

Quality Manual



2019

Contents

TERMINOLOGY.....	6
ACRONYMS 7	
INTRODUCTION.....	8
1.Quality Assurance.....	8
2. Internal Quality System: Purpose and scope of application.....	8
3.Quality Manual.....	8
4.General ESG2015 Requirements (short description).....	8
5.Quality Policy.....	11
6. Responsibility of the Administration.....	12
PROCESS 1: Quality Policy.....	13
Procedure 1.1: Design, approval, review and evaluation of HQA's quality policy.....	14
PROCESS 2: Resource management.....	17
2.1 Aim of the process.....	17
2.2 Process input data.....	17
2.3 Process output data.....	17
2.4 Process management.....	17
2.5 Process efficiency indicators.....	17
2.6 Process control methods.....	18
2.7 Process improvement actions.....	18
2.8 Process procedures.....	18
Procedure 2.1 Allocation and management of resources.....	18
PROCESS 3: Quality targeting.....	21
3.1 Aim of the process.....	21
3.2 Process input data.....	21
3.3 Process output data.....	21
3.4 Process management.....	21
3.5 Process efficiency indicators.....	21
3.6. Process control methods.....	22
3.7 Process improvement actions.....	22
3.8 Process procedures.....	22

Procedure 3.1 Defining quality objectives.....	22
PROCESS 4: Specification and updating of standards.....	24
4.1 Aim of the process.....	24
4.2 Process input data.....	24
4.3 Process output data.....	24
4.4 Process management.....	24
4.5 Process efficiency indicators.....	24
4.6. Process control methods.....	24
4.7 Process improvement actions.....	25
4.8 Process procedures.....	25
Procedure 4.1 Specification and updating of standards.....	25
PROCESS5: Organisation of external QA activities.....	27
5.1 Aim of the process.....	27
5.2 Process input data.....	27
5.3 Process output data.....	27
5.4 Process management.....	27
5.5 Process efficiency indicators.....	28
5.6 Process control methods.....	28
5.7 Process improvement actions.....	28
5.8 Process procedures.....	28
Procedure 5.1: Management of IQAS or USP accreditations.....	28
Procedure 5.2: Register management.....	33
PROCESS 6: Measurement, analysis and improvement.....	37
6.1 Aim of the process.....	37
6.2 Process input data.....	37
6.3 Process output data.....	37
6.4 Process management.....	37
6.5 Process efficiency indicators.....	37
6.6 Process control methods.....	37
6.7 Process improvement actions.....	38
6.8 Process procedures.....	38
Procedure 6.1: Collection, measurement, analysis of data, specification of indicators and correlation thereof with quality assurance objectives.....	38

PROCESS 7: Communication with institutions.....	40
Procedure 7.1: Communication with institutions.....	41
PROCESS 8: Publication of information.....	43
Procedure 8.1: Creation, maintenance, updating and evaluation of websites, web applications and other information tools.....	44
PROCESS 9: Progress monitoring and continuous improvement.....	47
Procedure 9.1: Progress monitoring and continuous improvement.....	48
PROCESS 10: External evaluation and accreditation (ENQA).....	50
Procedure 10.1: External evaluation and accreditation.....	51

TERMINOLOGY

<i>Accreditation</i>	External evaluation process carried out on the basis of specific, pre-defined, internationally accepted and, ex-ante published quantitative and qualitative criteria and indicators, and in line with the Principles and Guidelines for Quality Assurance in the European Higher Education Area (EHAE) (European Standards Guidelines 2015).
<i>Review</i>	A process of reviewing and/or providing an overall assessment of the conclusions drawn from the operation of a system's processes and procedures.
<i>Procedure</i>	A specified way of performing processes.
<i>Quality assurance</i>	The systematic and continuous process of monitoring, evaluating and improving quality.
<i>Process</i>	A set/series of (interdependent) actions to achieve an objective.
<i>Performance indicators</i>	Measurable characteristics, indicative of the extent to which objectives have been achieved.
<i>Administration</i>	Director-General
<i>Corrective action</i>	Action aimed to eliminate the cause of non-compliance with the standard.
<i>Document</i>	Means to provide information, e.g. procedure form, draft, report, template.
<i>Review Committee</i>	Council
<i>Quality culture</i>	Commonly accepted values and beliefs in terms of quality.
<i>Non-compliance</i>	Deviation from or failure to meet the requirements of the standard.
<i>Working instruction</i>	Description of the stage of a procedure in the form of detailed steps for its implementation.
<i>National Information System for Quality Assurance in Higher Education</i>	HQA's Information System for the collection of quality data from the Higher Educational Institutions of Greece.
<i>Quality policy</i>	Document reflecting the management's commitment to quality.
<i>Quality objective</i>	Expected result in the context of the quality policy.

ACRONYMS

DSP	Doctoral Studies Programme
EHAE	European Higher Education Area
ENQA	European Association for Quality Assurance in Higher Education
EQAF	European Quality Assurance Forum
EQAR	European Quality Assurance Register for Higher Education
ESG	European Standards and Guidelines
EUA	European University Association
HEI	Higher Educational Institutions
HQA	Hellenic Quality Assurance and Accreditation Agency for Higher Education
IQAS	Internal Quality Assurance System
IQS	Internal Quality System
KPI	Key Performance Indicator
MERR	Ministry of Education, Research and Religious Affairs
MODIP	Quality Assurance Unit
NSRF	National Strategic Reference Framework
OECD	Organisation for Economic Cooperation and Development
OPCP	National Information System for Quality Assurance in Higher Education
PS	Programme of Studies, Curriculum
PSP	Postgraduate Studies Programme
SAR	Self-Assessment Report
SM	Social Media
TTFB	Time to First Byte
UNESCO	United Nations Educational, Scientific and Cultural Organisation
USP	Undergraduate Studies Programme

INTRODUCTION

1. Quality Assurance

The HQA is responsible for ensuring and continuously improving quality, as well as for the efficient operation and rendering of its services, in line with international practices, particularly those of the European Higher Education Area, and the principles and guidelines of ENQA. HQA's Internal Audit department is the body responsible for administering and managing the Agency's internal quality system. The Internal Audit Department is responsible for the organisation, operation and continuous improvement of the IQS, the implementation and coordination of the internal evaluation procedures of the departments, as well as for supporting the external evaluation and accreditation procedures, within the framework of ENQA's principles, guidelines and instructions.

2. Internal Quality System: Purpose and scope of application

The purpose of the Internal Quality System (IQS) is to achieve high quality in HQA's operation and the effective operation, efficiency and improvement of its services, in line with international practices, in particular those of the European Higher Education Area and ENQA's principles and guidelines. The scope of the Internal Quality System (IQS) is the implementation of quality assurance in the administrative and scientific pillar of the HQA and in what relates to its human resources. More in particular, this includes accreditation of the Internal Quality System (IQS).

3. Quality Manual

The Quality Manual is an official document of the IQS and is used as a guide for its implementation. It consists of work modules which are termed "processes", and of which the aim is to meet the requirements of ESG2015. The processes take into account items, termed "input data", which are necessary for the operation of a process. The results of a process are termed "output data". Each process is evaluated internally, in terms of both its functionality and its effectiveness (i.e. if it produces sufficient results to justify its existence). A procedure is the way such a process is implemented. The procedure has a start, an end, and stages or steps. The procedures include steps to be followed in order to achieve the expected process outcome. The documentation of processes is achieved by means of the necessary documents and forms (listed in the Annex).

4. General ESG2015 Requirements (short description)

A) Internal Quality Assurance

1.1 Quality Assurance policy

Institutions are expected to have a quality assurance policy that is made public and is part of their management strategy. Internal stakeholders need to develop and implement this policy through appropriate structures and procedures, with the involvement of external stakeholders.

1.2 Design and approval of programmes of studies

Institutions are expected to have procedures for designing and approving their programmes of studies. The programmes of studies should be designed so to meet the objectives set for them, including

expected learning outcomes. The qualifications resulting from a programme/curriculum should be clearly identified, communicated and correspond to the appropriate level of the National Qualifications Framework for higher education and, consequently, to be in line with the qualifications framework of the European Higher Education Area.

1.3 Student-centred learning, teaching and evaluation

Institutions are expected to ensure that programmes of studies are offered in a way that encourages students to have an active role in the formulation of the learning process and that student evaluation indeed reflects this approach.

1.4 Admission of students, stages of study, recognition of studies and graduation

Institutions should consistently apply pre-defined and published regulations covering all phases of student "life cycle", e.g. admission, advancement to stages of study, recognition and graduation.

1.5 Teaching staff

Institutions must ensure the competence of their teaching staff. They are expected to apply fair and transparent procedures for staff recruitment and career development.

1.6 Learning resources and student support

Institutions must have appropriate funding to ensure their teaching activities and that adequate and directly accessible learning resources and support are offered to students.

1.7 Information management

Institutions should ensure that relevant information is collected, analysed and used for the effective management of their programmes and other activities.

1.8 Public information

Institutions should publish clear, accurate, objective, up-to-date and easily accessible information about their activities, including their programmes.

1.9 Continuous monitoring and periodic evaluation of programmes

Institutions should periodically monitor and review their programmes of studies to ensure that they meet the objectives set and respond to the needs of students and society. Such periodic reviews should lead to a continuous improvement of the programme of studies. Any action planned or taken as a result must be communicated to all parties concerned.

1.10 Periodic external evaluation

Institutions should be subject to periodic external accreditation of their quality assurance system in accordance with the ESG instructions and guidelines.

B) External Quality Assurance

2.1 Audit of the internal quality assurance system

The external audit of the quality assurance system should examine the effectiveness of the internal quality assurance system, as described in Part 1 of the ESG guidelines.

2.2 Designing appropriate methodologies

The QA audit should be defined and designed in such a way as to ensure its suitability for achieving its aims and objectives, taking into account the relevant regulations. Stakeholders should be involved in its design and continuous improvement.

2.3 Application of processes

The external QA processes should be reliable, useful, pre-defined, consistently applied and published. They include a self-evaluation or equivalent activity, an external evaluation which normally includes an on-site visit, the preparation of the external evaluation report and consistent monitoring of progress.

2.4 Experts

The external QA process should be carried out by teams of external experts, with the participation of students.

2.5 Criteria for results

The results or judgements of the external quality assurance audit should be based on explicit and published criteria applied consistently, regardless of whether the outcome of the process is a formal decision.

2.6 Publication of reports

The full text of the expert reports should be published, be clear and accessible to the academia, external partners and other interested persons. If the quality assurance body takes a formal decision on the basis of these reports, the decision must be published together with the report.

2.7 Complaints and objections

The procedures aimed to deal with complaints and objections should be clearly identified as part of the design of external quality assurance procedures and communicated to institutions.

C) Quality assurance bodies

3.1 Quality assurance activities, policy and processes

Quality assurance bodies should regularly perform external quality assurance activities as set out in Part 2 of the ESG. They should have clear and explicit objectives that are part of their published mission. These elements should be translated into day-to-day working conditions of the organisation. Stakeholders should involve stakeholders in their governance and operation.

3.2 Legal status

Quality assurance bodies should have a defined legal basis and be officially recognised as quality assurance bodies by the competent public authorities.

3.3 Independence

Quality assurance bodies should be independent and act autonomously. They must have full responsibility for their operation and their effects without being influenced by third parties.

3.4 Thematic analysis

Quality assurance bodies should regularly publish reports describing and analysing the general findings of external quality assurance activities.

3.5 Resources

Quality assurance bodies must have sufficient and appropriate resources (both human and financial) to carry out their work.

3.6 Internal quality assurance and professional ethics

Quality assurance bodies should have internal quality assurance procedures linked to the definition, assurance and enhancement of the quality and integrity of their activities.

3.7 Periodic external evaluation

Quality assurance bodies must undergo an external audit at least once every five years, in order to demonstrate compliance with the ESG.

5. Quality Policy

The mission of HQA, Greece's Quality Assurance and Accreditation Agency is to ensure high quality in higher education. As part of its mission, the Agency supports the state and the HEIs in formulating and implementing the national strategy for higher education, and accredits the quality of operation of the HEIs.

In order to carry out its mission and achieve its objectives, the HQA implements a specific Quality Policy, as summarised below.

It is committed to establishing and maintaining an internal QA system, and to allocating the necessary resources and taking the necessary measures to promote its mission and vision for high quality in Higher Education, as set out in the Agency's strategic planning.

The purpose of HQA's internal QA system is the design, organisation, implementation, monitoring and improvement of standards, procedures, criteria and indicators that are deemed suitable for accrediting the quality of the Internal Quality Assurance Systems and the Programmes of Studies of Greece's HEIs.

The standards, procedures and criteria issued by the HQA are in line with the national legislation and the European standards and guidelines of the EHEA (ESG2015).

The HQA monitors and improves the quality of its operations by means of commonly defined processes, procedures and systems included in its quality manual. The ten processes of the quality manual are: quality policy, management of resources, quality targeting, development and revision of standards, organisation of external quality assurance procedures, measurement, analysis and improvement, communication with institutions, publication of information, progress monitoring and continuous improvement activities, organisation of external quality assurance and accreditation of the HQA.

It collects and analyses data and information from the implementation of quality assurance activities in HEIs, on the basis of which it takes decisions to improve standards, criteria and procedures.

The objectives set out in its Strategic Plan, as well as the Action Plan, are reference points for all its operations. It also specifies measurable objectives for quality. These objectives are established and assessed as to their degree of achievement, in the context of the review of the internal QA system.

In the context of the system review, the Agency reviews and continuously improves the characteristics of its services, to the extent possible, and the effectiveness of the relevant processes.

The members of the Council and the Agency contribute to the achievement of its objectives and are responsible for the performance and output of their work.

The HQA guarantees transparency in all its activities through the establishment of accountability mechanisms, the adoption of a Code of Ethics and the development of a quality culture.

The HQA is itself subject to a periodic external evaluation every five years, in accordance with the European standards and guidelines of the EHEA (ESG2015) and its membership in ENQA and in EQAR.

The above Quality Policy is made known to the interested parties and is implemented by all the staff of the Agency.

6. Responsibility of the Administration

The effective implementation of the IQS requires a clear commitment to quality on the part of the Agency's administration. It must, therefore, first contribute to:

1. Monitoring the implementation of quality objectives and the overall operation of the IQS through the annual reviews.
2. Aligning quality policy with the Agency's overall strategic objectives.
3. Disseminating/communicating the quality policy to all the Agency's staff and to all administrative levels, through regular information meetings of the heads of departments, through exchange of views on IQS issues, staff participation, discussion of possible improvements or techniques used, etc.
4. Ensuring the necessary resources for the implementation of the quality policy and the functioning of the IQAS.
5. Taking decisions to continuously improve the level of QA activities, in the context of the IQS review.
6. Developing an appropriate operating environment within the Agency, by also recruiting adequate and highly qualified staff, as well as through systematic training and evaluation.

PROCESS 1: Quality Policy

1.1 Aim of the process

The aim of the Agency's quality policy is to continuously and systematically ensure, improve, and enhance the quality of all elements and components of Greece's higher education system. This policy includes specific quality assurance actions aimed at creating a quality framework within which institutions and their academic and administrative units are assumed to operate. The quality policy therefore reflects the Agency's systematic, structured and continuous commitment to providing services aiming to ensure high quality in higher education. This policy derives from the mission and responsibilities of the Agency, as reflected in the relevant statutory framework (Law 4009/2011). The object of HQA's quality policy is:

- the establishment and preservation of an Internal Quality Assurance System
- the allocation of resources necessary for its implementation
- the definition of methods for designing, organising, implementing, monitoring and improving the system and the necessary documents and materials
- the development of an appropriate quality strategy and targeting and its support with data and information
- the periodic review and improvement of the system
- public accountability and transparency of quality activities and results
- the periodic external evaluation of the system by ENQA and EQAR
- the dissemination of its policy to the Agency's human resources and to stakeholders

1.2 Process input data

1. HQA's strategy
2. The National Strategy for Higher Education, as adopted by the Ministry of Education
3. The conclusions of the thematic analysis of the IQAS and USP accreditation reports
4. HQA's annual reports
5. Principles, theory and standards of Total Quality Management (TQM)
6. Pertinent standards and guidelines of European quality assurance bodies and agencies (ENQA, EUA, EQAF, etc.)
7. Views of external stakeholders

1.3 Process output data

HQA's quality policy.

1.4 Process management

Procedure 1.1: Design, approval, review and evaluation of HQA's quality policy

1.5 Process efficiency indicators

1. Number of improvements made in HQA's Internal Quality System.
2. Number of accredited IQAS/USP/PSP/DSP and change over time.
3. Percentage (positive or negative) change of the ranking of institutions based on HQA indicators.
4. Degree of compliance with ESG requirements based on HQA's external evaluation report.

1.6 Process control methods

1. Through the Agency's internal evaluation.
2. By measuring process efficiency indicators.
3. Through the Agency's external evaluation (ENQA).

1.7 Process improvement actions

1. Feedback on quality policy from the results of its internal evaluation (review).
2. Feedback from possible revisions of HQA's strategy.
3. Suggestions for improvement based on the Agency's external evaluation.

1.8 Process procedures

Procedure 1.1: Design, approval, review and evaluation of HQA's quality policy

Steps:

1. The independent Internal Audit Unit meets to prepare the Agency's quality policy. The policy document is based on the process input data, i.e.:
 - a. HQA's strategy
 - b. The National Strategy for Higher Education, as adopted by the Ministry of Education
 - c. The conclusions of the thematic analysis of the IQAS and USP accreditation reports
 - d. HQA's annual reports
 - e. Principles, theory and standards of Total Quality Management (TQM)
 - f. Pertinent standards and guidelines of European quality assurance bodies and agencies (ENQA, EUA, EQAF, etc.)
 - g. Views of external stakeholders
2. The Independent Internal Audit Unit submits its recommendation to the Director-General.
3. Making corrections/improvements in the quality policy text
4. Director-General's recommendation to the Council and approval of the quality policy
5. Dissemination of the Quality Policy internally and externally
6. Review of HQA's Quality Policy, which arises as a need in the following (indicative) cases:
 - a. Suggestions for improvement resulting from the Agency's internal and/or external evaluation in terms of deviations, problems, and/or areas in need of improvement.

- b. Review of HQA's strategy.
 - c. Changes in the applicable statutory framework.
 - d. Adaptation made on the basis of updated guidelines and decisions of the European Higher Education Area.
 - e. Feedback from academic, social and productive bodies.
7. In each of the above cases, the independent Internal Audit Unit prepares a recommendation to the Director-General and steps 4 and 5 of the procedure are repeated.

Parties involved:

HQA Council, Director-General, independent Internal Audit Unit, stakeholders.

Timetable:

The Agency's Quality Policy is designed once and then approved. It is reviewed and evaluated internally in accordance with the procedure.

Related documents:

- Strategy of the Agency
- External/internal evaluation report of the Agency
- ENQA standards and instructions in relation to quality assurance
- Statutory framework of the HQA

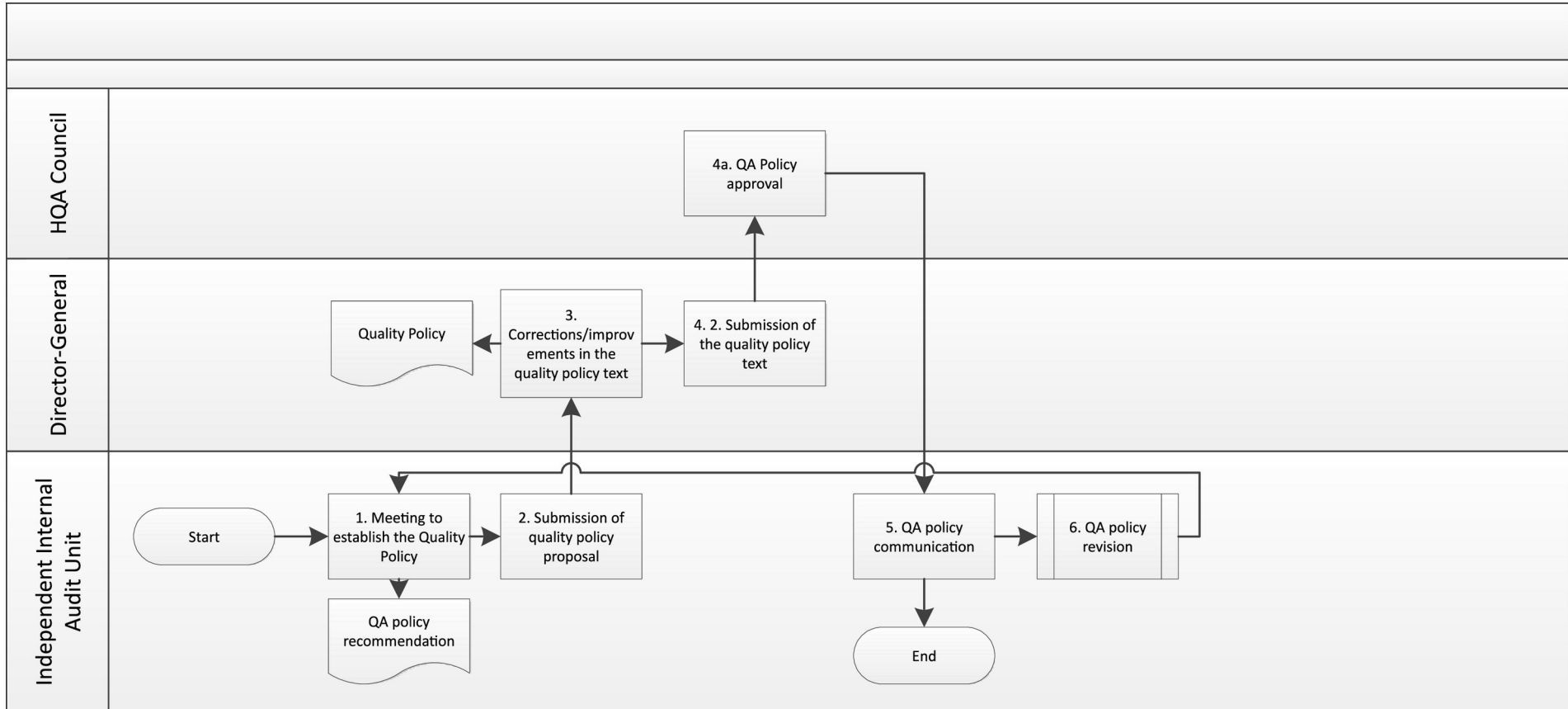


Diagram 1 Procedure 1.1 Design, approval, review and evaluation of the Agency's quality policy

PROCESS 2: Resource management

2.1 Aim of the process

The aim of the process is to ensure that necessary resources in terms of staff, funding, infrastructures and equipment are provided so that the process can function and thus maintain the quality policy implemented and continuously improve its effectiveness.

The Agency must ensure the necessary funding, the necessary material infrastructure and the appropriate working environment, and develop its human resources to meet the needs for efficiently running the QA system processes.

2.2 Process input data

1. Annual regular funding and financing by the NSRF, material infrastructures (buildings, expressed in sqm per employee, office equipment and information infrastructures), working environment, human resources (number/permanent posts).
2. Council Decisions on the implementation of a financial strategy, of a human resource management strategy, on infrastructures and services, etc.
3. Administrative decisions and regulations for staff training and evaluation (HR management).

2.3 Process output data

1. Financial statements and justification of deviations from the planning, as well as the eventuality of insufficient coverage of the Agency's needs.
2. Proposals for improvement to ensure additional funding, better use of existing funding, improved allocation process, efficiency of financial management systems, etc.
3. Proposals for the allocation of staff by organisational unit of the Agency. Proposals may be documented on the basis of staff time histograms, both individually and cumulatively (by department, staff category, etc.).
4. Evaluation of staff and a performance-based system of development, rewards and incentives.

2.4 Process management

Procedure 2.1 Allocation and management of resources

2.5 Process efficiency indicators

- Absorption rate of budgeted financial resources.
- Percentage of use of building infrastructures.
- Percentage of use of equipment.
- Complaints regarding the management of the working environment.
- Rate of coverage of the needs in:

- human resources
- infrastructures
- administrative services
- Average number of training hours per employee.
- Number of training courses per year.
- Employee satisfaction rate.

2.6 Process control methods

- Through planned internal audits carried out by the independent Internal Audit Unit.
- Through the analysis of process efficiency indicators.
- By presenting the results of the process and analysing its data during the review of the Agency's Internal Quality System.

2.7 Process improvement actions

1. Actions related to improving the procedure of the process.
2. Review of the relevant process in the Agency's Quality Manual.

2.8 Process procedures

Procedure 2.1 Allocation and management of resources

Description:

Availing/and or allocating financial and human resources, infrastructures and equipment, as necessary for carrying out the Agency's activities, based on decisions taken by the Agency's competent bodies. The resources are being managed by the competent departments and bodies, in accordance with the relevant statutory framework and the Agency's internal regulations.

Steps:

1. The independent Internal Audit Unit provides annually, at a specified time, the Director-General with the operating data (in relation to finance, infrastructures and human resources), as well as with related indicators.
2. The Director-General proposes to the Council the annual allocation of resources.
3. The Council of the Agency decides on the annual allocation of resources.
4. The Directorate of Information Systems and Documentation technically processes the Council's decision and enters into the Agency's IT system the relevant data and information so as to produce the relevant reports and indicators.

Parties involved:

Council, Directorate-General, Independent Internal Audit Unit, Service Units.

Timetable:

The allocation and management of resources is a recurring process, taking place on an annual basis.

Related documents:

Approved budgets, financial statements (regular budget, public investment programme, NSRF, etc.), annual reports on infrastructures and services, strategy of the Agency, contributions for the allocation, evaluation and development of human resources.

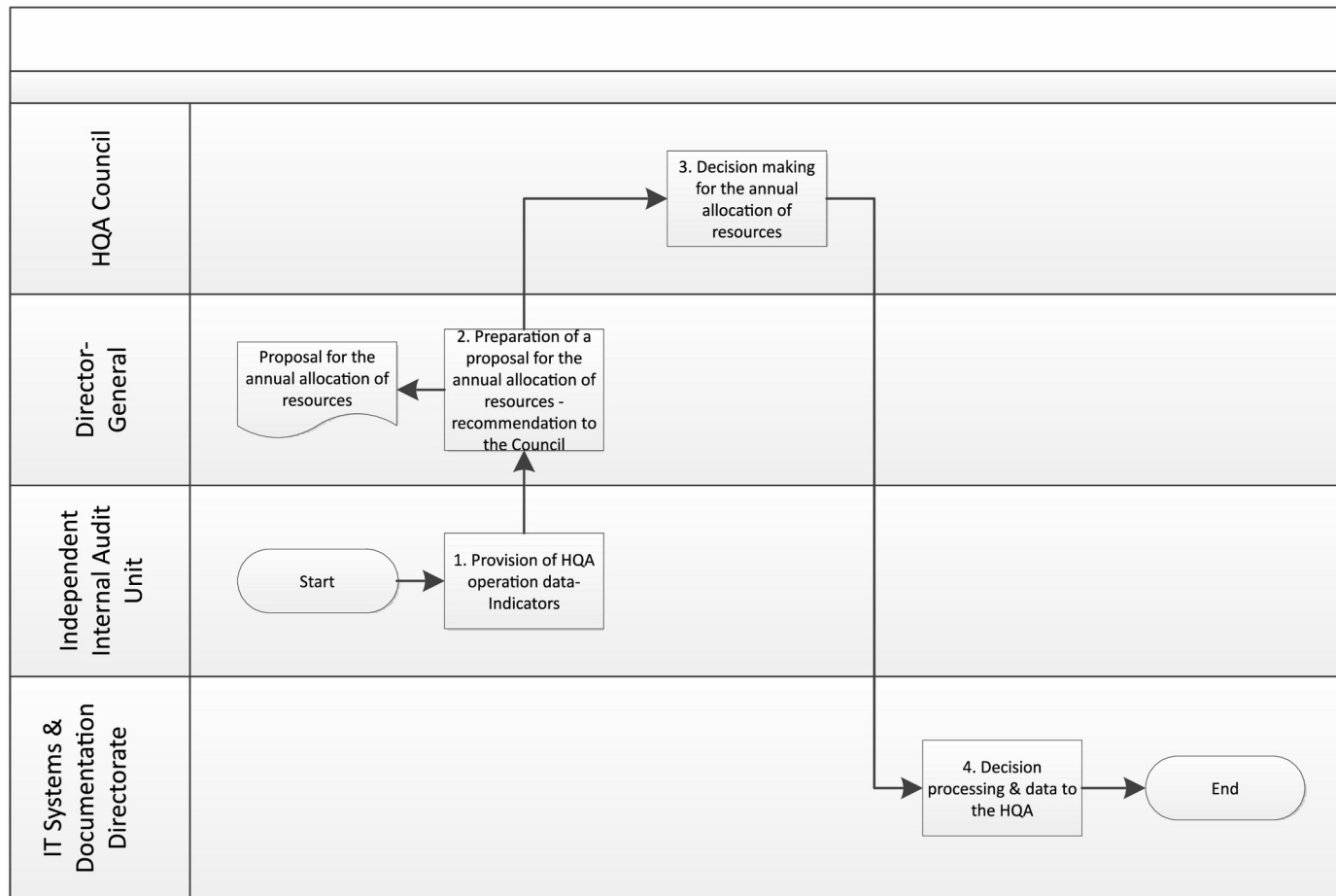


Diagram 2 Procedure 2.1 Resource allocation and management

PROCESS 3: Quality targeting

3.1 Aim of the process

The Agency details its strategy by using annual quality objectives, which are in turn measured and revised as part of the IQS operation. The process aims to define clear and specific objectives for the continuous improvement of the Agency in the whole spectrum of its activities. It therefore includes:

1. The specification of the strategy based on annual quality objectives and by using a specific model of the SMART approach. This is the responsibility of the Director-General, in collaboration with the individual Directorates.
2. The Director-General's recommendation to the Council and its approval by the latter.
3. The annual monitoring and production of the annual progress report.

3.2 Process input data

1. HQA's Strategy.
2. HQA's Quality Policy.
3. Suggestions for improvement.
4. Results from the review of the Agency's Internal Quality System.

3.3 Process output data

Quality objectives and corresponding indicators (KPIs) are mentioned indicatively and concisely:

1. Targets and Performance Indicators (KPIs) of the annual amount of funding and its absorption.
2. Targets and Performance Indicators (KPIs) of the annual utilisation of the Agency's available infrastructure and equipment.
3. Targets and Performance Indicators (KPIs) of human resources.
4. Targets and performance indicators (KPIs) of the annual number of accreditations.
5. Targets and Performance Indicators (KPIs) of experts and their specific characteristics.
6. Targets and Performance Indicators (KPIs) of (information/advisory) actions for higher education institutions.

3.4 Process management

Procedure 3.1 Defining quality objectives

3.5 Process efficiency indicators

1. Rate of achievement of targets on an annual basis.

3.6. Process control methods

- Through planned internal evaluations carried out by the independent Internal Audit Unit.
- Through the analysis of process efficiency indicators.

3.7 Process improvement actions

1. Comparative performance analysis based on national and international measures (benchmarking).
2. Review of the relevant process in the Agency's Quality Manual.
3. Improvement of process procedures, through internal evaluations of the IQS.

3.8 Process procedures

Procedure 3.1 Defining quality objectives

Description:

The definition of quality targets is based on decisions taken by the Agency's competent bodies. Targeting is accompanied by a corresponding planning of actions to be implemented in order to meet targets and the corresponding monitoring indicators.

Steps:

1. The independent Internal Audit Unit provides annually (at a specified time) the Director-General with the values of the indicators related to operation of the HQA.
2. The Director-General submits to the Council a proposal for annual targeting.
3. The Council of the Agency decides on the annual targeting.
4. The Directorate of Information Systems and Documentation technically processes the Council's decision and enters into the Agency's IT system the relevant data and information so as to produce the relevant reports and indicators.

Parties involved:

Council, Directorate-General, Service Units, Independent Internal Audit Unit.

Timetable:

The definition of quality targets takes place at the beginning of each year and is a recurring process.

Related documents:

Manual of quality indicators, decisions on the definition of targets and performance indicators (KPIs).

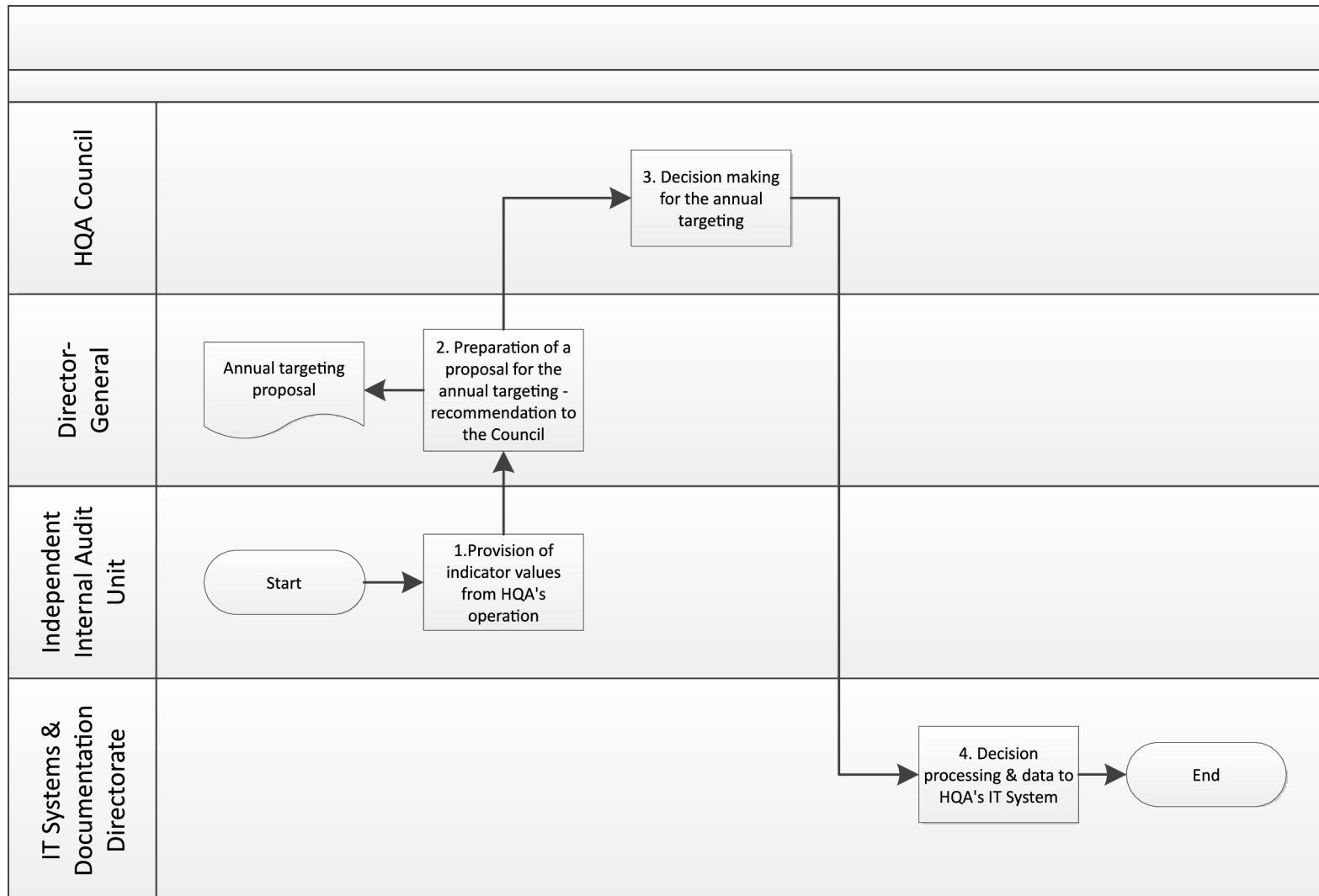


Diagram 3 Procedure 3.1 Definition of quality targets

PROCESS 4: Specification and updating of standards

4.1 Aim of the process

The HQA specifies the standards for quality assurance in Greek higher education institutions, based on an in-depth analysis of ENQA's principles and guidelines, on international experience, and on the views of higher education institutions and other stakeholders. The final version of the standards, once approved by the Agency's Council, is communicated to the institutions and other interested parties and published on HQA's website. The standards are reviewed on a regular basis to ensure their relevance and effectiveness and are updated in accordance with the ENQA guidelines, and the trends and developments in higher education.

4.2 Process input data

1. ESG 2015.
2. International higher education reports (e.g. OECD, UNESCO, EUA).
3. Annual quality reports of the HQA.
4. Thematic analysis (based on quality assurance activities) and relevant quality indicators.
5. Views of higher education institutions.
6. Views of special interest groups.
7. Expert views on the procedure.

4.3 Process output data

1. Accreditation standards for IQAs/Institutional USPs.
2. Compliance control forms.
3. Models of accreditation proposals / reports.
4. Accreditation guide.

4.4 Process management

Procedure 4.1 Specification and updating of standards.

4.5 Process efficiency indicators

1. Number of stakeholders involved in the consultation process.
2. Number of comments/views of stakeholders gathered.

4.6. Process control methods

1. Through the analysis of process efficiency indicators.
2. Through the analysis of expert reports (in the context of quality assurance activities).

3. Through the internal evaluation of the IQS.

4.7 Process improvement actions

1. Revision of standards and accreditation forms.

4.8 Process procedures

Procedure 4.1 Specification and updating of standards

Description:

The HQA specifies standards for its quality assurance activities taking into account the views, ideas or recommendations, if any, of higher education institutions and other stakeholders. The standards developed are published and revised according to the date of validity.

Steps:

1. Definition of initial modules/requirements of standards
2. Preparation of draft standards
3. Communication to institutions/interested parties-consultation
4. Collection and evaluation of views
5. Finalisation and publication of standards
6. Preparation of accompanying documents
7. Application of standards in quality assurance procedures
8. Review and updating of standards

Parties involved:

HQA, MODIP, interested parties

Timetable:

The standards are defined depending on the subject of the accreditation and are updated whenever required.

Related documents:

1. ESG 2015.
2. International higher education reports (e.g. OECD, UNESCO, EUA).
3. Annual quality reports of the HQA.
4. Thematic analysis (based on quality assurance activities) and relevant quality indicators.
5. Views of higher education institutions.
6. Views of special interest groups.
7. Expert views on the procedure.

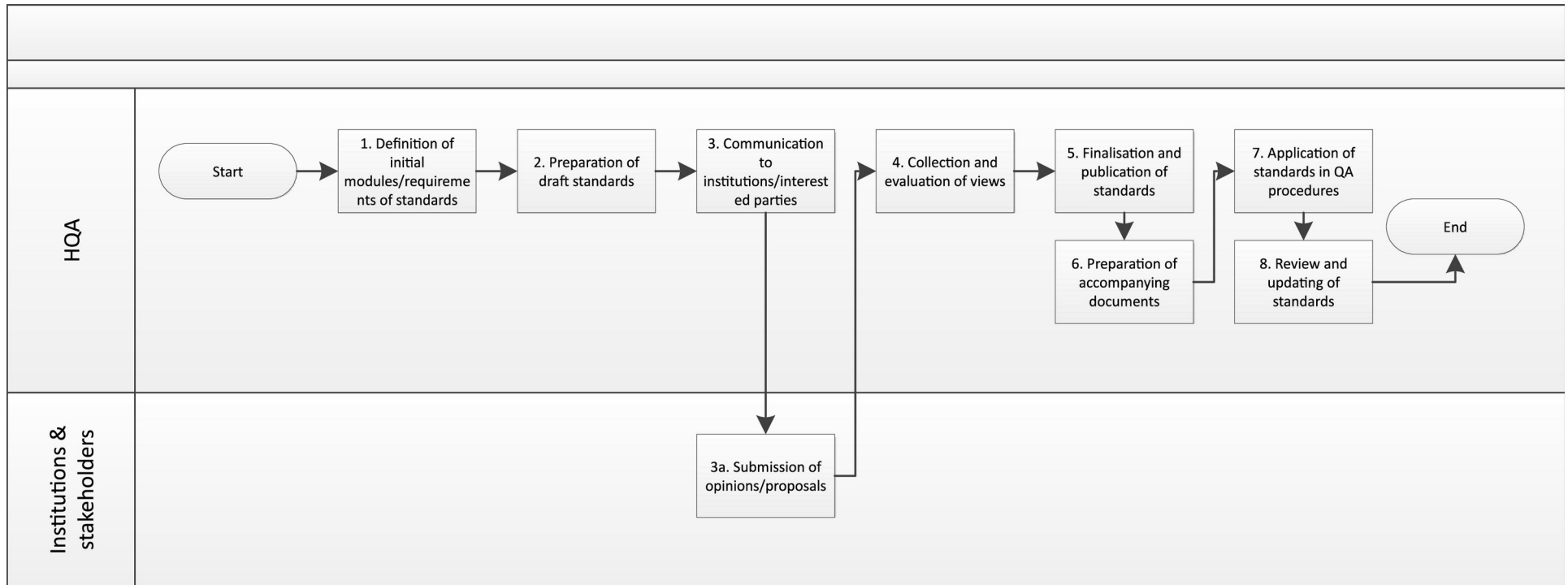


Diagram 4 Procedure 4.1 Specification and updating of standards

PROCESS5: Organisation of external QA activities

5.1 Aim of the process

The external QA process includes three stages: (a) carrying out the institution's internal evaluation, through the Quality Assurance Unit (MODIP) and in the context of operation of the IQAS; (b) the institution's external evaluation (site visit) by a panel of independent experts; and (c) the submission of a monitoring report by the institution to the HQA. The process focuses on improving the quality and effectiveness of the IQAS and the institution's PSs.

More in particular, the aim of the process is to:

1. implement a strategy of continuous improvement of the quality of the services provided by the institution;
2. ensure that the requirements of the Quality Standards of the HQA are being met, but also continuously improve the performance and competences of graduates (learning outcomes) by also matching them with the expected professional qualifications, consistently with the needs of society and the labour market.

External quality assurance is a periodically recurring process.

The institution and the departments ensure that the necessary measures are taken to improve and utilise the feedback in the IQASs and the PSs.

5.2 Process input data

1. Reports of the latest external evaluation or accreditation of the Programmes of Studies (PSs).
2. Report of the latest external evaluation or accreditation of the Internal Quality Assurance System (IQAS).
3. Internal evaluation reports or proposals for PS accreditation.
4. Internal evaluation reports or IQAS accreditation proposal.
5. Relevant HQA standards and guidelines for carrying out external evaluations or accreditations.

5.3 Process output data

1. Internal/external evaluation or accreditation reports of PSs.
2. Internal/external evaluation or accreditation report of the IQAS.
3. PS/IQAS progress reports.

5.4 Process management

Procedure 5.1: Management of IQAS or USP accreditations

Procedure 5.2: Register management

5.5 Process efficiency indicators

1. Number of recommendations made by the External Evaluation or Accreditation Panel.
2. Number of recommendations of the IQAS External Evaluation or Accreditation Panel.
3. Number of actions defined by the academic unit to implement the recommendations and improve the PS in the relevant action plan of the progress reports.
4. A number of actions identified by the institution to implement the recommendations and improve the IQAS in the relevant action plan of the progress reports.
5. Through the achievement rate of accreditation planning.

5.6 Process control methods

1. Through planned internal evaluations by the HQA.
2. Through the analysis of process efficiency indicators.
3. Through presentations of the results of evaluation or accreditation to HQA's Council.
4. Through presentation of the results of the process and the analysis of its data during the IQAS review.

5.7 Process improvement actions

1. Re-evaluation of HQA's strategy.
2. Develop an action plan to improve the external evaluation procedure.
3. Develop an action plan to improve the quality standard and related procedures.

5.8 Process procedures

Procedure 5.1: Management of IQAS or USP accreditations

The accreditation process is implemented in five (5) distinct phases having the following individual steps:

Phase 1: Submission of accreditation proposals

1. The HQA publishes and sends to the institutions a call to submit accreditation proposals.
2. The HQA receives electronically the institutions' accreditation proposals and verifies the completeness of the proposal documents and the accreditation proposal. In case deficiencies or errors are found, the HQA informs the institution, which in turn resubmits the proposal within a specified deadline (sub-procedure 5.1.1).

Phase 2: Setting up of an accreditation panel, updates and submission of the material, finalisations

3. A call for cooperation is sent to experts selected from HQA's Registry in order to verify their availability to participate in HQA's quality assurance procedures.
4. In case of a negative response, the previous step is repeated.

5. In the event of a positive response, a proposal is made to participate in an accreditation panel.
6. In case of a negative response, the previous step is repeated.
7. In the event of a positive response, the institution is informed (to identify possible conflicts of interest, etc.).
8. In case of a negative response, the previous step is repeated with other experts.
9. In the event of a positive response from the institution, HQA's Council approves the setting up of the accreditation panel.
10. The President of the HQA then signs the deed setting up the accreditation panel.
11. A formal invitation is sent to the experts, in relation to their participation in the accreditation panel (Letter of Intent).
12. In case of a negative response, the previous step is repeated with other experts.
13. The person within the HQA who is in charge of the specific accreditation process (coordinator) sends the material (programme, video, Dropbox files) to the experts and officially informs the institution about the on-site visit.
14. The composition of the accreditation panel is finalised and corrections are made to the relevant deed, if necessary.

Phase 3: Preparing and conducting the on-site visit-draft accreditation report

15. An information meeting of experts is organised at HQA's offices.
16. The on-site visit to the institution takes place.
17. The draft accreditation report is prepared by the experts and submitted to the HQA.
18. The HQA receives the draft accreditation report.

Phase 4: Verification and transmission of the draft accreditation report-receipt and transmission of remarks

19. The HQA checks the draft accreditation report and makes comments, if necessary.
20. The draft accreditation report is sent to the institution.
21. Comments on the accreditation draft, if any, are sent by the institution to the HQA.
22. The HQA sends the institution's remarks to the accreditation panel.

Phase 5: Accreditation decision-objections

23. The accreditation panel sends its final accreditation report to the HQA.
24. The HQA verifies the final accreditation report and submits a relevant recommendation to the Council.
25. If there is a positive decision on accreditation, the final accreditation report and the accreditation decision are sent to the institution and the MERR. If case of a negative decision, a relevant letter is sent to the institution and the MERR.
26. The institution may submit to the HQA an objection to the non-accreditation decision taken. The objection is examined by HQA's Council at a special meeting. The Council is responsible for taking the final decision.

Parties involved:

HQA's Council, HQA's President, Directorate for Quality Assurance and Accreditation, MODIP, experts (accreditation panel).

Timetable:

The duration of the procedure is 29 weeks. More in particular, the implementation of phase 1 requires 20 weeks, while four weeks are required for phase 2, one week for phase 3, and two weeks for phases 4 and 5, respectively. The accreditation implementation process is planned once and is reviewed whenever deemed necessary by the HQA.

Related documents:

- Council decisions (setting up of the accreditation panel, accreditation, objections)
- Information letter to the institution
- Document of findings
- Letter to the institution/MERR
- Instructions to the accreditation panel
- Accreditation Guide
- Deed setting up the accreditation panel
- On-site visit programme
- Invitations to experts
- Call for submission of accreditation proposals
- Proposal to participate in an accreditation panel
- IQAS/PS accreditation standard
- Draft accreditation report
- Model for drawing up an accreditation proposal
- Accreditation proposal dossier check sheet
- Accreditation proposal check sheet
- Information letter to institutions

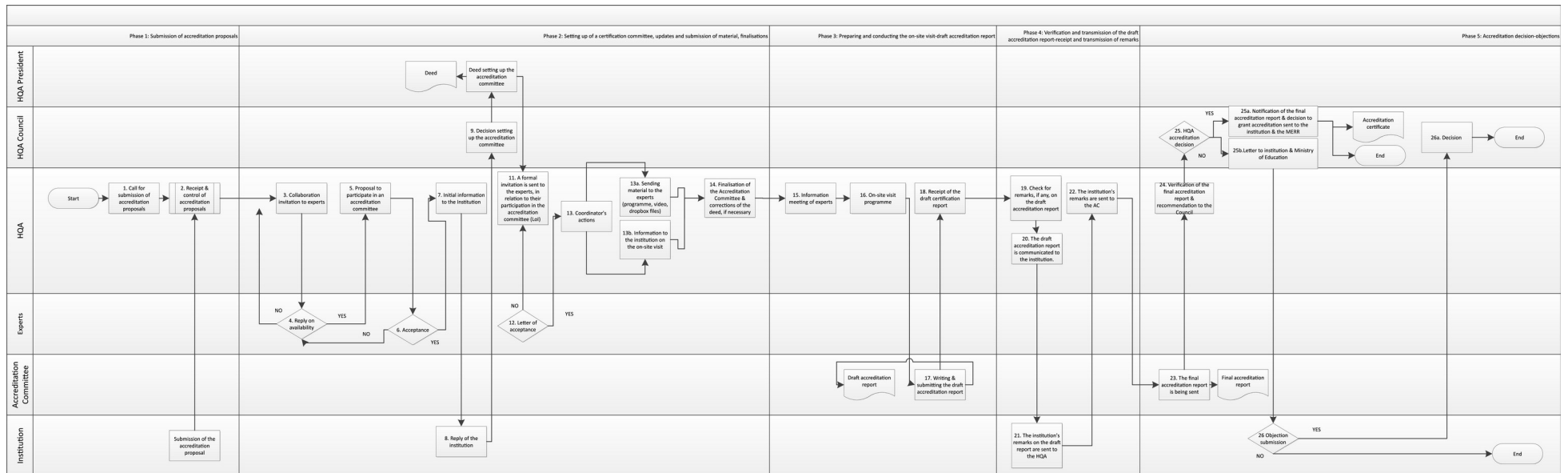


Diagram 5 Procedure 5.1 Management of IQAS/PS accreditations

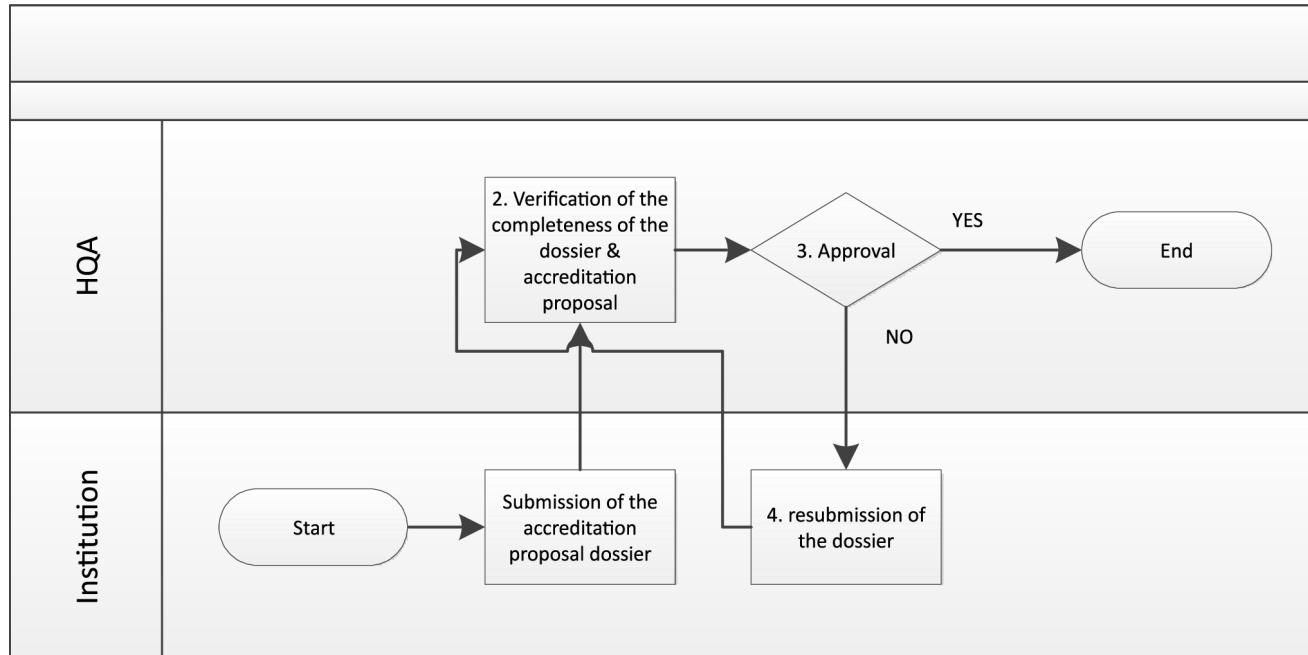


Diagram 6 Sub-procedure 5.1.1 Receipt and verification of files and accreditation proposals

Procedure 5.2: Register management

The procedure for registering and activating experts in the Register is implemented in two ways: through the publication of a call for expressions of interest and a call to the institutions to nominate candidates for experts. The steps of the procedure are presented below.

A) through the publication of a call for expressions of interest

- 1) The HQA publishes a call for expressions of interest containing all the necessary information (criteria, guidelines to submit applications, deadline).
- 2) Prospective experts register online.
- 3) The data entered by the candidate experts is checked by the HQA for errors or omissions.
- 4) In case errors or omissions are found, the HQA contacts the candidates requesting them to make the necessary changes. If there are no errors or omissions, applications are forwarded to HQA's Council.
- 5) HQA's Council examines each application separately and accepts or rejects it.
- 6) If the application is accepted, the new experts are activated and receive a special code. In the event of rejection, the candidate experts are informed accordingly.

B) by inviting institutions / interested parties to nominate expert candidates

- 1) The HQA sends an invitation to the institutions/interested parties to propose candidates for inclusion in the register of experts.
- 2) Institutions/interested parties submit their proposals to the HQA.
- 3) The HQA receives and assigns protocol numbers to proposals.
- 4) The legality of proposals is verified.
- 5) A recommendation is made to HQA's Council.
- 6) HQA's Council approves or rejects the recommendations.
- 7) In the case of approval, an invitation is sent to the prospective experts for registering in HQA's pool of experts.
- 8) Candidates who respond may either (i) register, (ii) state they are temporarily unavailable, in which case their details are kept in the register and activated at a later time, or (iii) state that they are not interested in registering. If there is no response, a reminder is sent twice. If there is no answer, the candidate experts are deleted from the registry.
- 9) The data of the candidate experts are checked by the HQA and, in case of errors or omissions, candidates are informed accordingly.
- 10) The registration is approved by the HQA, and the new experts are activated and codes are sent to them.

Parties involved:

HQA's Council, Directorate for Quality Assurance and Accreditation, institutions, candidate/new experts.

Timetable:

The procedure for registering and activating experts in the Register is planned once and reviewed as necessary by the HQA.

Related documents:

- Call for expressions of interest
- Invitation to prospective experts
- Decisions of HQA's Council

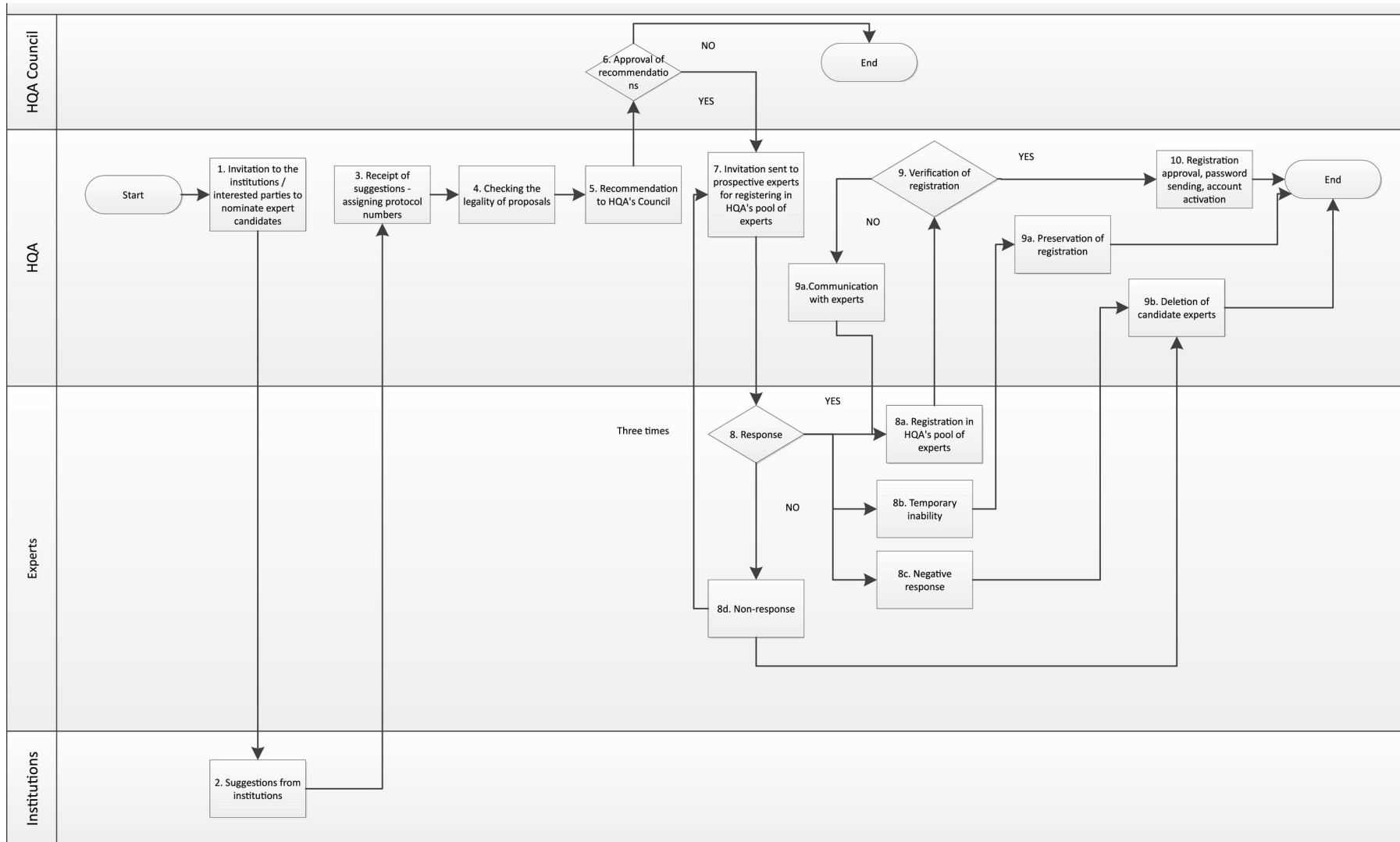


Diagram 7 Procedure 5.2.1 Registry management (a)

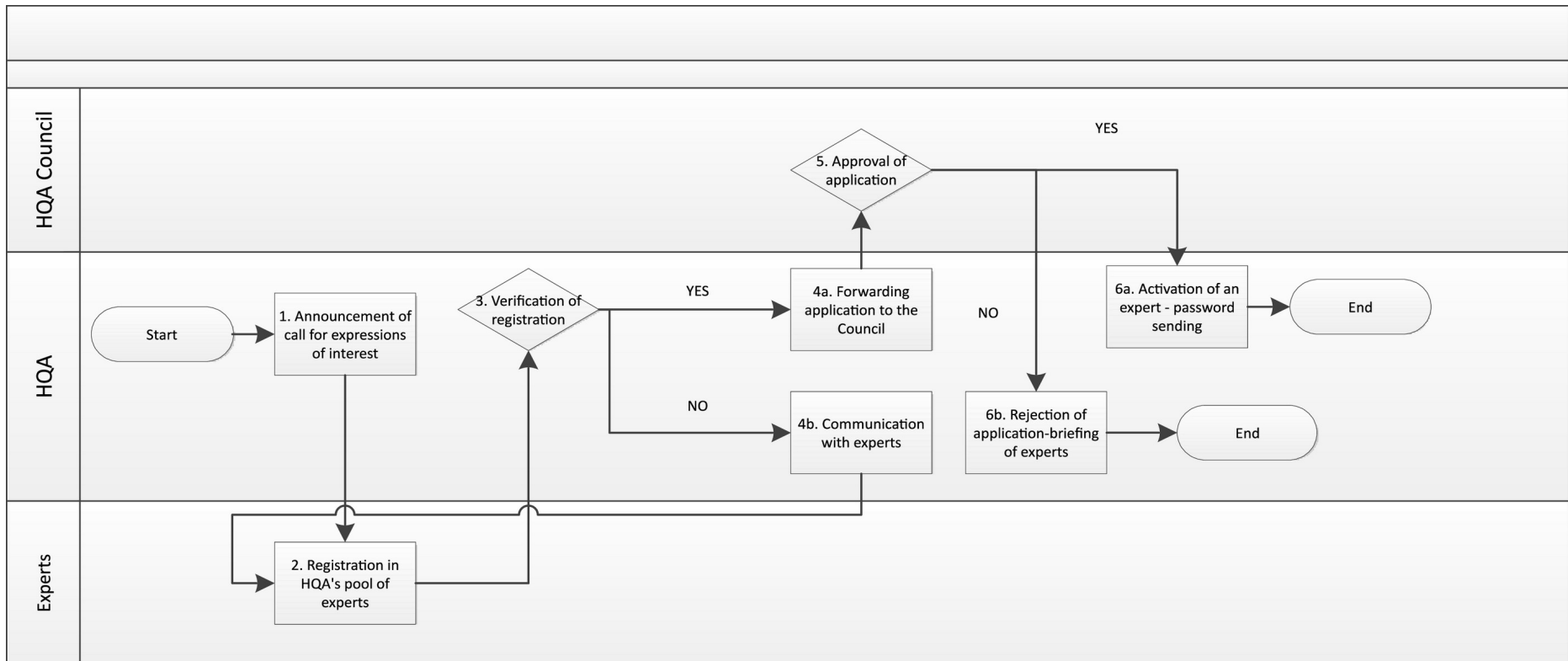


Diagram 8 Procedure 5.2.1 Registry management (b)

PROCESS 6: Measurement, analysis and improvement

6.1 Aim of the process

The HQA manages the quality data of educational, research and other academic activities, as well as the administrative operational data of institutions. At the same time, it collects and processes quality data relating to the internal operation of the HQA, so as to facilitate decision-making at all levels and to document the implementation of improvements.

This process involves collection, analysis and use of quality data in the internal evaluation of the IQS processes and in the decision-making process.

6.2 Process input data

1. Quality assurance objectives.
2. Data of the NISQA IT system.
3. Data from the operation of HQA directorates (e.g. staff, finance, infrastructures).

6.3 Process output data

1. Indicators of effectiveness of all IQS processes.
2. Indicators for the evaluation of HQA's strategy.
3. NISQA data and indicators (institutions).
4. Reports (comparative/full/individual).

6.4 Process management

Procedure 6.1: Collection, measurement, analysis of data, specification of indicators and correlation thereof with quality assurance objectives

6.5 Process efficiency indicators

1. Number of data collection sources.
2. Number and categories of indicators per quality objective.
3. Number of reports for decision-making.

6.6 Process control methods

1. Through the analysis of process efficiency indicators.
2. Through presentations of the results of the measurement and analysis of the data.
3. Through the internal evaluation of the IQS.
4. Through the IQS review.

6.7 Process improvement actions

- 1 Feedback from the process to establish quality assurance objectives.
- 2 Improvement of data analysis techniques.
- 3 Planning the further development of HQA's IT infrastructure.

6.8 Process procedures

Procedure 6.1: Collection, measurement, analysis of data, specification of indicators and correlation thereof with quality assurance objectives

Description:

The HQA collects data from higher education institutions and itself, by utilising its IT systems. At the same time, it publishes the annual quality indicators, by utilising, at its discretion, NISQA data and data from its IT system or other sources. The annual quality indicators are:

- Quality indicators for the academic and administrative activities of institutions.
- Quality indicators for the effectiveness of IQAS processes.
- Indicators for HQA's internal operation.

Steps:

1. Collection of data by using HQA's IT systems.
2. Data validity and reliability check.
3. Calculation of quality indicators.
4. Preparation of quality indicator reports (to assist quality assurance processes, decision-making to improve the quality of the institution/HQA, support in matters of strategy and quality policy, etc.).

Parties involved:

MODIP, HQA Directorates.

Timetable:

The collection of quality data takes place at the beginning of each year, within the deadlines set by the HQA and is a recurring process.

Related documents:

NISQA quality data manual, annual quality targets and performance indicators, process effectiveness indicators.

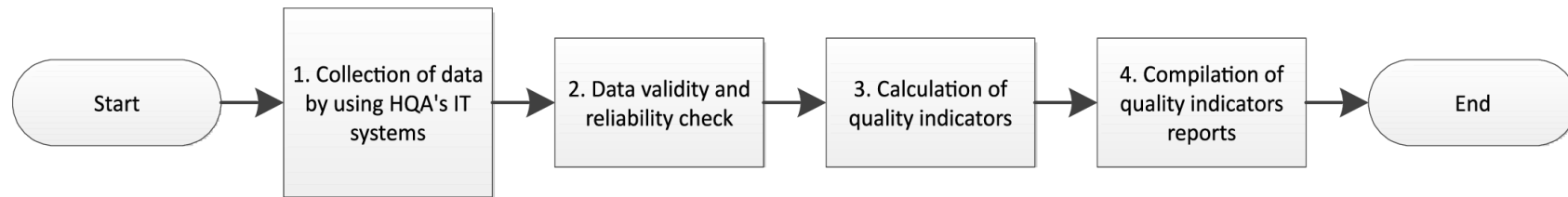


Diagram 9 Procedure 6.1: Collection, measurement and analysis of data, specification of indicators and correlation thereof with QA objectives

PROCESS 7: Communication with institutions

7.1 Aim of the process

The HQA communicates on a regular basis with higher education institutions, informing them about the requirements, purpose and benefits of the various quality assurance actions, organises workshops and seminars to present the results of its activities and engages institutions in consultation processes, whenever necessary (so as to formulate standards, documents, etc.).

7.2 Process input data

1. Resources available
2. Communication plan
3. List of contact details
4. Feedback from institutions
5. Institutions' queries

7.3 Process output data

1. Information material
2. Workshops/events
3. Information (by email or phone)
4. Press releases
5. Presentations at international conferences
6. Studies
7. Press conferences
8. Visits to institutions
9. Television/radio interviews

7.4 Process management

Procedure 7.1: Communication with institutions

7.5 Process efficiency indicators

1. Number of workshops/events
2. Number of participants
3. Degree of satisfaction of participants
4. Frequency of material updates
5. Web analytics
6. Degree of recognition of the HQA
7. Number of downloads of digital material

7.6 Process control methods

1. By analysing process efficiency indicators
2. Through the internal evaluation of the HQA
3. Through the review of HQA's IQS

7.7 Process improvement actions

1. Staff training in communication issues
2. Regular updates of an information hub (e.g. website)
3. Redesign of communication material
4. Programme to strengthen relations with institutions
5. Use of alternative means of communication (e.g. SM)
6. Improvement of HQA's image (e.g. in events)

7.8 Process procedures

Procedure 7.1: Communication with institutions

Steps

1. Identification of recipients (institutions) and their needs
2. Developing a communication plan (what will be communicated, how, by whom, why, how often, what material will be needed)
3. Implementation of the communication plan
4. Collection, processing and utilisation of the views of institutions
5. Evaluation of the communication plan and implementation of improvements

Parties involved:

MODIP, institutions, HQA directorates.

Timetable:

Communication with institutions is carried out on an ongoing basis.

Related documents:

Register of institutions, information material.

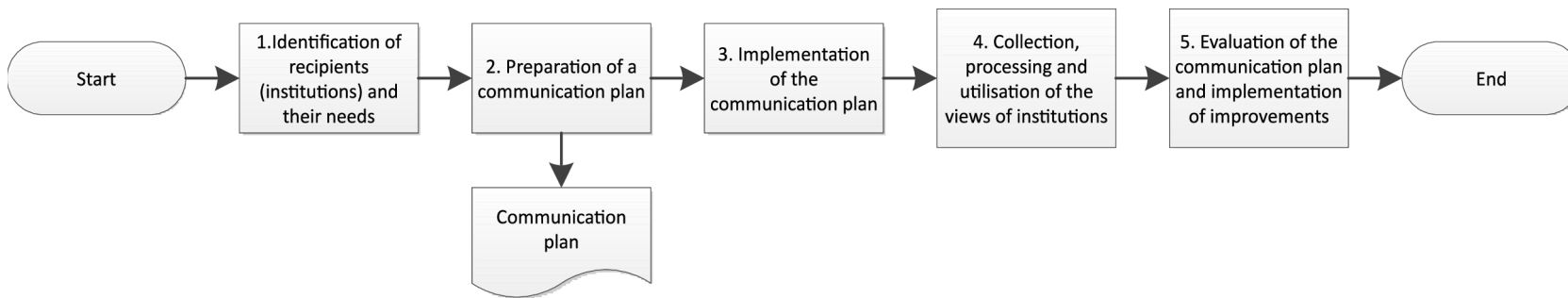


Diagram 10 Procedure 7.1 Communication with institutions

PROCESS 8: Publication of information

8.1 Aim of the process

The HQA must publicise the activities (quality assurance, opinions, studies) which fall within the scope of its responsibilities and their results, whether they concern higher education institutions, policy-makers or itself.

The purpose of this process is to make the relevant information directly accessible, up-to-date and formulated in an objective and clear manner.

8.2 Process input data

1. Material for publication / utilisation:
 - a. Details of structure, organisation and operation of the HQA
 - b. Internal and external evaluation reports of academic units and institutions
 - c. Annual reports on Greece's higher education
 - d. Studies
 - e. Opinions
 - f. Press releases
 - g. HQA decisions
 - h. National legislation
 - i. Other electronic and printed information material (e.g. quality assurance documents, technological applications)
 - j. Website user reviews

8.3 Process output data

1. HQA webpage
2. Annual reports on Greece's higher education
3. Reports of results of QA activities (of institutions or the HQA)
4. Studies
5. Opinions
6. Press releases
7. Other electronic and printed information material (e.g. quality assurance documents, technological applications)

8.4 Process management

Procedure 8.1: Creation, maintenance, updating and evaluation of websites, web applications and other information tools

8.5 Process efficiency indicators

1. Number of visits to HQA's website

2. Number of third party reports on the website
3. Time To First Byte Index (TTFB) indicator
4. Uptime indicator
5. Website Full Page Load Time
6. Bounce rate indicator
7. Average page speed
8. Number of inactive hyperlinks (broken links)
9. Number of users from organic results in search engines
10. Human support staff numbers
11. Number of languages for publishing information

8.6 Process control methods

1. By analysing process efficiency indicators
2. Through the internal evaluation of the HQA
3. Through the review of HQA's IQS

8.7 Process improvement actions

1. Comparative study of websites of other quality assurance and accreditation bodies in higher education
2. Proposals to exploit applications in the operation of the website
3. User suggestions to improve the website

8.8. Process procedures

Procedure 8.1: Creation, maintenance, updating and evaluation of websites, web applications and other information tools

Description:

The process determines the manner of creation, maintenance, updating and evaluation of websites, web applications and other information tools of the HQA, so as to fulfil the requirement of immediately accessible, up-to-date and objectively and clearly formulated information for all interested parties.

Steps:

1. Website design
2. Compilation of a list of material for publication
3. Collection and verification of the material for publication
4. Publication of material
5. Website maintenance and regular updating of website content. The HQA, in the context of the internal evaluation process, evaluates the adequacy, clarity, objectivity and accessibility of the content published on its website.

Parties involved:

HQA Directorates, HQA Council (communication strategy)

Timetable:

The publication of information is an ongoing process, carried out on a daily basis. The evaluation of the procedure is carried out by the HQA through an internal IQS evaluation/review.

Related documents:

HQA website, annual reports for Greece's higher education system, reports of results of QA activities (of institutions or the HQA), studies, opinions, press releases, other electronic and printed information material (e.g. quality assurance documents, technological applications).

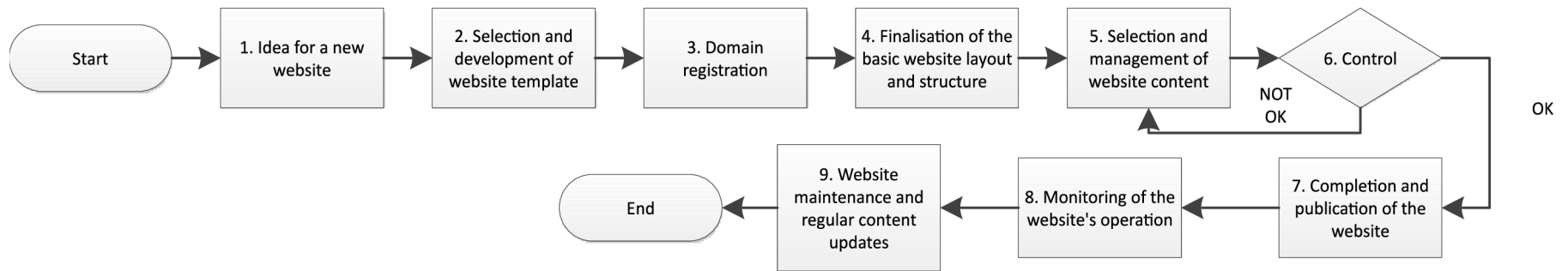


Diagram 11 Procedure 8.1 Creation, maintenance, updating and evaluation of websites, web applications and other information tools

PROCESS 9: Progress monitoring and continuous improvement

9.1 Aim of the process

The aim of this process is to investigate whether the HQA is still fully aligned with ENQA principles and guidelines. In case deviations are identified by resorting to appropriate mechanisms (use of quantitative and qualitative indicators, feedback from external experts and stakeholders), corrective action is taken where necessary (a timetable, actions and responsible persons are specified). The IQS is reviewed at least once on an annual basis. Additional revisions are also carried out if necessary.

9.2 Process input data

1. ENQA evaluation/progress reports for the HQA - Recommendations
2. Thematic analysis
3. Expert feedback (questionnaires)
4. Feedback from stakeholders (questionnaires)

9.3 Process output data

1. Roadmap for the improvement of actions
2. Corrective actions and proposals for improvement

9.4 Process management

Procedure 9.1: Progress monitoring and continuous improvement

9.5 Process efficiency indicators

1. Number of recommendations (by ENQA)
2. Number of actions identified by the HQA to implement the recommendations
3. Number of recommendations implemented and degree of achievement
4. Number of possible revisions of HQA's IQS processes and procedures
5. Number of possible revisions of HQA's strategy

9.6 Process control methods

1. By analysing process efficiency indicators.
2. By presenting the evaluation or accreditation results to HQA's Council
3. By presenting the results of the process and analysing its data during the IQS review.

9.7 Process improvement actions

1. Favourable/suitable environment for continuous monitoring of progress
2. Strengthening automated controls
3. Staff guidance for implementing improvements
4. Utilisation of all communication channels with interested parties
5. Support to MODIPs and experts in the development of critical QA skills

9.8 Process procedures

Procedure 9.1: Progress monitoring and continuous improvement

Description:

The process specifies how progress is monitored on the basis of HQA's internal audit mechanisms, ENQA recommendations, stakeholder opinions/evaluations, how deviations are identified and how improvements are made in the operation of the HQA.

Steps:

1. Definition of targets for improving the IQS
2. Identification of control areas (based on ESG standards)
3. Identification of indicators for monitoring progress
4. Determination of intervals for monitoring progress
5. Controls (collection and processing of data and information)
6. Identification of improvement actions, time-frame, responsible persons

Parties involved:

HQA Directorates, stakeholder groups, MODIP, ENQA, external experts.

Timetable:

The monitoring of progress and the implementation of improvements are repeated at least once on an annual basis.

Related documents:

ESG instructions and guidelines (ENQA), self-evaluation reports (HQA), external evaluation reports (IQAS/PS/HQA), progress monitoring reports, stakeholder reports/opinions.

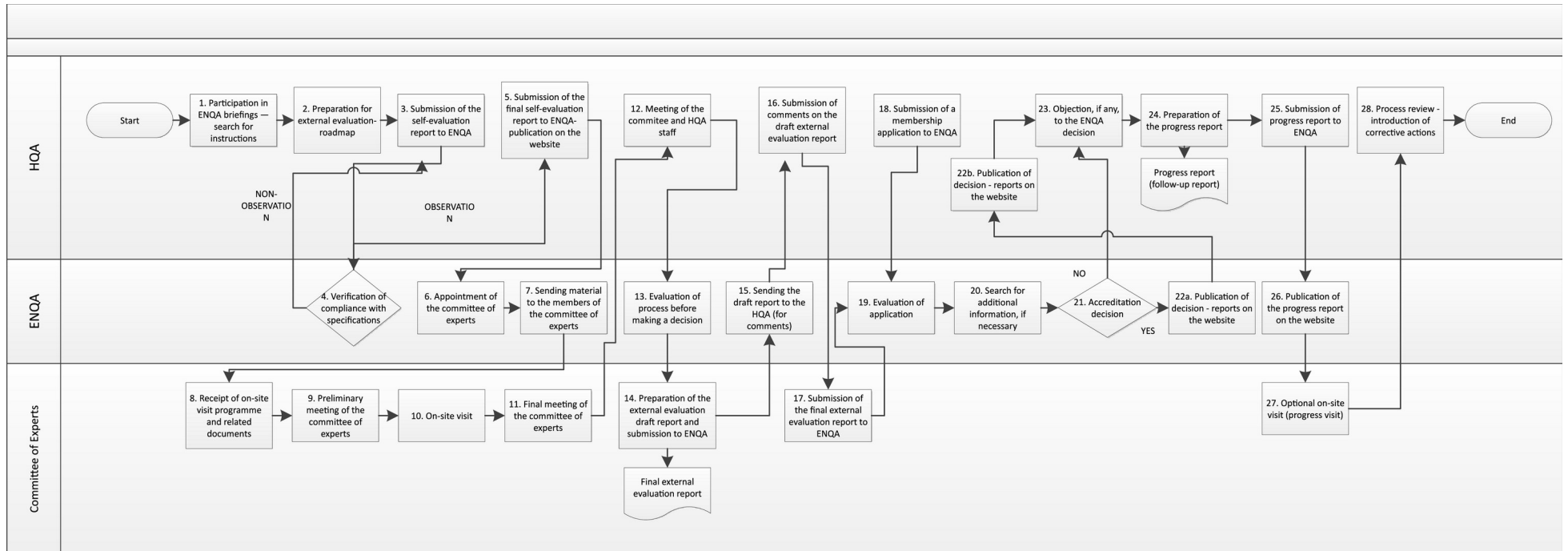


Diagram 12 Procedure 9.1 Progress monitoring and continuous improvement

PROCESS 10: External evaluation and accreditation (ENQA)

10.1 Aim of the process

The accreditation includes: (a) internal evaluation of the HQA; and (b) external evaluation by a panel of independent experts. The process focuses on improving the quality and effectiveness of the IQS.

More in particular, the process aims to implement a strategy of continuous improvement of the quality assurance and accreditation services provided to higher education institutions and policy makers, in accordance with the requirements of ESG2015.

External evaluation is a periodically recurring process.

HQA's Directorates adopt the necessary measures aimed at the improvement of and feedback from the IQS.

10.2 Process input data

1. Reports of the latest external evaluation or accreditation of the HQA (by ENQA)
2. Progress report on the implementation of recommendations/improvements
3. Report of the latest internal evaluation or accreditation of HQA's Internal Quality Assurance System
4. Self-assessment/evaluation report (SAR)
5. Current strategic plan of the HQA
6. Quality manual
7. Evaluation results report by institutions and experts (in terms of quality assurance procedures)
8. Summary of conclusions of HQA's annual reports (of the previous four years)
9. Latest external evaluation or accreditation reports of the institutions' programmes of studies/IQASs
10. Applicable standards and HQA instructions on the implementation of the external evaluation or accreditation processes
11. Applicable ENQA standards and guidelines for the implementation of external evaluation or accreditation processes

10.3 Process output data

1. External evaluation or accreditation reports of the HQA.
2. Evaluation of the external evaluation or accreditation process (in accordance with the relevant ENQA form).

10.4 Process management

Procedure 10.1: External evaluation / accreditation of the HQA

10.5 Process efficiency indicators

1. Number of recommendations made by the External Evaluation or Accreditation Panel (ENQA)
2. Number of actions identified by the HQA to implement the recommendations and improve the IQAS in the relevant action plan
3. Number of possible revisions to HQA's quality policy
4. Number of possible revisions to HQA's strategy

10.6 Process control methods

1. Through planned internal evaluations carried out by the HQA.
2. Through the analysis of process efficiency indicators.

10.7 Process improvement actions

1. Re-evaluation of HQA's strategy.
2. Drawing up an action plan to improve areas of operation of the HQA.

10.8 Process procedures

Procedure 10.1: External evaluation and accreditation

Description:

Accreditation is an external evaluation process, based on specific, predefined, internationally accepted and, ex-ante publicised, quantitative and qualitative criteria and indicators, in line with the Principles and Guidelines for Quality Assurance in the European Higher Education Area (European Standards Guidelines 2015). It aims to continuously improve the quality of the services provided by quality assurance bodies.

Steps:

1. Participation of the HQA in relevant ENQA briefings — search for instructions
2. Preparation of the HQA for the external evaluation-preparation of the roadmap
3. Submission of the self-evaluation report to ENQA
4. Compliance verification of the self-evaluation report in terms of structure and content, in accordance with ENQA guidelines and specifications (by the responsible coordinator) - in case of deviations steps 3 and 4 are repeated, following the introduction of corrections/improvements
5. Submission of the final self-evaluation report to ENQA and publication on the website
6. Sending the self-evaluation report (including previous evaluation/progress reports) to the ENQA coordinator for distribution to the members of the expert panel
7. Sending the self-evaluation report (together with previous evaluation/progress reports) to the ENQA coordinator for distribution to the members of the expert panel
8. Receipt of the on-site visit programme and of other Related documents by the panel of experts (e.g. the document of findings)

9. Preliminary meeting of the panel of experts before the on-site visit
10. Conducting the on-site visit
11. Final meeting of the panel of experts
12. Meeting of the panel of experts with members and staff of the HQA
13. Evaluation of the process by ENQA
14. Preparation of the external evaluation draft report and submission to ENQA
15. Sending the draft external evaluation report to the HQA
16. Submission of comments by the HQA on the draft external evaluation report
17. Submission of the final external evaluation report to ENQA by the panel of experts
18. Submission of the ENQA membership application by the HQA
19. Evaluation of the application and the external evaluation report by the Board of ENQA
20. Where appropriate, additional information is requested
21. Decision on accreditation (by ENQA)
22. The final decision of ENQA's Board together with the external evaluation report and the recommendations, if any, are published on the websites of ENQA and the HQA
23. A right of objection is granted in the event of disagreement with the decision of ENQA's Board or the recommendation of the panel of experts
24. Preparation of the progress report (follow-up report)
25. Submission of the progress report to ENQA
26. Publication of the progress report on ENQA's website
27. Optional on-site visit (progress visit)
28. Review of the whole process by the HQA and implementation of corrective actions where necessary

Parties involved:

HQA Directorates, HQA Council, External Evaluation Panel, ENQA Board

Timetable:

Determined by triggering the procedure by the HQA, taking into account the deadlines announced by ENQA

Related documents:

1. Application for HQA's accreditation
2. Self-evaluation report
3. Roadmap (previous evaluation recommendations, actions)
4. On-site visit programme of the External Evaluation / Accreditation Panel (ENQA)
5. Draft External Evaluation / Accreditation Report (ENQA)
6. Document of remarks on the submitted draft of the External Evaluation / Accreditation Report
7. Final External Evaluation/Accreditation Report
8. Progress reports
9. ENQA decision granting accreditation

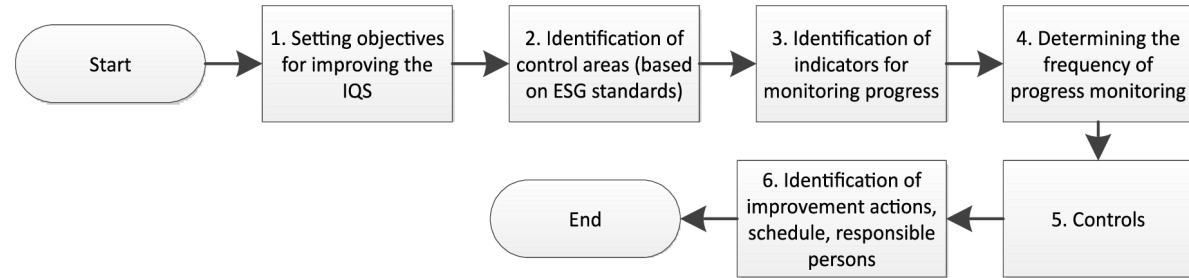


Diagram 13 Procedure 10.1 External evaluation and accreditation

Table of Diagrams

Diagram 1 Procedure 1.1 Design, approval, review and evaluation of the Agency’s quality policy.....	16
Diagram 2 Procedure 2.1 Resource allocation and management.....	20
Diagram 3 Procedure 3.1 Definition of quality targets.....	23
Diagram 4 Procedure 4.1 Specification and updating of standards.....	26
Diagram 5 Procedure 5.1 Management of IQAS/PS accreditations.....	31
Diagram 6 Sub-procedure 5.1.1 Receipt and verification of files and accreditation proposals.....	32
Diagram 7 Procedure 5.2.1 Registry management (a).....	35
Diagram 8 Procedure 5.2.1 Registry management (b).....	36
Diagram 9 Procedure 6.1: Collection, measurement and analysis of data, specification of indicators and correlation thereof with QA objectives.....	39
Diagram 10 Procedure 7.1 Communication with institutions.....	42
Diagram 11 Procedure 8.1 Creation, maintenance, updating and evaluation of websites, web applications and other information tools.....	46
Diagram 12 Procedure 9.1 Progress monitoring and continuous improvement.....	49
Diagram 13 Procedure 10.1 External evaluation and accreditation.....	53

