors, standards, recognition structures, and policy relationships rather than as an isolated list of abbreviations.

Create a simple reference table while studying. In one column record the actor or framework; in a second column record its principal function; in a third column record whether it is primarily associated with standards, agency membership, registration, student representation, institutional representation, or recognition.

The verified Results screen assigns Module 2 a maximum of **10 correct answers**. A high result in this module depends on understanding relationships and roles, not only recognising names.

1.9.3 Module 3: Institutional Quality Assurance Systems in Practice

Module 3 turns to institutional implementation. It discusses components of a quality management system, organisational responsibilities, evaluation and monitoring, stakeholder feedback, teacher assessment, and practical institutional processes.

Some questions ask for a professional judgement using response scales rather than a simple factual definition. Read the exact scale labels and select the response that best matches the wording and context supplied by the module.

The verified Results screen assigns Module 3 a maximum of **17 correct answers**. When reviewing:

- identify the purpose of each institutional structure;
- distinguish policy, monitoring, evaluation, commission, and certification functions;
- consider how stakeholder evidence is collected and used; and
- relate assessment activity to improvement rather than treating it as an isolated administrative exercise.

1.9.4 Module 4: From Improving Processes to a Quality Culture

Module 4 focuses on the transition from procedures to an embedded quality culture. It considers participation, trust, shared responsibility, communication, leadership, staff and student involvement, and the risk of reducing QA to compliance.

This module can contain a mixture of radio-button and checkbox questions. For multi-selection questions, decide whether each statement supports an institution-wide culture of quality. Do not select an option merely because it describes a formal process; consider whether it contributes to learning, ownership, reflection, and continuous improvement.

The verified Results screen assigns Module 4 a maximum of **15 correct answers**.

1.9.5 Module 5: QA for Accreditation and Cross-Border Recognition

Module 5 applies quality assurance to accreditation, qualifications, recognition, standards, and cross-border contexts. It is the final and most extensive assessed module in the current course sequence.

Pay close attention to distinctions between institutional accreditation, programme accreditation, qualifications frameworks, recognition processes, quality standards, and the responsibilities of the organisations involved. Where the introduction links to formal frameworks or standards, use the source to confirm terminology.

The verified Results screen assigns Module 5 a maximum of **23 correct answers**. Completing its final page unlocks the User Profile step.

1.9.6 Using Results to Plan Review

The five module maximums displayed in the verified result cards are 15, 10, 17, 15, and 23 correct answers. Together they represent 80 assessed answer outcomes. The overall result also displayed **48/108** for the illustrative test attempt, confirming that the total-points calculation is not identical to the simple sum of module correct-answer maxima.

Do not attempt to reverse-engineer or predict a final category from a single module count. Use the labels and explanations generated by the platform. For learning purposes, prioritise modules with the clearest recommendation to review material and then revisit the relevant resources before resetting the attempt.

1.10 Expanded Procedures and Checklists

1.10.1 First-Time Learner Checklist

Before beginning:

- confirm that you can access the platform URL;
- use a current browser with JavaScript enabled;
- choose the preferred language and check that essential text is visible;
- create or verify the account;
- use a private device where possible;
- allow enough uninterrupted time to finish at least one question page; and
- prepare a place to record links or concepts for later review.

After signing in:

1. Read the landing-page overview.
2. Confirm the displayed platform version.
3. Select **Start**.
4. Read Module 1 before selecting **Start Module**.
5. Complete every required item on each page.
6. Use **Next Module** at the end of a module.
7. Repeat the reading and question process through Module 5.
8. Review User Profile.
9. Submit and inspect the Results page.
10. Save the PDF before deciding whether to retake.

1.10.2 Returning Learner Checklist

When returning to an incomplete attempt:

1. Open the same platform URL.
2. Select the language required for the session.
3. Sign in with the same account.
4. Select **Start**.
5. Identify the highlighted or editable step.
6. Review the current page for previously selected responses.
7. Complete the page using platform navigation.

If the apparent position is not what you expected, do not submit immediately. Review the editable module steps and verify whether earlier answers are still present.

1.10.3 Pre-Submission Review

Before selecting **Submit and Present the Results**:

- open each module marked **Editable** if an answer needs review;
- check that checkbox questions were interpreted as multi-selection items;
- verify that no page still shows **Required!**;
- review first name and last name for the result document;
- confirm the account email shown in the disabled field;
- complete country and professional role;
- read the consent statement; and
- decide whether you are ready for the current attempt to be scored.

1.10.4 PDF Retention Checklist

After submission:

1. Read the overall message.
2. Record or review each module result.
3. Select **Save As PDF**.
4. Confirm that the file exists and opens.
5. Check the name and personal details.
6. Store it in the approved location.
7. Only then select **Try Again**, if a new attempt is wanted.

1.10.5 Shared-Computer Checklist

On a shared computer:

- do not save the password;
- do not leave the results visible;
- download the PDF only to an approved location;
- remove temporary local copies if required by policy;
- select **Logout**; and
- close the browser window after logout.

1.10.6 Screenshot Checklist for Support

A useful screenshot should show the affected control and enough surrounding context to identify the page. It should not reveal a password. Remove or cover the learner name, email address, score, and other personal information unless that specific information is necessary and the support channel is authorised to receive it.

Accompany the image with text. State what you expected, what happened, and the last action taken before the issue appeared. A screenshot without reproduction steps is often insufficient for diagnosis.

1.11 Interface Reference

Control or label	Purpose	Important behavior
Language selector	Changes the interface language	Translations are complete in every available language
Theme button	Changes visual theme	Does not change course content or scoring
Sign In	Opens or submits authentication	Requires the registered email and password
Sign Up!	Opens account registration	Required fields and consent must be complete
Forgot your password?	Starts password recovery	Sends instructions to the registered email
Start	Enters the signed-in course	Opens the current course sequence
Start Module	Begins module questions	Read the introduction first
Introduction	Returns to module learning material	Useful for reviewing a concept during questions
Open	Opens an external resource	Destination behavior is controlled by the browser and external site
Additional Resources	Shows further module sources	Resource count and availability can vary
Previous Page	Moves to the prior question page	Allows answers to be reviewed before submission
Next Page	Validates and advances the page	Unanswered items display Required!
Previous Module	Returns to the preceding module	Available at module boundaries
Next Module	Completes the active module transition	Opens the next module introduction
Home	Returns to the course landing page	Does not itself submit results
Editable	Marks a completed step that can be revisited	Appears before final results submission
Enter User Information!	Opens User Profile	Appears after Module 5

Control or label	Purpose	Important behavior
Submit and Present the Results	Scores the attempt	No separate confirmation was observed
Save As PDF	Generates the results document	Check browser downloads if no file is visible
Try Again	Resets the attempt	Immediate reset; save the PDF first
Logout	Ends the signed-in session	Recommended on shared devices

1.11.1 Terms Used in This Guide

Active step: The currently selected module, profile, or results step.

Editable step: A completed step that the learner can revisit before final submission.

Introduction: The module's learning material and resources shown before the question pages.

Question page: A group of required radio-button or checkbox questions validated together by **Next Page**.

Module result: The category, progress indicator, correct-answer count, and message displayed for one module after submission.

Overall result: The summary category and message displayed above the module cards.

Attempt: One complete progression from the five modules through User Profile and result calculation. **Try Again** begins a new attempt by resetting the current one.

1.12 Detailed Troubleshooting Scenarios

1.12.1 The Landing Page Opens but the Main Action Is Missing

First wait for the page to finish loading and scroll through the main card. The action is displayed near the bottom of the introduction. A signed-out user sees **Sign In**; a signed-in user sees **Start** and an account-specific logout action.

If neither action appears, reload the page. Confirm that JavaScript is enabled and that a content-blocking extension has not removed application scripts. Open the browser developer console only if you are responsible for technical support; ordinary learners should record the browser, time, selected language, and a screenshot.

1.12.2 Registration Is Rejected

Review the form from top to bottom. Required fields include personal details, email, country, professional role, password entries, and consent. A field can look complete but still contain an invalid value, such as an incomplete email address or two passwords that differ by capitalization or an invisible space.

Use the live validation messages as the authoritative requirement. The source manual previously described fixed password rules, but platform validation can change independently. If a registration email is already in use, use Sign In or password recovery rather than repeatedly submitting the same registration.

1.12.3 Password Recovery Email Does Not Arrive

Confirm that the email was entered correctly and that it belongs to the registered account. Check spam, junk, quarantine, and organisational email security folders. Wait several minutes before requesting another message, because multiple reset requests can make an earlier link obsolete.

If the institution filters automated messages, provide the platform domain and approximate request time to the local email administrator. Do not forward a working reset link to another person.

1.12.4 The Course Opens at an Unexpected Module

The platform can retain completed steps for a signed-in account. Review the step bar and look for the selected step and any modules marked **Editable**. Use the course controls to inspect the current position.

If previously completed answers are not present, verify that the same email account was used. Do not submit a partially restored attempt merely to reach Results. Record the account identifier privately, the expected module, and the module actually shown, then contact support.

1.12.5 A Resource Link Fails

Check whether the resource opened in another tab or was downloaded. Copying a long storage URL manually can omit characters, so use the **Open** control again. If the destination reports that the item is unavailable, record the resource title, module, and destination URL.

The course platform can be operating normally while a separately hosted resource is unavailable. Support should distinguish between an application navigation failure and an external document failure.

1.12.6 Questions Appear but Their Text Is Blank

If question or answer text fails to load, do not select answers based only on their order. Reload the page and confirm that the full text is visible before answering.

If the text is still blank, reload the page. Capture the module number, page position, selected language, and visible controls. Avoid including selected answers in a public report if the assessment content should remain restricted.

1.12.7 Required Validation Persists

When **Required!** remains after an answer is selected, inspect every question on the page. More than one item may be incomplete. In a checkbox question, ensure that the selection was actually applied and remains visibly checked.

Browser zoom and narrow mobile layouts can place the message away from the control. Reset zoom to 100%, scroll slowly, and retry. If validation remains on a visibly complete page, take screenshots of the entire page in sections and report the module and question wording.

1.12.8 Next Module Does Not Open

The last page must pass required validation before the transition. If **Next Module** is displayed but does nothing, wait briefly, check the network connection, and select it once more. Repeated rapid clicks can create confusing visual feedback without improving the request.

Reload and sign in again if the transition remains stalled. Verify whether the next module is now selected before repeating answers.

1.12.9 User Profile Cannot Be Submitted

Check country, professional role, and consent, even if first name, last name, and email were loaded automatically. The email field is intentionally disabled in the verified interface and should not be treated as an error.

If an account name is incorrect, do not compensate by entering misleading profile information. Contact the responsible project or institutional support channel to determine whether the account record can be corrected.

1.12.10 Results Appear Incomplete

Scroll through the full Results page. It contains an overall summary followed by five module cards and the total-points area. A narrow screen may show only part of each card.

Confirm that all five module titles are present. If a module card is absent, record the result page before selecting **Try Again**. Resetting removes the current attempt and can eliminate the state needed for diagnosis.

1.12.11 The PDF Button Produces No Visible File

Open the browser download list before clicking repeatedly. Check site permissions, download blocking, storage space, and whether the file opened in a background tab. Use a simple download folder with write permission.

If the PDF opens but formatting is wrong, save both a screenshot of the Results page and the generated file. Report whether the issue concerns missing text, incorrect personal details, module results, page clipping, or a damaged file.

1.12.12 Try Again Was Selected Accidentally

The platform resets immediately and does not display a separate confirmation dialog. Return to the course with **Start** and begin a new attempt.

If a previous PDF was downloaded, that file remains available locally. The course interface itself should not be expected to restore the cleared attempt.

1.12.13 The Browser Shows an Old Interface

Confirm the version displayed on the landing page. Reload the page and, if necessary, close all tabs for the platform before reopening it. Organisational proxies or managed browsers can cache web resources longer than expected.

Technical support can compare the loaded JavaScript application filename and version label with the current deployment, but learners should normally report the visible version and avoid clearing data until advised.

1.13 Accessibility and Inclusive Use

1.13.1 Keyboard Use

Use the Tab key to move among links, buttons, fields, radio buttons, checkboxes, and the language selector. Use Space to activate a checkbox or button when focused and arrow keys within standard radio-button groups or selection menus, according to browser behavior.

Keep track of visible focus. If focus becomes difficult to locate, reset zoom and theme, reload the page, and avoid rapidly tabbing through the full assessment.

1.13.2 Screen Readers

The application exposes semantic controls such as buttons, tabs, radio groups, checkboxes, text fields, and headings. A screen-reader user should listen for the selected module tab, required messages, and the accessible name of each answer control.

If a control is ever announced without useful question or answer text, switch to English to confirm the content. The verified interface provides accessible names in every language.

1.13.3 Magnification and Reflow

Browser zoom can enlarge text, but the seven-step bar and wide screenshots may require horizontal movement. Use browser zoom before operating-system magnification when possible, and check that selected controls remain visible.

Do not reduce zoom below a comfortable reading size simply to fit the full step bar. Module numbers and platform navigation provide alternative orientation.

1.13.4 Colour and Theme

The theme control changes the visual appearance. Do not rely only on colour to interpret completion or results; also read selected states, labels, correct answer counts, and explanatory messages.

Screenshots in this guide use a light presentation for consistency. The same controls can appear with different contrast in another theme.

1.13.5 Cognitive Load and Study Planning

The course contains long introductions, external resources, and 80 displayed questions. Divide the work into modules and take notes outside the assessment. Complete the active page before taking a break.

Learners who benefit from reduced cognitive load can read a module introduction in one session and answer its questions in another, provided they return with the same signed-in account and verify the current step.

1.13.6 Language Support

Complete localization supports accessibility as well as comprehension. The interface is available in full in every language, so learners can work entirely in the language they read most comfortably.

1.14 Quality Assurance Terminology Reference

Accreditation: A formal process in which an authorised body evaluates an institution or programme against defined requirements and grants a recognised status when those requirements are met.

Accountability: The obligation to explain, demonstrate, and take responsibility for quality, decisions, outcomes, and use of resources.

Continuous improvement: Repeated evidence-informed activity intended to enhance educational provision, processes, services, and outcomes over time.

EHEA: The European Higher Education Area, within which participating countries cooperate on comparable and compatible higher-education systems.

ENIC-NARIC: Networks of national information centres concerned with academic recognition and information about qualifications.

ENQA: The European Association for Quality Assurance in Higher Education, which supports QA agencies and the development and implementation of European quality assurance.

EQAR: The European Quality Assurance Register for Higher Education, which lists agencies that have demonstrated substantial compliance with the ESG.

ESG: The Standards and Guidelines for Quality Assurance in the European Higher Education Area, covering internal QA, external QA, and QA agencies.

External quality assurance: Evaluation, review, accreditation, or related activity conducted by an external body to provide accountability, recognition, comparison, and confidence.

Internal quality assurance: Policies, structures, evidence, review, and improvement activity designed and operated within a higher-education institution.

Institutional quality assurance system: The connected governance, responsibilities, policies, monitoring, evaluation, feedback, documentation, and improvement processes used by an institution.

Learning outcome: A statement of what a learner is expected to know, understand, or be able to do after a learning activity.

Programme review: Structured evaluation of an academic programme using evidence from staff, students, outcomes, external expectations, and other stakeholders.

Quality assurance: Systematic processes and practices used to safeguard, demonstrate, and enhance the quality of education and related institutional activity.

Quality control: Checking whether defined requirements or minimum standards have been met, often with a stronger emphasis on inspection and conformity.

Quality culture: Shared values, expectations, participation, reflection, and responsibility through which quality becomes part of everyday institutional behavior rather than only a formal procedure.

Quality enhancement: Deliberate activity focused on improving the quality of learning, teaching, services, systems, or outcomes.

Recognition: Formal acknowledgement of the validity, level, or value of a qualification, period of study, or learning achievement.

Self-assessment: A structured review conducted by an institution, programme, or responsible unit to evaluate its own performance and provide evidence for improvement or external review.

Stakeholder: A person or group with an interest in higher education quality, including students, staff, graduates, employers, professional bodies, public authorities, and society.

Student-centred learning: An approach that recognises learners as active participants and considers their needs, diversity, engagement, feedback, and responsibility in the learning process.

Transparency: Clear and accessible communication about standards, processes, evidence, decisions, responsibilities, and outcomes.

1.15 Support and Maintenance Reference

1.15.1 Minimum Incident Record

Create one record per distinct issue. Include date and time, reporter, platform version, language, account state, module, page, browser, operating system, network context, exact message, reproduction steps, expected behavior, actual behavior, and sanitized evidence.

Avoid combining a missing translation, failed download, and account problem in one report unless they have a demonstrated common cause.

1.15.2 Severity Guidance

Critical: Widespread inability to sign in, load the course, submit results, or protect personal information.

High: A complete language, module, or mandatory workflow is unavailable without a reasonable workaround.

Medium: A feature fails for some users but a documented workaround exists, such as switching to English or another current browser.

Low: Cosmetic, wording, spacing, or isolated resource metadata problems that do not block learning or submission.

1.15.3 Screenshot Handling

Store diagnostic screenshots only where authorised. Crop to the affected area when broader context is unnecessary. Redact names, email addresses, scores, tokens, browser profiles, and unrelated tabs.

Do not edit a screenshot in a way that obscures the defect itself. Keep an original restricted copy only when required by the support process and create a sanitized working copy for normal collaboration.

1.15.4 Guide Maintenance

Update this manual whenever the visible platform version, module count, navigation labels, account fields, scoring presentation, language behavior, or PDF workflow changes.

Treat screenshots as version-specific evidence. Replace them when the visual interface changes enough that a learner could no longer map the image to the current control.