



Εθνική Αρχή
Ανώτατης Εκπαίδευσης
Hellenic Authority
for Higher Education

STANDARDS FOR QUALITY ACCREDITATION OF THE CENTRE FOR TRAINING AND LIFELONG LEARNING (CTLLL)

TABLE OF CONTENTS

1. Strategy and quality assurance policy of the Centre for Training and Lifelong Learning (CTLLL)	2
2. Structure, organisation & operation, provision and management of the CTLLL resources.....	3
3. Design and approval of the Educational and Training Programmes of the CTLLL	5
4. Trainees' admission, progression, recognition of studies and certification.....	7
5. Annual periodic internal evaluation of the CTLLL	8
6. Collection of Quality Data of the CTLLL: Measuring, Analysis and Improvement.....	10
7. Public Information	11
8. External evaluation and accreditation of the CTLLL.....	12

1. STRATEGY AND QUALITY ASSURANCE POLICY OF THE CENTRE FOR TRAINING AND LIFELONG LEARNING (CTLLL)

THE CTLLL OF THE HIGHER EDUCATION INSTITUTIONS SHOULD APPLY A QUALITY ASSURANCE POLICY AS PART OF THEIR STRATEGIC MANAGEMENT, AND MORE SPECIFICALLY OF LIFELONG LEARNING. THIS POLICY SHOULD EXPAND AND BE AIMED AT THE ACTIVITIES OF THE INSTITUTION'S CTLLL, BE PUBLISHED AND IMPLEMENTED BY ALL INTERESTED PARTIES.

The quality assurance policy of the CTLLL includes the operating principles of the Centre, which aim at the **continuous improvement of the offered studies, as well as the public accountability**. It supports **the development of a quality culture, according to which all stakeholders assume responsibility for quality and engage in quality assurance**. This policy has a formal status and is publicly available.

The quality assurance policy of the CTLLL is implemented through:

- the commitment for compliance with the laws and regulations that govern the Institution, and the specific provisions for the organisation and operation of the CTLLL;
- the CTLLL strategy, which is linked with the Institution's strategy and is adjusted to the areas of lifelong learning. This strategy describes: the groups of trainees to whom the CTLLL is addressed, the subject areas of the educational and training programmes, the linkage between the lifelong studies and the labour market, the harmonisation with the international standards and good practices for lifelong learning, as well as the ways for their implementation;
- the establishment, review, redesign and redefinition of the specific quality assurance objectives of lifelong learning, that are fully in line with the institutional strategy.

The quality assurance policy of the CTLLL mainly supports:

- the organisation of the internal quality assurance system of the CTLLL;
- the Institution's leadership, the pertinent CTLLL persons and bodies, the instructors, the trainees and the staff members to take on their responsibilities and individual role in quality assurance implementation;
- the integrity of academic principles and ethics, guarding against discriminations, and encouragement of external stakeholders to be involved in quality assurance of the CTLLL;
- the continuous improvement of learning and teaching, the rational structure of the educational and training programmes, according to the rules of Science and the Arts, their linkage with the labour market and the academic perspective;
- the effective organisation of services and the development and maintenance of infrastructure;
- the allocation and effective management of the necessary resources for the CTLLL operation, the development and rational allocation of human resources

The way in which the quality assurance policy of the CTLLL is designed, approved, implemented, monitored and revised constitutes one of the processes of the Institution's Internal Quality Assurance System (IQAS).

Documentation

- Quality Assurance Policy and Quality goal setting of the CTLLL
- Strategy of the CTLLL

2. STRUCTURE, ORGANISATION & OPERATION, PROVISION AND MANAGEMENT OF THE CTLLL RESOURCES

THE CTLLL SHOULD BE BUILT WITH A PROPER ORGANISATIONAL STRUCTURE, THE DECISION-MAKING BODIES, ADMINISTRATIVE SERVICES, INTERNAL AND EXTERNAL ACCOUNTABILITY INSTITUTIONS, AS PRESCRIBED BY LAW. THE CTLLL SHOULD ENSURE APPROPRIATE FUNDING FOR LEARNING AND TEACHING ACTIVITIES. IT SHOULD ALSO BE IN PLACE TO ENSURE, THROUGH THE ESTABLISHMENT OF RELEVANT INTERNAL RULES, THAT ADEQUATE INFRASTRUCTURE AND SERVICES FOR TEACHING ARE AVAILABLE AND READILY ACCESSIBLE, (E.G. CLASSROOMS, LABORATORIES, LIBRARIES INFORMATION AND SUPPORT UNITS FOR THE TRAINEES).

Structure and organisation

In each Institution, the administration and management of the CTLLL is organised and implemented according to the existing legislative framework. The CTLLL administration is responsible for:

- the development of specialised policy, strategy and relevant processes towards the continuous improvement of the quality of the CTLLL work and provisions;
- the formulation and implementation of internal regulation, as prescribed by law;
- the organisation, operation and continuous improvement of the CTLLL internal quality assurance system;
- the support of the internal evaluation process of the educational and training programmes of the CTLLL in cooperation with the QAU, in the context of the operation of the Internal Quality Assurance System of the Institution and the HAHE principles and guidelines.

Allocation and management of funding

The CTLLL ensures adequate funding to cover not only the overhead and operational costs, but also costs related to its developmental objectives, in the context of its annual financial planning. The financial planning and the operation of an effective financial management system constitute necessary tools for the full exploitation of the resources. The CTLLL has a complete and detailed annual revenue and expenditure budget, as well as a detailed plan for the utilisation and allocation of the fees.

Infrastructure

Based on the requirements and needs arising during its operation, the CTLLL has determined ways to define, allocate and manage all the necessary resources to ensure its smooth and proper functioning, i.e. teaching and auxiliary facilities, equipment and software, support facilities (cleaning, communication) etc. The scope of the CTLLL should include a suitable managing and monitoring system to safeguard the infrastructure. Compliance to the internal regulations is also necessary.

Working and study environment

The CTLLL ensures -as far as possible- that the working and study environment has a positive effect on the performance of all members of the trainees and staff community. Factors that are taken into consideration towards the maintenance of the appropriate learning environment are, among others, the sanitary facilities, the lighting/heating/ventilation system, the cleanliness and the overall appearance of the premises, etc. The scope of the CTLLL should include an appropriate managing and monitoring system to promote a favourable working environment and to ensure compliance with the existing provisions for the use of the facilities.

Human resources

The CTLLL is responsible for the human resources development.

The subject areas, as well as the competences and tasks of the staff members are defined by the corresponding job descriptions that are established within the scope of the internal regulation of the CTLLL and the relevant educational and training programmes. Staffing and teaching staff recruitment follow the requirements set by the law, on the basis of meritocracy and publicity.

The teaching staff should meet the requirements and criteria of the special Instructors Register and should be certified for registration following an appropriate procedure, which is described analytically in the CTLLL internal regulation. The continuous training and evaluation of the teaching staff is considered necessary for the achievement of the performance, which is recorded and monitored as provided in the context of the IQAS of the Institution.

The CTLLL should properly organise the administrative structure and staffing of its services, with a clear allocation of competences and tasks to its staff members.

Documentation

- Internal regulation of the CTLLL
- CTLLL administrative structure and support staff (units, posts, qualifications, responsibilities)
- Detailed description of the infrastructure and services made available by the Institution to the CTLLL to support the learning and teaching activities (human resources, infrastructure, services, etc.)
- Instructors Register
- Information material for the trainees with regard to the available services
- Annual budget and CTLLL tuition utilisation plan

3. DESIGN AND APPROVAL OF THE EDUCATIONAL AND TRAINING PROGRAMMES OF THE CTLLL

THE CTLLL SHOULD DEVELOP ITS EDUCATIONAL PROGRAMMES FOLLOWING A DEFINED WRITTEN PROCESS WHICH WILL INVOLVE THE PARTICIPANTS, INFORMATION SOURCES AND THE APPROVAL COMMITTEES FOR THE PROGRAMME. THE OBJECTIVES, THE EXPECTED LEARNING OUTCOMES, THE INTENDED PROFESSIONAL QUALIFICATIONS AND THE WAYS TO ACHIEVE THEM ARE SET OUT IN THE PROGRAMME DESIGN. THE ABOVE DETAILS, AS WELL AS INFORMATION ON THE PROGRAMMES' STRUCTURE ARE PUBLISHED IN THE CTLLL PROGRAMME GUIDE.

The competent bodies of the CTLLL develop their programmes following a well-defined procedure, as also provided in the internal regulation of the CTLLL. The objectives, the specific subject areas, the structure and organisation, the expected learning outcomes and the intended professional qualifications are described at this stage.

In addition, the design of the programmes must consider:

- the CTLLL strategy
- the CTLLL internal regulation
- the involvement of the trainees
- the experience of external stakeholders from the labour market
- the anticipated programme workload according to the European Credit System for Continuing Education and Training (ECVET/ECTS/MC)

During the design of the programmes, the process of determination of the needs and the feasibility of offering the programme, the sources of knowledge for each individual subject area and the training framework for their development are described. The specific features of the structure and content of the programmes are captured: Courses, duration of studies, credits (ECVET/ECTS/MC), intended learning outcomes.

More specifically, the interaction of the CTLLL with the labour market is considered important. A permanent cooperation relationship of the CTLLL with the professional associations of the sector of economy/industry and the respective groups of employers or companies, as well as the process ensuring continuous feedback from them, shall be assessed. In particular, assessment is made as to whether:

- i. A register of companies, organisations and services in regional and national level is in place, where companies are registered (activity, recruitment needs, know-how needs, etc.) and there is provision for cooperation with the Career Office and use of common tools;
- ii. Senior members of enterprises, chambers, scientific associations and companies, are involved as instructors in the delivery of the programmes;
- iii. Practical training or temporary work placement is in place.

Documentation

- Sample programme: courses, course categories, ECVET/ECTS/MC awarded, expected learning outcomes according to the EQF - level 5, practical training
- Reference to the teaching methods and methods of assessment of the trainees
- Labour market data regarding the employment in particular relevant sectors of economy

- List of cooperating enterprises, scientific associations and companies
- Memorandum of Understanding with the Career Office
- Programme Guide
- Course outline template
- CTLLL Instructors Register (name list including areas of specialisation and linkage to the courses taught, employment relationship)

4. TRAINEES' ADMISSION, PROGRESSION, RECOGNITION OF STUDIES AND CERTIFICATION

THE CTLLL SHOULD DEVELOP AND APPLY PUBLISHED REGULATION COVERING ALL ASPECTS AND PHASES OF STUDIES (ADMISSION/BEGINNING OF EDUCATION, PHASES AND DURATION OF EDUCATION, RECOGNITION AND CERTIFICATION).

The CTLLL should a) develop a regulation of studies, which will be part of the internal regulation of the Centre and will include the processes and the tools in relation to the admission, progression, and graduation of the trainees, b) monitor the relevant information and data, and c) take the proper decisions for the quality of the studies.

The process of launching of the programmes, recruitment of the trainees, determination of the fees and of the mode of payment, evaluation of the trainees' progression, and certification of the knowledge and skills obtained by completing the programmes, are governed by the regulation of studies.

More specifically, the certification and recognition, the duration of studies, the conditions for ensuring the progression of the trainees, as well as the terms and conditions for enhancing their access to the labour market are governed by the regulation of studies.

Appropriate recognition procedures rely on the award of relevant certificates of education and training. Graduation represents the culmination of the study period. The trainees need to receive documentation explaining the qualification gained, including achieved learning outcomes, as well as the context, level, content and status of the studies that were pursued and successfully completed. The award of skills certificates is implemented according to the EQF - level 5 and the corresponding credits.

Documentation

- Regulation of Studies
- Regulation for trainees' complaints and appeals
- Template of training and skills certificate

5. ANNUAL PERIODIC INTERNAL EVALUATION OF THE CTLLL

THE CTLLL SHOULD UNDERGO ANNUAL INTERNAL EVALUATION WHICH IS IMPLEMENTED THROUGH THE INTERNAL QUALITY ASSURANCE SYSTEM (IQAS) OF THE INSTITUTION AND UNDER THE RESPONSIBILITY OF THE QUALITY ASSURANCE UNIT (QAU). IN THIS CONTEXT, THE PROCEDURES FOR THE VERIFICATION OF COMPLIANCE OF THE CTLLL WITH THE PRESENT STANDARDS APPLY, POTENTIAL ERRORS OR DEFICIENCIES ARE DETECTED, AND CORRECTIONS ARE MADE, TOWARDS ACHIEVEMENT OF THE SET GOALS AND IMPROVEMENT.

The QAU conducts, on an annual basis, an internal evaluation of the CTLLL, following the written procedure provided by the IQAS Quality Manual and cooperates with the CTLLL Council for its implementation. The procedure determines the timing, the participants, the data under consideration, and the expected outcomes. The internal evaluation aims at a final estimation of the compliance of the CTLLL with the present Standards, as well as at basing decisions concerning the necessary remedial or precautionary actions for improvement.

The data considered in the context of the internal evaluation of a programme may, for example, include:

- general data on the operation of the CTLLL (number of programmes, instructors, trainees, financial management, administrative operation);
- trainees' performance;
- feedback from questionnaires for the evaluation by the trainees;
- assessment of learning outcomes per programme;
- feedback from the evaluation of the facilities/ learning environment;
- report of any remedial or precautionary actions undertaken;
- suggestions for improvement

The outcomes of the internal evaluation are recorded in internal reports drawn by the QAU. The reports identify any areas of deviation or non-compliance with the Standards, and are communicated to the interested parties (as appropriate). The QAU resolutions concerning any modification, compliance, or enhancement of the CTLLL operation might include actions related to:

- the upgrade of the services offered to the trainees;
- the reallocation of resources;
- the introduction of new quality goals, etc.

The outcomes of the internal evaluation are recorded and, along with the source data, are archived as quality files.

The regular monitoring, review, and revision of the programmes aim at maintaining the level of educational provision offered by the CTLLL and at creating a supportive and effective learning environment for the trainees.

By decision of the competent bodies of the CTLLL, the programmes are reviewed and revised regularly involving other stakeholders. The information collected is analysed and the programme is adapted to ensure that it is up-to-date.

Documentation

- Results of the annual internal evaluation of the CTLLL by the Quality Assurance Unit (QAU), and the relevant minutes
- Feedback process concerning the CTLLL strategy and relevant decision-making procedures
- Procedure for the reassessing, adjustment and improvement of the CTLLL programmes

6. COLLECTION OF QUALITY DATA OF THE CTLLL: MEASURING, ANALYSIS AND IMPROVEMENT

THE CTLLL OF THE INSTITUTIONS ARE FULLY RESPONSIBLE FOR THE COLLECTION, ANALYSIS AND USE OF INFORMATION IN AN INTEGRATED, FUNCTIONAL AND READILY ACCESSIBLE MANNER, AIMING AT THE EFFECTIVE MANAGEMENT OF THE QUALITY DATA RELATED TO THEIR TEACHING ACTIVITIES, AS WELL AS OF THOSE RELATED TO THEIR ADMINISTRATION.

The CTLLL should establish and operate a specific information system to manage the data required for the implementation of its activities. The CTLLL keeps electronic records of the educational programmes, the cooperation with other bodies, as well as the Registers of Instructors and of Trainees.

The QAU measures and monitors the performance of the various activities of the CTLLL, through appropriate procedures established in the context of the IQAS structure, and assesses their level of effectiveness. The measuring and monitoring is conducted on a basis of indicators and data provided by the HAHE in the pertinent guidelines and forms, which are part of the National Information System for Quality Assurance in Higher Education (NISQA). These measurements may concern: the size of the trainees body, the size of the teaching and administrative staff, infrastructure recording, number and categories of educational programmes, financial data, feedback on trainees and teaching staff satisfaction surveys, data related to teaching and to administrative services, etc.

The CTLLL, in cooperation with the QAU makes use of the metrics and presents the results using statistical analysis. Outcomes are displayed through histograms and charts and are considered in the context of its internal and external evaluation. This sort of information is used for decision making, aiming at improvement, as well as for setting, monitoring, assessing and reviewing its strategic and operational goals.

Documentation

- Report from the National Information System for Quality Assurance in Higher Education (NISQA) on the CTLLL data
- Data of the information system, as provided by Article 61 of Law 4763/2020
- Presentation of the CTLLL information system
- Data from the evaluation of the offered programmes and the instructors by the trainees
- Sample of a fully completed questionnaire for the evaluation of the programme by the trainees
- Other tools and procedures designed to collect data on the teaching and administration of the CTLLL

7. PUBLIC INFORMATION

THE CTLLL SHOULD PUBLISH INFORMATION ABOUT ITS EDUCATIONAL ACTIVITIES IN A DIRECT AND ACCESSIBLE MANNER. ALL PERTINENT INFORMATION SHOULD BE PUBLISHED IN A SPECIAL WEBSITE AND BE UP-TO-DATE, CLEAR AND OBJECTIVE.

The CTLLL publishes, in special segment of the Institution's website, data related to its structure, organisation and operation, as well as to the offered programmes, the admission criteria, the fees and any other information regarding the studies, the qualifications obtained, the certificates awarded, etc.

CTLLL also publishes data on its quality policy and goals, as well as information and data relevant to its internal and external evaluation. In the context of the internal evaluation process, it is verified that adequate information regarding the teaching activities and, particularly, the programmes' delivery and the overall CTLLL activity is publicly available.

Documentation

- Specific segment on the Institutions' website for the promotion of the CTLLL
- The publication of all CTLLL programmes, along with their specific features and information, the instructors' profiles, the certificates awarded, etc.
- Bilingual version of the CTLLL webpage with complete, clear and objective information
- Procedure for the maintenance and update of the CTLLL webpage

8. EXTERNAL EVALUATION AND ACCREDITATION OF THE CTLLL

THE CTLLL SHOULD BE PERIODICALLY EVALUATED BY COMMITTEES OF EXTERNAL EXPERTS SET BY THE HAHE, FOR THE PURPOSE OF ACCREDITATION OF THE QUALITY OF THE EDUCATIONAL SERVICES OFFERED. THE PERIODICITY OF THE EXTERNAL EVALUATION IS DETERMINED BY THE HAHE.

External quality assurance, in the case in point external evaluation aiming at accreditation, may act as a means of verification of the effectiveness of the CTLLL internal quality assurance, and as a catalyst for improvement, while opening new perspectives. Additionally, it can provide information with a view to public acknowledgement of the positive course of the Centre's activities.

The CTLLL engages in periodic external quality assurance which is conducted taking into consideration any special requirements set by the legislation governing the operation of the CTLLL, as well as the principles of the present Standards, with which compliance is required.

Quality assurance -in this case accreditation- is an on-going process that does not end with the submission of the relevant Report on behalf of the Panel of experts and the pertinent accreditation decision issued by the HAHE. The process must be continued through internal further follow-up and assessment of the CTLLL.

Therefore, the CTLLL of the Institutions ensure that the progress made since the last external quality assurance activity is taken into consideration when preparing for the next one.

Documentation

- Procedure for the organisation of the external evaluation and accreditation of the CTLLL
- Progress Report on the results of the exploitation of potential recommendations of the CTLLL External Accreditation and Evaluation Report (if applicable)