

External review of the Hellenic Quality Assurance Agency for Higher Education (HQA) by the European Association for Quality Assurance in Higher Education (ENQA)

**Annex I: TERMS OF REFERENCE**

September 2014

**1. Background and Context**

The Hellenic Quality Assurance and Accreditation Agency (HQA) was established by Law 3374/2005. It is the supervisory and coordinating agency of the quality assurance framework applied in Hellenic Higher Education Institutions (HEIs). Its mission is to assure high quality in higher education.

It is an independent institutional body whose goal is to establish and implement a uniform quality assurance system to be used as a reference system for the work and achievements of HEIs. Law No 4009/2011 gave the HQA additional responsibilities, particularly in relation to the accreditation of quality of internal quality assurance systems and programmes of study.

Although the Law 4009/2011 regarding accreditation of internal quality assurance systems of the HEIs and programmes of study came in force in 2011, it will be implemented only in 2015. Hence, the HQA up now has operated under its founding Law 3374/2005, focusing on the evaluation of the academic Units of HEIs. The HQA has now started planning for the implementation of the provisions of the Law 4009/2011.

HQA mission:

- To develop and implement a unified quality assurance system as a reference system for the achievements and the work done by the HEI.
- Guarantees the transparency of its actions within the framework of the evaluation process and the accreditation of HEIs.
- Collects and codifies all essential information that will allow the State to effectively support higher education.
- Collaborates with and supports HEIs in their efforts to assure quality in higher education

HQA has been an affiliate of ENQA since September 2007 and is applying for ENQA full membership.

**2. Purpose and Scope of the Evaluation**

This is a type A review, as defined in the *Guidelines for external reviews of quality assurance agencies in the European Higher Education Area*. It will evaluate the way in which and to what extent HQA fulfils the criteria for the ENQA membership and thus the *Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)*. Consequently, the review will also provide information to the ENQA Board to aid its consideration of whether Full Membership of HQA should be renewed.

The review panel is not expected, however, to make any judgements as regards granting Full Membership.

### **3. The Review Process**

The process is designed in the light of the *Guidelines for external reviews of quality assurance agencies in the European Higher Education Area*.

The evaluation procedure consists of the following steps:

- Formulation of the Terms of Reference and protocol for the review;
- Nomination and appointment of the review panel;
- Self-evaluation by HQA including the preparation of a self-evaluation report;
- A site visit by the review panel to HQA;
- Preparation and completion of the final evaluation report by the review panel;
- Scrutiny of the final evaluation report by the ENQA Stakeholder Review Committee;
- Analysis of the scrutiny by the ENQA Board and their decision regarding ENQA membership;
- Follow-up of the panel's and/or ENQA Board's recommendations by the agency.

#### **3.1 Nomination and appointment of the review team members**

The review panel consists of five members: four external reviewers (one or two quality assurance experts, representative(s) of higher education institutions, student member) and a review secretary. Three of the reviewers (including the review secretary) are nominated by the ENQA Board on the basis of proposals submitted to ENQA by the national agencies, and are drawn from senior serving members of Board/Council or staff of ENQA member agencies. The fourth external reviewer is drawn from a nomination provided by the European University Association (EUA). The nomination of the student member is asked from the European Students' Union (ESU). One of the panel members serves as the chair of the review.

Current members of the ENQA Board are not eligible to serve as reviewers.

ENQA will provide HQA with the list of suggested experts with their respective curriculum vitae to establish that there are no known conflicts of interest. The experts will have to sign a non-conflict of interest statement as regards the HQA review.

#### **3.2 Self-evaluation by HQA, including the preparation of a self-evaluation report**

HQA is responsible for the execution and organisation of its own self-evaluation process and shall take into account the following guidance:

- Self-evaluation is organised as a project with a clearly defined schedule and includes all relevant internal and external stakeholders;
- The self-evaluation report is broken down by the topics of the evaluation and is expected to contain, among others: a background description of the current situation of the Agency; an analysis and appraisal of the current situation; proposals for improvement and measures already planned; a SWOT analysis;
- The report is well-structured, concise and comprehensively prepared. It clearly demonstrates the extent to which HQA fulfils its tasks of external quality assurance and meets the criteria for the ENQA membership and thus the ESG.
- The self-evaluation report is submitted to the ENQA Secretariat who has 4 weeks to pre-scrutinise before forwarding the report to the panel of experts. The purpose of the pre-scrutiny is to ensure that the self-evaluation report is satisfactory for the consideration of the

panel. The Secretariat will not judge the content of information itself but whether the necessary information, as stated on pages 8-9 in the ENQA Guidelines for External Review of Quality Assurance Agencies, is present. For the second and subsequent reviews, the agency is expected to enlist the recommendations provided in the previous review and to outline actions taken to meet these recommendations. In case the self-evaluation report does not contain the necessary information and fails to respect the requested form and content, the ENQA Secretariat reserves the right to reject the report and ask for a revised version within 4 weeks. In such cases, an additional fee of 1000 € will be charged to the agency.

- The report is submitted to the review panel a minimum of eight weeks prior to the site visit.

### **3.3 A Site Visit by the Review Panel**

HQA will draw up a draft proposal of the schedule for the site visit to be submitted to the review panel at least three months before the planned dates of the visit. The schedule includes an indicative timetable of the meetings and other exercises to be undertaken by the review panel during the site visit, the duration of which is 2 days. The approved schedule shall be given to HQA at least one month before the site visit, in order to properly organise the requested interviews.

The review panel will be assisted by HQA in arriving in Athens, Greece.

The site visit will close with an oral presentation and discussion of the major issues of the evaluation between the review panel and HQA.

### **3.4 Preparation and completion of the final evaluation report**

On the basis of the review panel's findings, the review secretary will draft the report in consultation with the review panel. The report will take into account the purpose and scope of the evaluation as defined under article 2. It will also provide a clear rationale for its findings with regards to each ENQA membership criteria. A draft will be submitted for comment to HQA within two months of the site visit for comment on factual accuracy. If HQA chooses to provide a statement in reference to the draft report it will be submitted to the chair of the review panel within two weeks after the receipt of the draft report. Thereafter the review panel will take into account the statement by HQA, finalise the document and submit it to HQA and ENQA.

The report is to be finalised within three months of the site visit and will not exceed 40 pages in length.

## **4. Follow-up Process and Publication of the Report**

HQA will consider the expert panel's report and will publish it on its website. The report will also be published on the ENQA website, regardless of the review outcome and decision by the ENQA Board. HQA commits to preparing a follow-up plan in which it addresses the recommendations of the review panel and to submitting, if requested, a progress report to the ENQA Board within two years of the decision by the ENQA Board.

## **5. Use of the report**

ENQA shall retain ownership of the report. The intellectual property of all works created by the expert panel in connection with the review contract, including specifically any written reports, shall be vested in ENQA.

The review report is to be used by the Board of ENQA for the purpose of reaching a conclusion on whether HQA has met the membership criteria/ESG.

The review report is to be considered as property of ENQA only after being approved by the ENQA Board. Once submitted to HQA and ENQA and until the decision by the Board is made, the report may not be used or relied upon by HQA, the panel and any third party and may not be disclosed without the prior written consent of ENQA. HQA may use the report at its discretion only after the Board decision has been made.

Should the review report be used for applying to the European Quality Assurance Register for Higher Education (EQAR), the Chair of the panel shall remain available to respond to questions of clarification or further information from the EQAR Register Committee provided that the ENQA Secretariat is copied in all such requests.

## 6. Budget

HQA shall pay the following review related fees:

Fee of the Chair	4,750 EUR
Fee of the Secretary	4,750 EUR
Fee of the 3 other panel members	8,250 EUR (2,750 EUR each)
Administrative overhead for ENQA Secretariat	5,000 EUR
Experts Training fund	1,250 EUR
Travel and subsistence expenses (approximate)	6,000 EUR

This gives a total indicative cost of 30,000.00 EUR for a review team of 5 members. In the case that the allowance for travel and subsistence expenses is exceeded, HQA will cover any additional costs after the completion of the review. However, the ENQA Secretariat will endeavour to keep the travel and subsistence expenses in the limits of the planned budget, and will refund the difference to HQA if the travel and subsistence expenses go under budget.

In the event of a second site visit required by the Board and aiming at completing the assessment of compliance, and should the agency accept a second visit, an additional fee of 500 EUR per expert, as well as travel and subsistence costs are recoverable from the agency.

## 7. Indicative Schedule of the Review

Agreement on terms of reference and protocol for review	September 2014
Appointment of review panel members	September 2014
Self-evaluation completed	End September 2014
Pre-screening of SER	October 2014
Preparation of site visit schedule and indicative timetable	October 2014
Briefing of review panel members	December 2014
Review panel site visit	Beg January 2015
Draft of evaluation report to HQA	End February 2015
Statement of HQA to review panel if necessary	March 2015
Submission of final report to ENQA	March 2015
Consideration of the report by ENQA and response of HQA	April 2015
Publication of report	April 2015