



# **ANNUAL PERFORMANCE PLAN 2020/21**

**NOVEMBER 2019**

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## Acronyms

4IR:	4 <sup>th</sup> Industrial Revolution
APP:	Annual Performance Plan
CAT:	Credit Accumulation and Transfer
CHE:	Council on Higher Education
DHET:	Department of Higher Education
DPME:	Department of Planning, Monitoring and Evaluation
EMC:	Extended Management Committee of the CHE
ENE:	Estimates of National Expenditure
EQA:	External Quality Assurance
HDIs:	Historically Disadvantaged Institutions
HE:	Higher Education
HEIs:	Higher Education Institutions
HEMIS:	Higher Education Management Information System
HEQC:	Higher Educational Quality Committee
HEQCIS:	Higher Education Quality Committee Information System
HEQSF:	Higher Education Qualifications Sub-framework
HWIs:	Historically White Institutions
ICTs:	Information and Communication Technologies
IoHE:	Internationalisation of Higher Education
IQA:	Internal Quality Assurance
IQAF:	Integrated Quality Assurance Framework
MANCO:	Management Committee of the CHE
MEC:	Monitoring and Evaluation Committee
MTEF:	Medium Term Expenditure Framework
NDP:	National Development Plan
NLRD:	National Learners' Records Database
NPPSET:	National Plan for Post-School Education and Training
NQF:	National Qualifications Framework
NQF Act:	National Qualifications Framework Act (Act No. 67 of 2008, as amended)
PFMA:	Public Finance Management Act (Act No. 1 of 1999)
QA:	Quality Assurance
QC:	Quality Council
RMA:	Research, Monitoring and Advice Programme

## Statement of the Accounting Authority

The Council on Higher Education (CHE) is a Schedule 3A national public entity in terms of the Public Finance Management Act (PFMA), and Council is the accounting authority in line with the provision in section 49(1)(a). Sections 52 and 53 of the same Act require that an accounting authority of a public entity submits to the line department, on an annual basis, a performance plan and a budget for the entity. It is in compliance with these prescripts that Council has overseen the preparation of the CHE's Annual Performance Plan (APP) for the 2020/21 financial year, and approved its submission to the Department of Higher Education and Training (DHET).

In June 2018, Council had a strategic planning workshop to explore options for revitalising the CHE, increasing its visibility within the higher education sector, and improving its public image and reputation. This set in motion a highly consultative process that culminated in the crafting of the Strategic Plan 2020 – 2025 which identifies and articulates five strategic outcomes to be pursued during the next five year, which are as follows:

- CHE as an effective custodian of the HEQSF;
- Comprehensive and coherent quality assurance system for the higher education sector;
- A reputable centre of intellectual discourse, knowledge generation and advice on higher education;
- Governance, compliance and risk management; and
- Sustainable, responsive and dynamic organisation

In pursuit of these strategic outcomes, the organisation has committed to managing the development and implementation of the HEQSF policies, qualification standards and data in order to meet the goals of the National Qualifications Framework (NQF), the National Plan for the Post-School Education and Training (NPPSET) and the National Development Plan (NDP); developing and implementing a new Integrated Quality Assurance Framework for effective and efficient internal quality assurance (IQA) and external quality assurance (EQA) for the sector; revitalising and strengthening the research, monitoring, evaluation and advice capabilities of the CHE; setting the broad strategic direction, policy and tone for good governance, statutory compliance and risk management of the organisation to support the discharge of the core functions of the CHE; and designing and implementing an organisational architecture, business processes, capabilities and infrastructure to realise the strategy of the CHE.

The APP for the 2020/21 financial year is, in fact, an implementation plan of the Strategic Plan 2020 – 2025 for the first year of the five-year strategic plan period. It has identified the first steps that need to be undertaken on the five-year journey towards achieving the five strategic outcomes. The APP is comprehensive with a range of activities and outputs, as well as targets, clearly articulated. It therefore makes a bold statement that it will not be business as usual at the CHE during the 2020/21 financial year. However, the test of any plan is in its implementation and, therefore, Council urges Management to put in place mechanisms to ensure that the plan is fully and properly implemented.

Among other things, this would require that Management has mechanisms for closely monitoring the implementation, and evaluating the results of the implementation process.

On behalf of all members of Council, I express my gratitude to Prof Narend Baijnath, the Chief Executive Officer, and members of his Management Team for their efforts in crafting a good and ambitious APP which sets a high standard of performance for the organisation. Council commits to supporting Management in its efforts to ensure that the APP is optimally implemented, and that the targets set are met.



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**Prof N. Themba Mosia**  
**Chairperson Council, the Accounting Authority**

## Statement of the Accounting Officer

The Annual Performance Plan (APP) of the Council on Higher Education (CHE) presented herein is for the 2020/21 financial year, which is the first year of implementation of the Strategic Plan 2020 – 2025. The Strategic Plan consolidates the achievements that the CHE has registered over the nineteen years of its existence, while also breaking new grounds as the national higher education system and the world of quality assurance keep evolving, and as new challenges require informed policies and strategies to address them. It has identified, for priority attention, the further development and implementation of the Higher Education Qualifications Sub-Framework (HEQSF); the development and implementation of the integrated quality assurance framework (IQAF); the revitalisation of the research, monitoring and advice functions; and the restoration of the capabilities and competencies in the organisation's core areas of work as its resourcing challenges have been ameliorated.

The APP is aligned to the Strategic Plan 2020 – 2025 and it outlines the set of activities that the organisation will undertake during the 2020/21 financial year in pursuit of the five strategic outcomes articulated in the Strategic Plan. The outputs expected from the activities are identified, and the performance targets that the organisation has set itself to meet, are also presented. Furthermore, the APP includes details of the quanta of financial resources required for the organisation to effectively deliver the planned activities and outputs. Considerations for human capacity requirements are also presented.

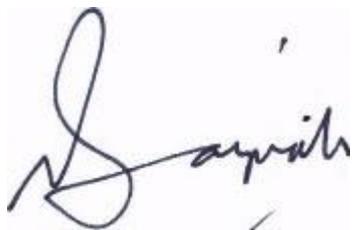
The Management of the CHE is acutely aware that the effective implementation of the APP, and, therefore, the delivery of all planned outputs that are expected to contribute to the achievement of the strategic outcomes, would require that the current organisational structure of the CHE be reconfigured. A key consideration in the reconfiguration is the need for the functional structures that would facilitate, rather than constrain, cross-functional synergistic integration, mainstreaming into the functions of the organisation the mandate derived from the NQF Act, and the promotion of organisational agility, responsiveness as well as resource efficiency. Another key consideration is the need for a structure with strong coordination capacity. This would require that the official responsible for coordination has a higher level of authority than that of the managers of the different functions.

The key assumption that the Management of the CHE made in crafting the APP is that there will be greater stability in higher education, both at system and institutional levels, for, without such stability, the work of the CHE will be severely hampered. It also made the assumption that the sector will support its initiatives to develop and implement the IQAF, and to strengthen its research capabilities to reposition the CHE as a reputable knowledge hub for higher education. Another assumption is that there will be more policy clarity and coherence, particularly as regards the National Qualifications Framework (NQF) and its sub-frameworks.

The APP for the 2020/21 financial year is also the first to be crafted following the prescripts of the Department of Planning, Monitoring and Evaluation (DPME) as presented in the *Revised Framework for Strategic Plans and Annual Performance Plans (2019)* and the guidelines provided in *Guidelines for the Implementation of the Revised Framework for Strategic and Annual Performance Plans (2019)* also produced by the DPME. These two documents espouse and advocate result-based planning philosophy. The results at strategic level are referred to as 'outcomes', whereas those at operational level are referred to as 'outputs'. The latter flow from operational activities, and a collective of them contribute towards the realisation of an 'outcome' or a set of 'outcomes'. The terminology used in the APP, as well as the structure and format adopted, are in conformance to the prescripts and guidelines of the DPME as provided in the two documents.

The APP was developed by the Extended Management Committee (EMC) of the CHE in close consultation with the Executive Committee of Council, and Council at large. I would like to thank Dr Amani Saidi for coordinating the process internally. I would also like to acknowledge, with sincere appreciation, the guidance provided by Council under the stewardship of the Chairperson, Prof. N Themba Mosia, in the processes of crafting the Strategic Plan 2020 – 2025, and the APP which is an expression of commitment towards translating the Strategic Plan into action.

In closing, I make a clarion call to all staff members in the organisation to rally around the vision and direction provided by the Strategic Plan 2020 – 2025; and to have their hands on deck and put their shoulders to the wheel, to implement the APP most effectively.



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**Prof. Narend Bajinath**  
**Chief Executive Officer and Accounting Officer**

## Official Sign-Off

It is hereby certified that this Annual Performance Plan:

- Was developed by the Management of the CHE under the guidance of the Council of the CHE as the accounting authority
- Takes into account all the relevant policies, legislation and other mandates for which the CHE is responsible.
- Accurately reflects the Impact, Outcomes and Outputs which the CHE will endeavour to achieve over the period of five years covered by the plan.

**Dr Louie Swanepoel:** 

Acting Director: Programme Accreditation

**Prof Kethamonie Naidoo:** 

Director: Programme Accreditation  
(seconded to the IQAF Project Manager position)

**Ms Olivia Mokgatle:** 

Director: National Standards and Reviews and  
Acting Director: Institutional Audits

**Ms Vuyo Matsam:** 

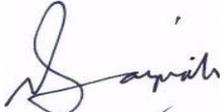
Director: Corporate Services

**Mr Thulaganyo Mothusi:** 

Chief Financial Officer

**Dr Amani Saidi:** 

Director: Quality Assurance and Promotion Coordination and  
and Acting Director: Monitoring, Research and Advice

**Prof N Baijnath:** 

CEO (Accounting Officer)

Approved by **Prof N. Themba Mosia:** 

Chairperson (Accounting Authority)

## **PART A: Our Mandate**

### **1. Constitutional mandate**

The Council on Higher Education (CHE) is subject to the Constitution as the supreme law of the land. In particular, the CHE is informed by the founding provisions of the Constitution, which assert, amongst others, the values of 'human dignity, the achievement of equality and the advancement of human rights and freedoms [and] non-racialism and non-sexism. The CHE is also guided by the Bill of Rights, and particularly section 29 on education. These provisions in the Constitution provide important guidance to the CHE in discharging its legislated regulatory mandates and functions.

### **2. Legislative and policy mandates**

The CHE is an independent statutory body established in May 1998 as provided for by Section 4 of the Higher Education Act (Act No. 101 of 1997, as amended), and it also functions as the Quality Council for Higher Education in terms of the National Qualifications Framework Act (Act No 67 of 2008, as amended). It is a Schedule 3A national public entity in terms of the Public Finance Management Act (Act No. 1 of 1999).

The Higher Education Act (Act No.101 of 1997, as amended), mandates the CHE to:

- advise the Minister responsible for higher education and training on any aspect of higher education at the request of the Minister;
- arrange and co-ordinate conferences;
- promote quality assurance in higher education, audit the quality assurance mechanisms of higher education institutions, and accredit programmes of higher education;
- publish information regarding developments in higher education, including reports on the state of higher education, on a regular basis; and
- promote the access of students to higher education institutions.

In terms of the National Qualifications Framework Act, the CHE as the Quality Council (QC) for higher mandated to:

- comply with any policy determined by the Minister in terms of section 8(2)(b);
- consider the Minister's guidelines contemplated in section 8(2)(c);
- collaborate with the SAQA and other QCs in terms of the system contemplated in section 13(1)(f)(i);
- develop and manage its Higher Education Qualifications Sub-framework (HEQSF), and make recommendations thereon to the Minister;
- advise the Minister on matters relating to its sub-framework;

- consider and agree to level descriptors contemplated in section 13(1) (g) (i), and ensure that they remain current and appropriate;
- develop and implement a suite of policies and criteria, to facilitate the implementation of the HEQSF and the NQF, and protect their integrity;
- develop and implement policy for quality assurance, and ensure the integrity and credibility of quality assurance;
- maintain a database of learner achievements and related matters for the purposes of this Act, and submit such data in a format determined in consultation with the SAQA for recording on the national learners' records database contemplated in section 13(1)(l);
- conduct or commission and publish research on issues of importance to the development and implementation of the sub-framework; and
- inform the public about the HEQSF and NQF.

The mandate of the CHE has also been enriched and/or elaborated on by government policy positions articulated in, among others, the following policy documents:

- National Plan for the Post School Education and Training (NPPSET), 2019;
- Articulation Policy for the Post-School Education and Training System in South Africa, 2017;
- White Paper for Post-School Education and Training, 2013;
- National Development Plan, 2012;
- National Plan for Higher Education, 2001; and,
- Education White Paper 3: A Programme for the Transformation of Higher Education, 1997.

### **3. Institutional Policies and Strategies over the five-year planning period**

Early in the five-year planning period the CHE intends to produce the Integrated Quality Assurance Framework (IQAF) which will become a strategic document guiding the CHE and the entire higher education system on internal and external quality assurance practices and processes. The main intention of this initiative is to revitalise and reinvigorate the quality assurance functions of the CHE with a focus on simplification, integration, streamlining and alignment of the functions of institutional audit, standards and reviews, accreditation, and quality promotion. The associated frameworks, methods and instruments for implementing the IQAF will be prioritised for development and implementation during the planning period.

During the planning period, the CHE will also respond to the NPPSET objective to review and simplify the HEQSF so that its implementation proceeds apace, the framework is fully embedded, and issues identified in implementation to date are addressed.

The CHE is also planning to strengthen its advice function. As per the directives in the NPPSET and priorities of the Plan flowing from engagement and consultation, the CHE plans to develop a steady stream of advice that will aim to inform the direction that government should take on key policy areas pertaining to higher education, resonant with the commitments in the NPPSET,

beginning with those that are specifically identified as matters for advice. These include the restructuring of the current higher education system; policy guidelines and reporting requirements for community engagement; enhanced and strengthened extended curriculum policy; and Higher Education Language Policy, to name a few.

#### **4. Relevant Court Rulings**

Over the last couple of years, the Higher Education Quality Committee (HEQC) of the CHE has taken decisions to withdraw the accreditation of programmes of poor quality from some private higher education institutions (PHEIs). However, since such decisions pose a serious threat to private higher education business enterprises, the affected PHEIs have demonstrated that they are prepared to vigorously contest the decisions in court. In recent years, there have been several court challenges against the decisions of the HEQC of the CHE. While some of the court judgements have ruled on minor remediation necessary by the CHE, tellingly, none has diluted the authority of the CHE, nor overturned the decisions of the HEQC.

## Part B: Our Strategic Focus

### 5. Vision

Innovative, quality higher education responsive to the needs of society.

### 6. Mission

The CHE is the independent, statutory, quality assurance and advisory body for South African higher education, which transforms lives in pursuit of an equitable, prosperous and innovative society. In fulfilment of its role, the CHE:

- Leads and manages external quality assurance
- Regulates qualifications through the HEQSF
- Is an intellectual hub for higher education research, monitoring, policy, and critical discourse
- Advises the Minister on all higher education matters

### 7. Values

In pursuit of its vision and mission the CHE is committed to and guided by the following values:

- Innovation
- Integrity
- Equity
- Respect
- Accountability

### 8. Situational Analysis

#### 8.1 External Environment Analysis

An external environmental analysis identified the following features:

- Persistent inequality persists in the system between institutions, between former Historically Disadvantaged institutions (HDIs) and Historically White Institutions (HWIs), and between urban and rural institutions, mirroring the persistent inequality in the wider society;
- Rapid developments in Information and Communication Technologies (ICTs) which are opening new opportunities in higher education but also presenting more challenges of resourcing, capacity and infrastructure;
- An explosion in collective sharing and generation of knowledge online, which is in turn posing serious challenges to the traditional roles of universities within society as the primary producers and repositories of validated knowledge;
- Radical changes in the world of work, with many forms of employment rapidly becoming

redundant as work is automated and other jobs transforming radically as the 4<sup>th</sup> Industrial Revolution (4IR) gains momentum;

- Universities are under pressure to undertake more regular, ongoing curriculum reform to keep their programmes relevant, responsive and agile, and to rethink traditional notions of quality;
- Internationalisation of higher education (IoHE) through various strategies as higher education institutions respond to globalisation and the need to prepare graduates to be effective global citizens. IoHE is increasingly recognised as one of the most important factors that is influencing higher education policy and practice worldwide;
- Increasing demand for higher education (and post-school) opportunities at low or no cost, which is placing pressure on the public purse more generally, and the physical facilities, human resource capacity, and budgets of universities;
- Renewed pressure for meaningful transformation in the higher education sector, which also includes insourcing of vulnerable and exploited workers, changing the demographics of especially staff, developing indigenous languages as academic languages, and decolonisation of curricula, amongst others;
- Growing pressures on the time of the academic and administrative staff, who are required to complete a wide, and growing array of tasks in order to comply with relevant legislation, regulatory environments, quality assurance and reporting systems (both national and institutional);
- The importance of ensuring that universities can accommodate the educational and social needs of a core demographic constituent of the student population who come from a poor economic background, including many who are first-generation university students;
- Universities are under pressure to generate income from diverse avenues to remain sustainable;
- Many entrants to university have received a primary and secondary schooling that has not adequately prepared them to meet the demands and rigours of university studies, with the media of instruction posing an additional constraint on success and throughput; and
- The current regulatory regime is widely considered multi-layered, onerous, time-consuming, lumbering and overly bureaucratic. The critical need is to simplify, streamline and make the regulatory regime more efficient and effective.

In response to these key features in the external environment, the CHE has initiated a project to develop an Integrated Quality Assurance Framework (IQAF). This will be central in revitalising how the CHE exercises its QA mandate and responds to the imperatives of integrating, streamlining; simplifying; and rendering the QA system more cost-effective, efficient, and impactful.

The CHE also plans to adopt a developmental focus on external quality assurance. The CHE will support the development of capacity in at least the following professional categories and ranks:

- Quality assurance practitioners at different levels of the system other than at HE institutions;
- Quality assurance researchers and evaluators;
- Higher education leaders and management; and
- Practitioners, and professional and administrative staff specialising in quality assurance at institutional level.

It will also be necessary to develop a critical mass of evaluators, assessors, and panellists who are familiar with the new IQAF.

The CHE furthermore recognises a need to focus on establishing strong working relationships with various key players in the higher education system. It is essential that the CHE functions in a collaborative and complementary role with the DHET as well because this Department plays a vital role in funding and supporting innovation and technological development in higher education which intersect with the objectives of the CHE. In addition, the CHE recognises the importance of maintaining sound relationships with other stakeholders, including Universities South Africa (USAf), the National Research Foundation (NRF), The South African Qualifications Authority, the other two quality councils, professional bodies, as well as regional and international quality assurance network organisations.

## **8.2 Internal Environment Analysis**

The results of the internal environmental analysis indicated that, in recent years, there has been a steady increase in applications for accreditation and re-accreditation of programmes submitted by higher education institutions, which has had the effect of overloading the CHE processes as it is currently designed, in a context in which the real operating budget of the CHE has been declining. Thus, attention has been focused on significantly streamlining the CHE's programme accreditation process.

Following the resolution of Council to reintroduce institutional audits, a draft framework was developed and taken through the normal process of consultation and approval, as well as implementation to the level of pilots. It is intended that a point of convergence will be reached between this initiative and the IQAF project in the near future in order to conceptualise the new QA model.

It has been generally agreed that national reviews have demonstrated significant success in both raising the profile of key quality assurance issues and leading to binding actions that have a significant positive effect on quality in higher education. Consequently, the general internal view is that there is merit in upscaling the number of National Reviews as practicable.

During its early years, the CHE used its quality promotion and capacity development programme to secure the support of the sector in the development and roll-out of the quality assurance tools, and in facilitating the development of capacity for internal quality assurance within institutions. However, over time, this function has been downscaled substantially to a point of insignificance. The feedback from institutions has been that this is an important function which assists them to develop and maintain internal quality assurance systems, and that it needs to be upscaled rather than being downscaled. Accordingly, there will be renewed focus of quality promotion and capacity development during the period covered in this Strategic Plan.

The internal environmental analysis also pointed out to the need for organisational renewal as the current organisational design of the CHE predisposes it to function in silos with limited cross-functional synergy. It is essential that all Directorates are brought to work closely and in synergy with one another. Opportunities to share work and cooperate between different Directorates will be fostered and supported, and infused into the culture of the organisation as well as the business model. Furthermore, there is need for:

- Introducing greater agility and flexibility into the structure and functions of the CHE, in order to enable greater responsiveness in the rapidly changing, technology driven environment;
- Improving perceptions about the CHE and its reputation, relevance, and demonstrable impact on quality and development of the system;
- Increasing awareness of the general public of the important role played by the CHE. While higher education institutions (HEIs) are aware of the CHE's work, the public does not always seem to understand the extent and value of the CHE's role in ensuring quality higher education; and
- Streamlining structural, policy and other blockages which reduce agility and innovativeness, and which constrains responsiveness of the system.

## 9. Strategic Outcomes and Implementation Programmes

Flowing from the analysis of the internal and external environmental factors, the strategic responses and the institutional policies, five strategic outcomes have been identified to be pursued over the period 2020 – 2025. These are as reflected in the Table 1 below.

**Table 1: Strategic outcomes for the 2020 – 2025 period**

Strategic Outcome 1	CHE as an effective custodian of the HEQSF (revitalised and fully implemented HEQSF)
Outcome Statement	To manage the development and implementation of the HEQSF policies, qualification standards and data in order to meet the goals of the NQF, NPPSET and the National Development Plan (NDP).

<b>Strategic Outcome 2</b>	<b>Comprehensive and coherent quality assurance system for the higher education sector</b>
Outcome Statement	To develop and implement a new Integrated Quality Assurance Framework for effective and efficient internal quality assurance (IQA) and external quality assurance (EQA) for the sector.
<b>Strategic Outcome 3</b>	<b>A reputable centre of intellectual discourse, knowledge generation and advice on higher education</b>
Outcome Statement	To revitalise and strengthen the research, monitoring, evaluation and advice capabilities of the CHE.
<b>Strategic Outcome 4</b>	<b>Governance, compliance and risk management</b>
Outcome Statement	To set the broad strategic direction, policy and tone for good governance, statutory compliance and risk management of the organisation to support the discharge of the core functions of the CHE.
<b>Strategic Outcome 5</b>	<b>Sustainable, responsive and dynamic organisation</b>
Outcome Statement	To design and implement an organisational architecture, business processes, capabilities and infrastructure to realise the strategy of the CHE.

The achievement of these outcomes will be pursued through a four Implementation Programmes each of which will comprise several functions or subprogrammes. The four programmes are:

- **Programme 1:** Management of the HEQSF;
- **Programme 2:** Quality Assurance;
- **Programme 3:** Research, Monitoring and Advice; and
- **Programme 4:** Corporate.

The relationship between the strategic outcomes, Implementation Programmes and functions or subprogrammes is illustrated in **Figure 1** below:

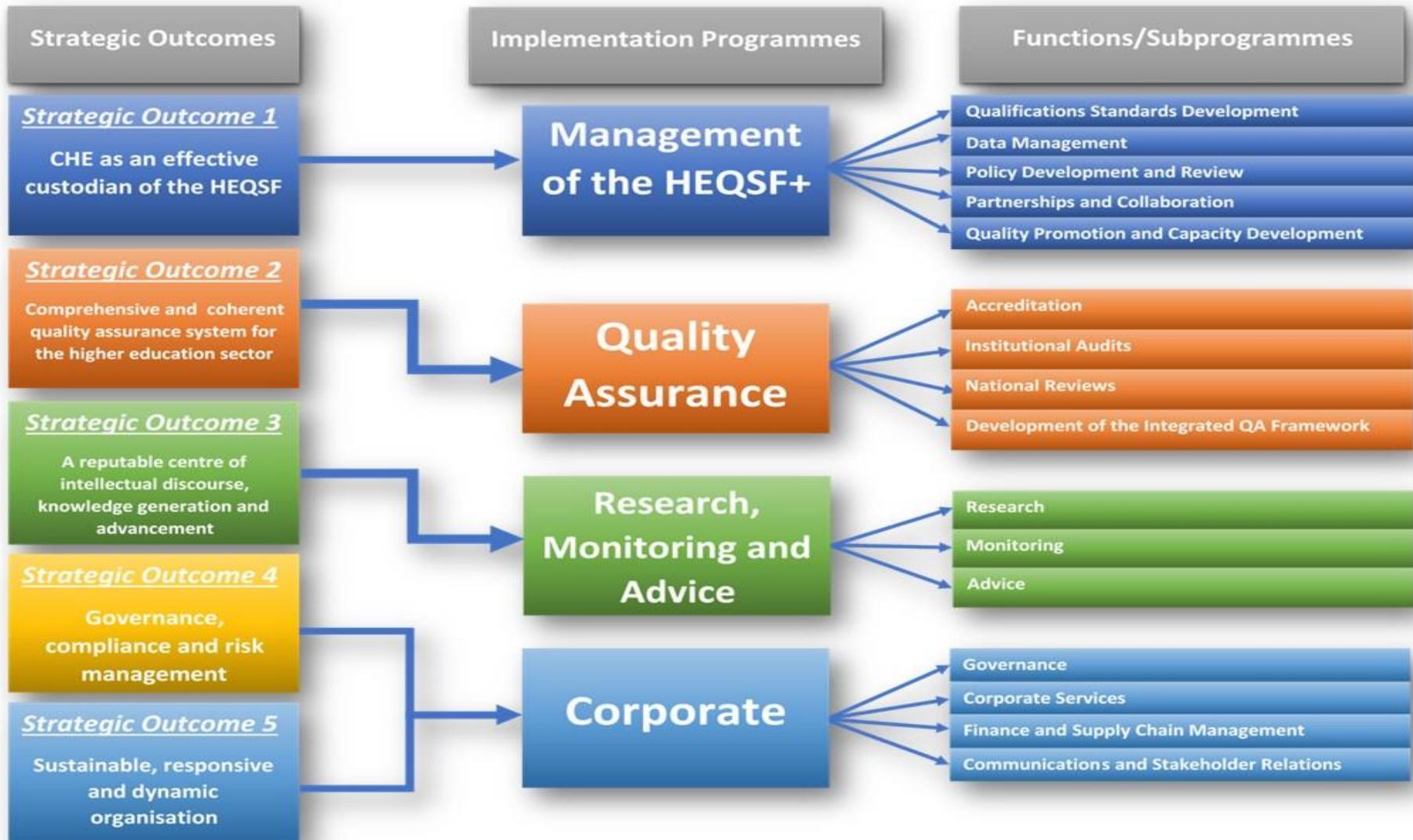


Figure 1: Relationship between the Strategic Outcomes, Implementation Programmes and Functions or Subprogrammes

## **Part C: Measuring Our Performance**

### **10. Implementation Programme Performance Information**

#### **10.1 Programme 1: Management of the HEQSF**

The name of Programme 1 is Management of the Higher Education Qualifications Sub-Framework (HEQSF). It comprises the following five subprogrammes:

- Qualification Standards Development;
- Data Management;
- Policy Development and Review;
- Partnerships and Collaboration; and
- Quality Promotion and Capacity Development.

##### **10.1.1 Purpose of the Programme and Subprogrammes**

The purpose of the Management of the HEQSF Programme is to manage the development and implementation of HEQSF policies, qualification standards and data in order to meet the goals of the NQF, NPPSET and the National Development Plan (NDP).

The five subprogrammes contribute to the overall purpose of the programme stated above. The Qualifications Standards Development Subprogramme focuses on the development of thresholds standards for qualifications to serve as benchmarks that guide the development, implementation and quality assurance of programmes leading to qualifications on the HEQSF. The development of the qualification standards is undertaken in collaboration with communities of practice, where appropriate.

The Data Management Subprogramme focuses on establishing and maintaining a single comprehensive database for all higher education qualifications, the associated learning programmes, student enrolments and achievement. It also seeks to ensure that there is consistency between information in its database and the corresponding information in the databases of other regulatory bodies such as the South African Qualifications Authority (SAQA), professional bodies and the DHET. It further seeks to ensure the integrity of the data resources and making such easily accessible to all interested parties.

The Policy Development and Review Subprogramme focuses on maintaining the currency of the HEQSF by ensuring that it is reviewed regularly and further developed in response to changes in the NQF or other pertinent developments within the higher education sector. It is similarly responsible for the development and review of policies that seek to facilitate the implementation of the NQF including policies on recognition of prior learning (RPL), credit accumulation and transfer (CAT), assessment, and quality assurance, as required by the

NQF Act; and other policies as would be determined from time-to-time by the Minister in line with the provision of section 2(c) of the NQF Act.

The Partnerships and Collaboration Subprogramme focuses on ensuring meaningful contribution to the 'system of collaboration' as envisaged in section 13(1)(f) of the NQF Act through active involvement in joint projects with SAQA, other quality councils, the DHET and professional bodies, on NQF-related matters. It is also responsible for regional and international networking on qualification frameworks, quality assurance and promotion, to facilitate sharing of information, benchmarking, and involvement in bilateral and/or multilateral collaborative initiatives, including in relevant international conventions.

The Quality Promotion and Capacity Development Programme focuses on two related areas. The first one is about developing and institutionalising a culture of quality consciousness and commitment to continuous quality improvement in higher education. This involves disseminating information on quality matters across the sector, raising awareness of and responsiveness to quality issues among all key stakeholders, developing relevant policies and good practice guides, and engaging with and supporting institutions in initiatives for quality improvement. The second one is about developing and implementing initiatives to build and strengthen capacity for high quality provision at institutional, learning programme and individual levels.

### 10.1.2 Subprogramme activities and outputs

**Table 2: Activities and outputs**

<b>Subprogramme</b>	<b>Activities</b>	<b>Outputs</b>
Qualifications Standards Development	Develop and/or review thresholds standards for qualifications to ensure relevance, comparability and currency of qualifications	Qualification standards developed or reviewed
	Promote the use of the qualification standards by institutions in the design of curricula of the respective qualifications	Events or projects for promoting use of standards
Data Management	Develop and maintain a comprehensive database of qualifications, learning programmes, student enrolment and achievement for all higher education institutions	A functional database holding records of all higher education institutions
	Undertake verification and validation of data to ensure validity, accuracy and reliability of data	Valid, accurate and reliable data sets
	Maintain HEQCIS database and submit achievement data for private higher education institutions to the NLRD	Submission of data to the NLRD
Policy Development and Review	Review and undertake further development of the HEQSF	Reviewed and/or further developed HEQSF
	Develop or review policies related to the NQF for the higher education sector	Policies developed and/ or reviewed

	Provide support to institutions in the development and implementation of relevant institutional level policies	Support provided to institutions with respect to development and implementation of relevant institutional policies
Partnerships and Collaboration	Undertake joint projects with SAQA, other QCs, the DHET and professional bodies	Project reports or other submissions from the joint or collaborative projects
	Take part in national events, initiatives and fora on NQF, quality assurance and promotion	National events and/or fora on NQF, quality assurance and promotion involved in
	Take part in regional or international initiatives on qualification frameworks, quality assurance and promotion	Regional and/or international events and/or forums on qualifications framework, quality assurance and promotion involved in
Quality Promotion and Capacity Development	Organise and convene quality fora and other workshops for public and private higher education institutions, and professional bodies	Quality forums and/or workshops organised
	Compile and produce good practice guides on relevant themes	Good practice guides produced
	Coordinate the capacity development initiatives associated with the IQAF	Capacity development interventions or initiatives coordinated

### 10.1.3 Performance Indicators and Annual Targets for 2020/21 to 2022/23

**Table 3: Performance Indicators and Annual Targets**

a) Subprogramme: Qualifications Standards Development

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
CHE as an effective custodian of the HEQSF	Qualification standards developed for specified qualifications, or reviewed	Number of qualification standards fully developed or reviewed in a particular financial year	4	0	1	1	3	3	3
	Events or projects for promoting use of standards	Number of qualification standards development or review processes initiated in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	3	3	3
		Number of events or projects for promoting the use of qualification standards undertaken in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	2	2	2

b) Subprogramme: Data Management

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
CHE as an effective custodian of the HEQSF	A functional database holding records of all higher education institutions	Percentage of higher education institutions that have all required sets of data records in the database in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	75%	85%	100%
	Valid, accurate and reliable datasets	Percentage of data sets that are verified and validated to be accurate and reliable, from all data sets submitted by institutions, in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	75%	85%	100%
	Submission of data to the NLRD	Number of data uploads onto the NLRD in a particular financial year	N/A (New indicator)	2	2	2	2	2	2

c) Subprogramme: Policy and Development Review

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
CHE as an effective custodian of the HEQSF	Reviewed and/or further developed HEQSF	Completion of the following phases in the review and further development process: <ul style="list-style-type: none"> <li>Phase 1: Review process</li> <li>Phase 2: Further development and update</li> <li>Phase 3: Approvals and Publication of the updated HEQSF</li> </ul>	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	Complete Phase 1	Complete Phase 2	Complete Phase 3
	Policies developed and/ or reviewed	Number of policies developed or reviewed and approved, in a particular financial year	2	1	0	1	1	1	1
	Support provided to institutions with respect to development and implementation of relevant institutional policies	Number of higher education institutions provided with support with respect to the development and implementation of relevant institutional policies, in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	2	5	8

d) Subprogramme: Partnerships and Collaboration

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
CHE as an effective custodian of the HEQSF	Project reports or other submissions from the joint or collaborative projects with SAQA, other QCs, the DHET and professional bodies	Number of project reports or other submissions from the joint or collaborative projects with SAQA, other QCs, the DHET and professional bodies, in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	5	5	5

	National events and/or fora on NQF, quality assurance and promotion involved in	Number of national events and/or forums on NQF, quality assurance and promotion involved in, within a particular year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	5	5	5
	Support provided to institutions with respect to development and implementation of relevant institutional policies	Number of regional and/or international events and/or forums on qualifications framework, quality assurance and promotion involved in, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	1	1	1

e) Subprogramme: Quality Promotion and Capacity Development

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
CHE as an effective custodian of the HEQSF	Quality fora and/or workshops organised	Number quality forums and/or workshops organised, in a particular financial year	3	N/A (Suspended)	N/A (Suspended)	N/A (Suspended)	3	3	3
	Good practice guides produced	Number of good practice guides produced, within a particular year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	1	1	1
	Capacity development interventions or initiatives coordinated	Number of capacity development interventions or initiatives coordinated, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	5	10	15

#### 10.1.4 Performance Indicators and Quarterly Targets for 2020/21

**Table 4: Performance Indicators and Quarterly Targets**

a) Subprogramme: Qualifications Standards Development

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of qualification standards fully developed or reviewed in a particular financial year	3	0	1	1	1
Number of qualification standards development or review processes initiated in a particular financial year	3	0	1	1	1
Number of events or projects for promoting the use of qualification standards undertaken in a particular financial year	2	0	0	1	1

b) Subprogramme: Data Management

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Percentage of higher education institutions that have all required sets of data records in the database in a particular financial year	75%	75%	75%	75%	75%
Percentage of data sets that are verified and validated to be accurate and reliable, from all data sets submitted by institutions, in a particular financial year	75%	75%	75%	75%	75%
Number of data uploads onto the NLRD in a particular financial year	2	0	1	0	1

c) Subprogramme: Policy and Development Review

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Completion of the following phases in the review and further development process: <ul style="list-style-type: none"> <li>▪ <b>Phase 1:</b> Review process</li> <li>▪ <b>Phase 2:</b> Further development and update</li> <li>▪ <b>Phase 3:</b> Approvals and Publication of the updated HEQSF</li> </ul>	Complete Phase 1	0	0	0	Complete Phase 1
Number of policies developed or reviewed and approved, in a particular financial year	1	0	0	0	1
Number of higher education institutions provided with support with respect to the development and implementation of relevant institutional policies, in a particular financial year	2	0	1	0	1

d) Subprogramme: Partnerships and Collaboration

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of project reports or other submissions from the joint or collaborative projects with SAQA, other QCs, the DHET and professional bodies, in a particular financial year	5	1	1	1	2
Number of national events and/or fora on NQF, quality assurance and promotion involved in, within a particular year	5	1	1	1	2
Number of regional and/or international events and/or for a on qualifications framework, quality assurance and promotion involved in, within a particular financial year	1	0	0	0	1

e) Subprogramme: Quality Promotion and Capacity Development

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number quality for a and/or workshops organised, in a particular financial year	3	0	1	1	1
Number of good practice guides produced, within a particular year	1	0	0	0	1
Number of capacity development interventions or initiatives coordinated, within a particular financial year	5	0	1	2	2

### 10.1.5 Explanation of planned performance over the medium-term period

The development and review of qualification standards are important processes because they contribute to the successful implementation of the HEQSF as the standards provide benchmarks to guide the development, implementation and quality assurance of learning programmes that lead to qualifications. They help ensure the relevance, comparability and currency of qualifications.

One of the responsibilities that the NQF assigned to the CHE as a Quality Council (QC) for higher education is to maintain a database of learner achievement records, and other sets of data that are necessary for the planning, management, monitoring and evaluation of the higher education system. The subprogramme on Data Management contributes to ensuring that the CHE is in compliance with the Act in this regard.

In terms of the NQF Act, the CHE as a QC for higher education, is required to develop and implement the HEQSF, and ensure that it is continuously further developed and updated. The Act also enjoins QCs to develop a suite of policies to facilitate the implementation, and safeguard the integrity of their sub-frameworks. The development and review of policies is therefore essential to ensure that the CHE fulfils its mandate in this regard.

The NQF Act also requires SAQA and the QCs to work cooperatively, within a framework of an agreed upon 'system of collaboration', to ensure that the objectives of the NQF Act are realised. Engaging with SAQA, the QCs and other NQF bodies in collaborative projects and initiatives is therefore of critical importance to comply with this provision of the Act.

The aim of quality promotion is to facilitate the development of quality awareness and quality responsiveness in both public and private higher education institutions. It supports the institutionalisation of a quality culture and a commitment to continuous improvement in higher education. Its key assumption is that, if quality is to be attained, institutionalised and improved, then ways must be found to make people aware of what quality is or advocated to be, and what practical steps they need to take or what measures they need to implement, in order to achieve it. In promoting good practices, both quality *per se* and quality assurance are promoted. Similarly, the promotion of good practices serves both accountability and improvement purposes in the national quality assurance system.



### 10.1.6 Programme Resource Considerations

The Management of the HEQSF Programme is new and its resource requirements in terms of human capacity will be determined when the new organisational structure is determined. Its budget for the 2020/21 financial year is presented in the Table below.

#### a. Reconciling performance targets with the Budget and MTEF

##### Expenditure estimates

Programme Name: Management of the HEQSF

Sub-programme	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	20120/21 R'000	20121/22 R'000	20122/23 R'000
Qualifications of Standards Development	5,031	3,765	3,775	4,392	2,796	1,200	1,300
Data Management	-			3,292	2,404	1,300	1,400
Policy Development and Review	-	1,522	1,655	1,887	1,813	1,913	1,734
Partnership and Collaboration				411	500	600	700
Quality Promotion and Capacity Development				3,291	400	500	600
<b>TOTAL</b>	<b>5,031</b>	<b>5,287</b>	<b>5,430</b>	<b>13,273</b>	<b>7,913</b>	<b>5,513</b>	<b>5,734</b>

Economic classification	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	2020/21 R'000	2021/22 R'000	2022/23 R'000
<b>Current payments</b>	<b>5,031</b>	<b>5,287</b>	<b>5,430</b>	<b>13,273</b>	<b>7,913</b>	<b>5,513</b>	<b>5,734</b>
Compensation of employees	2,665	2,994	3,225	3,899	4,171	4,463	4,470
Goods and services	2,400	2,292	2,205	9,374	3,742	1,050	1,264
Of which							
Agency and supported/Outsourced services		1,521	1,655	1,753	1,876	934	1,000
Communication							
Computer services							
Consultants							
Travel and subsistence	1,091	279	550	238	486	116	264
Other	1,275	493		7,383	1,380		
<b>Total Expenditure</b>	<b>5,031</b>	<b>5,287</b>	<b>5,430</b>	<b>13,273</b>	<b>7,913</b>	<b>5,513</b>	<b>5,734</b>

## Performance and expenditure trends

### Personnel

The personnel costs for the years 2016-19 were higher than expenditure on goods and services because funded posts were filled. Furthermore, the salaries were increased on an annual basis due to cost of living adjustment and performance bonus paid to eligible employees while the baseline grant budget allocation received from DHET and National Treasury was reduced. The situation for the outer years 2020-23 is more or less the same as for the prior years.

### Goods and services

The main spending items in terms of goods and services for the prior and out years covers travel request for institutional site visits to offer support with regards to the qualifications standards development, development and implementation of policies, national events (e.g. conferences, workshops, colloquia, seminars), keynote speakers for quality fora and/or workshops, attendance of SAQAN Conference in Namibia (SADC region) and Peer Academics to review HEQSF policy and this include catering for those Peer academics and the Reference Group meetings. Remuneration for Peer Academics with the development of qualifications standards, drafting and editing the good practice guide and keynote speakers. Printing and publication of the Policy document plus an e-book version. Partnership and collaboration projects with SAQA, QCs, DHET and Professional Bodies. The budget pressure will force the programme to reprioritise its projects/activities so that its budget is fully accommodated within the organisation's budget baseline.

### 10.1.7 Key Risks of the Management of the HEQSF Programme

Table 5 below presents the key risks that may impede the successful delivery of the outputs within the Management of the HEQSF Programme, as well as mitigation strategies for the respective risks.

**Table 5: Key Risks of the Management of the HEQSF Programme**

<b>Outcome</b>	<b>Key Risk</b>	<b>Risk Mitigation</b>
CHE as an effective custodian of the HEQSF	Inconsistencies between some of the provisions of the legislation governing statutory professional councils, the National Qualifications Framework Act, and the Higher Education Act	Recommend to the DHET to look into amending the Acts to ensure consistency

	Peer academics (communities of practice) not always available to support development of standards not available	Develop and implement strategies for widening pools for peer academics
	Lack of appetite for meaningful collaboration among key NQF roll players	Develop and implement a stakeholder engagement strategy that clarifies roles, strengths and potential areas of collaboration
	Institutions and other stakeholders fail to respond to consultative processes	Stakeholder consultative platforms to be facilitated throughout the process
	Institutions demonstrate limited or no desire to strengthen IQA systems, processes or capacities	Undertake quality assurance capacity development initiatives for the higher education institutions

## 10.2 Programme 2: Quality Assurance

The name of Programme 2 is Quality Assurance. It comprises the following five subprogrammes:

- Accreditation;
- Institutional Audits;
- National Reviews; and
- Development of the Integrated Quality Assurance Framework.

### 10.2.1 Purpose of the Programme and Subprogrammes

The purpose of the Quality Assurance Programme is to contribute towards the fulfilment of the mandate of the CHE as the national authority for quality assurance in higher education. The programme develops and implements processes to inform, assure, promote and monitor quality in higher education institutions (HEIs).

The three subprogrammes contribute to the overall purpose of the programme stated above. The Accreditation Subprogramme **focuses** on the assessment of the quality of provision of a higher education institution either as a whole (institutional accreditation) or of specific educational programmes (programme accreditation) in order to formally recognise the institution and/or the programmes as having met certain predetermined criteria or standards of quality. The outcome of this process is normally the awarding of a status of recognition, and a 'licence' to operate within a specified time period.

The Institutional Audits Subprogramme focuses on the assessment and review of an institution's capacity for the quality assurance of its academic activities in a manner that meets the institution's specified mission, goals and objectives, and engages

appropriately with the legitimate expectations and needs of various internal and external constituencies. Institutional audits are an institutional-level quality assurance mechanism that assesses the internal quality assurance mechanisms within higher education institutions.

The National Reviews Subprogramme focuses on the evaluation of existing learning programmes in specific subject fields, qualification types and qualification levels across all higher education institutions that offer the particular learning programmes. The purpose of National Reviews is to establish if institutions offering particular learning programmes continue to maintain the quality of their offerings years long after they were granted accreditation. The outcome therefore is a determination to confirm or withdraw the accreditation status of the reviewed learning programme in institutions that offer it.

The Development of the Integrated Quality Assurance Framework Subprogramme focuses on the conceptualisation and development of a framework that seeks to harmonise the hitherto separated quality assurance methods and processes linked to the various quality assurance functions of the CHE. It is envisaged that such harmonisation would make it possible for the synergies between the various quality assurance functions to be leveraged. In turn, such leveraging of synergies is expected to facilitate better coordination and engender greater effectiveness and resource efficiency within the organisation. It is further expected to bring about closer alignment between various quality assurance functions of the CHE which will result in greater coherence and integration between the activities and processes of the various quality assurance functions, while eliminating possibilities of inconsistencies in outcomes on quality pronouncements.

## 10.2.2 Subprogramme activities and outputs

**Table 6: Activities and outputs**

<b>Subprogramme</b>	<b>Activities</b>	<b>Outputs</b>
Accreditation	Accredit new programmes	Programmes submitted for accreditation and presented to the HEQC for decisions
	Reaccredit existing programmes for private higher education institutions	Programmes submitted for reaccreditation and presented to the HEQC for decisions
	Organise and conduct site visits to verify the capacity of higher education institutions to offer quality programmes	Site visits to higher education institutions

	Conceptualise, develop and implement a revised accreditation and reaccreditation framework	A revised accreditation and reaccreditation framework document
Institutional Audits	Workshop relevant personnel from higher education institutions on the implementation of the new framework for institutional audits	Workshops on the new framework for institutional audits
	Audit the quality assurance mechanisms of higher education institutions	Institutional audits initiated Approved reports on completed Institutional Audits
National Reviews	Conduct National Reviews of learning programmes in specific subject fields and qualifications	National Reviews initiated Approved reports on completed National Reviews
	Prepare and publish national reports on the state of provision of the reviewed programmes or qualifications	Published national reports on the state of provision of the reviewed programmes or qualifications
Development of the Integrated Quality Assurance Framework	Engage with stakeholders to obtain their inputs on the framework being developed	Stakeholder engagement meetings or forums
	Complete the development of a prototype integrated quality assurance framework	Prototype integrated quality assurance framework
	Identify the capacity development needs for management of their IQMS by and develop a plan of action HEIs	A report and plan of action on the capacity development needs of HEIs

### 10.2.3 Performance Indicators and Annual Targets for 2020/21 to 2022/23

**Table 7: Performance Indicators and Annual Targets**

a) Subprogramme: Accreditation

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Comprehensive and coherent quality assurance system for the higher education sector	Programmes that have been through the accreditation process and are presented to the HEQC for decisions	Percentage of programme accreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	85%	85%	85%
	Programmes submitted for reaccreditation and presented to the HEQC for decisions	Percentage of programme reaccreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	85%	85%	85%
	Site visits to higher education institutions	Percentage of site visits undertaken whose reports are presented to the HEQC within 4 months from the date of receipt of reports from the site visit panels, in a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	95%	95%	95%
	A revised accreditation and reaccreditation framework document	Completion of the following phases in the revision process: <ul style="list-style-type: none"> <li>▪ <b>Phase 1:</b> Prototype revised framework produced</li> <li>▪ <b>Phase 2:</b> Prototype revised framework piloted</li> <li>▪ <b>Phase 3:</b> Final and approved revised framework</li> <li>▪ <b>Phase 4:</b> Full scale implementation</li> </ul>	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	Complete Phase 1	Complete Phases 2 and 3	Commencement of Phase 4

b) Subprogramme: Institutional Audits

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Comprehensive and coherent quality assurance system for the higher education sector	Workshops on the new framework for Institutional Audits	Percentage of higher education institutions that have the relevant personnel workshopped on the new framework for Institutional Audits, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	100%	N/A	N/A
	Institutional audits initiated	Number of Institutional Audits initiated, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	15	20	30
	Approved reports on completed Institutional Audits	Number of reports of completed Institutional Audit finalised and approved, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	10	20	20

c) National Reviews

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Comprehensive and coherent quality assurance system for the higher education sector	National Reviews initiated	Number of National Reviews initiated, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	1	1	1
	Approved reports on completed National Reviews	Percentage of completed National Reviews that have their reports finalised and approved, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	100%	100%	100%
	Published national reports on the state of provision of the reviewed programmes or qualifications	Number of national reports on the state of provision of the reviewed programmes or qualifications published, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	1	1	1

d) Subprogramme: Development of the Integrated Quality Assurance Framework

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Comprehensive and coherent quality assurance system for the higher education sector	Stakeholder engagement events or fora	Number of stakeholder engagement events or forums held, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	10	10	10
	Prototype of the integrated quality assurance framework	Completion of the development of the integrated quality assurance framework, within a particular year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	Complete framework	N/A	N/A
	A report and plan of action on the capacity development needs of HEIs	Finalised and approved report and plan of action on the capacity development needs of HEIs	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A	Approved report and action plan	N/A

10.2.4 Performance Indicators and Quarterly Targets for 2020/21

Table 8: Performance Indicators and Quarterly Targets

a) Subprogramme: Accreditation

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Percentage of programme accreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, in a particular financial year	85%	85%	85%	85%	85%
Percentage of programme reaccreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, in a particular financial year	85%	85%	85%	85%	85%
Percentage of site visits undertaken whose reports are presented to the HEQC within 4 months from the date of receipt of reports from the site visit panels, in a particular financial year	95%	95%	95%	95%	95%

Completion of the following phases in the revision process: <ul style="list-style-type: none"> <li>▪ <b>Phase 1:</b> Prototype revised framework produced</li> <li>▪ <b>Phase 2:</b> Prototype revised framework piloted</li> <li>▪ <b>Phase 3:</b> Final and approved revised framework</li> <li>▪ <b>Phase 4:</b> Full scale implementation</li> </ul>	Complete Phase 1	0	0	0	Complete Phase 1
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b) Subprogramme: Institutional Audits

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Percentage of higher education institutions that have the relevant personnel workshopped on the new framework for Institutional Audits, in a particular financial year	100%	0	0	50%	50%
Number of Institutional Audits initiated, in a particular financial year	15	0	0	5	10
Number of reports of completed Institutional Audit finalised and approved, in a particular financial year	10	0	0	0	10

c) Subprogramme: National Reviews

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of National Reviews initiated, within a particular financial year	1	0	0	0	1
Percentage of completed National Reviews that have their reports finalised and approved, within a particular financial year	100%	0	0	0	100%
Number of national reports on the state of provision of the reviewed programmes or qualifications published, within a particular financial year	1	0	0	0	1

d) Subprogramme: Development of the Integrated Quality Assurance Framework

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of stakeholder engagement meetings or forums held, within a particular financial year	10	2	2	3	3
Completion of the development of the integrated quality assurance framework, within a particular year	Complete prototype	0	0	0	Complete prototype
Finalised and approved report and plan of action on the capacity development needs of HEIs	N/A	N/A	N/A	N/A	N/A

### **10.2.5 Explanation of planned performance over the medium-term period**

As stated in the Strategic Plan 2020 – 2025, in terms of Accreditation, the plan in the medium term is to significantly streamline the process and improve on turnaround times. The new indicators and targets in the APP have been formulated give effect to the planned improvement in the performance of the Accreditation function.

The last cycle of Institutional Audits ran up to 2011, and Institutional Audits have been conducted since then, save for the special institutional audit of the University of Zululand in 2017/18. During the last three years, significant effort has been made towards developing a new framework for Institutional Audits. The latest iteration of the draft framework was employed in pilot institutional audits involving three higher education institutions. The draft framework will go further revisions and become part of the IQAF. A new cycle of full-scale institutional audits commences in 2020/21 and by 2022/23, sixty-five institutional audits would have been undertaken.

The Strategic Plan 2020 – 2025 states that National Reviews have demonstrated significant success in both raising the profile of key quality assurance issues and leading to binding actions that have a significant positive effect on quality in higher education. Consequently, the plan for the medium term is to increase the number of National Reviews, if the necessary resources are available. This is reflected in the targets for the National Reviews Subprogramme in the APP.

It is also stated in the Strategic Plan 2020 – 2025 that in response to many of the external and internal environmental factors and based upon its experience in implementing the quality assurance regimen developed and implemented from more than a decade and a half ago, the CHE has initiated a project to develop an Integrated Quality Assurance Framework (IQAF). This will be central in revitalising how the CHE exercises its quality mandate and responds to the imperatives of integrating, streamlining; simplifying; and rendering the quality assurance system more cost-effective, efficient, and impactful. In this regard, the plan in the medium term is to develop the integrated quality assurance framework through a consultative process, pilot the framework once it is developed, and proceed to finalised it and get it approved and published for use by all relevant stakeholders.

### 10.2.6 Programme Resource Considerations

This is the single largest core business programme in the organisation in terms of financial resource and human capacity requirements. Its 2019/20 reprioritised budget was a total of R18 851 000 of which R12 052 000 was for compensation of employees and R6 799 000 was for goods and services. The introduction of Institutional Audits in 2020/21 will see tremendous increase in the total budget for goods and services for the programme in relation to the 2019/20.

During 2019/20 financial year, the programme had 23 positions on the organisation structure of which 17 had incumbents and 6 were vacant. These vacant positions will have to be filled to ensure that there is sufficient capacity to implement the activities planned for 2020/21 financial year.

#### a. Reconciling performance targets with the Budget and MTEF

#### b. Expenditure estimates

Programme Name: Quality Assurance

Sub-programme	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000		2019/20 R'000	2020/21 R'000	2021/22 R'000
<b>Institutional Audits</b>	3,714	5,421	5,160	5,372	9,710	11,242	12,000
<b>Accreditation</b>	12,817	10,346	12,477	22,704	11,874	14,446	14,313
<b>National Reviews</b>					2,279	1,796	1,800
<b>Development of the Integrated QA Framework</b>				2,927			
<b>TOTAL</b>	<b>16,531</b>	<b>15,767</b>	<b>17,637</b>	<b>31,003</b>	<b>23,863</b>	<b>27,484</b>	<b>28,113</b>

Economic classification	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	2020/21 R'000	2021/22 R'000	2022/23 R'000
<b>Current payments</b>	<b>16,531</b>	<b>15,767</b>	<b>17,637</b>	<b>31,003</b>	<b>23,863</b>	<b>27,484</b>	<b>28,113</b>
Compensation of employees	8,942	9,402	12,315	13,433	15,931	17,045	18,239
Goods and services	7,589	6,365	5,322	17,570	7,932	10,439	9,874
Communication	24	42	44	55			
Consultants	4,699	4,664	3,454	7,090	2,191	2,393	2,400
Travel and subsistence	2,173	1,486	3,1,824	4,893	3,634	5,079	3,000
Other	693	173		5,532	2,107	2,877	4,474
<b>Total Expenditure</b>	<b>16,531</b>	<b>15,767</b>	<b>17,637</b>	<b>31,003</b>	<b>23,863</b>	<b>27,484</b>	<b>28,113</b>

## **Performance and expenditure trends**

### **Personnel**

The personnel costs for the years 2016-19 were higher than expenditure on goods and services because funded posts were filled. Furthermore, the salaries were increased on an annual basis due to cost of living adjustment and performance bonus paid to eligible employees while the baseline grant budget allocation received from DHET and National Treasury was reduced. The situation for the outer years 2020-23 is more or less the same as for the prior years.

### **Goods and services**

The main spending items in terms of goods and services for the prior and out years covers travel request for Accreditation and National Standards Review Committee members, planned accreditation and institutional audit site visits, capacity building workshops on Institutional Quality Assurance, training of Institutional Auditors. Payment to Peer Academics for the following: programme for evaluation, recommendations for programme / site, conditions evaluation, online applications programme evaluation, recommendation site visits, training of Institutional Auditors, Institutional Quality Assurance Building workshops, BLISc Reference Group for Develop Self Evaluation Report template and manual, BLISc Desktop Evaluation (CHE), BLISc Site Visits, LLB Site Visits, finalisation of standards statements and this include catering for those reference groups and evaluators. Catering and payment for Accreditation Committee members, National Standards Review Committee members. The budget pressure will force the programme to reprioritise its projects/activities so that its budget is within the budget baseline.

### **10.2.7 Key Risks of the Quality Assurance Programme**

Table 9 below presents the key risks that may impede the successful delivery of the outputs within the Quality Assurance Programme, as well as the mitigation strategies for the respective risks.

**Table 9: Key Risks of the Quality Assurance Programme**

<b>Outcome</b>	<b>Key Risk</b>	<b>Risk Mitigation</b>
Comprehensive and coherent QA system for the HE Sector	Process risk: the processes involved in producing the deliverables for this programme are long winded involving a number of key stakeholder groups. Therefore, there is a risk of not being able to meet the needs of the higher education system at optimal times.	Prioritising work and ensuring that every project is properly scoped, taking into consideration time, capacity and other resource constraints.
	Risk of having conflicting messages emanating from the CHE, SAQA, and DHET on matters relating to the key functions under this programme.	Use NQF structures to iron out inconsistencies in the positions of all key role players to minimise possibility of sending out conflicting messages to stakeholders.
	Lack of legal authority to enforce key decisions or ensure stakeholder compliance with standards, policies, frameworks and guidelines.	Develop good rapport with stakeholders, including explaining the importance of compliance with: Contractual /Service Level Agreements and Terms of Reference/Code of Conduct and Confidentiality Agreements.

### **10.3 Programme 3: Research, Monitoring and Advice**

The name of Programme 3 is Research, Monitoring and Advice (RMA). It comprises the following three subprogrammes:

- Research;
- Monitoring; and
- Advice.

#### **10.3.1 Purpose of the Programme and Subprogrammes**

The purpose of the RMA Programme is to revitalise and strengthen the research, monitoring, evaluation and advice capabilities of the CHE in order to advance the realisation of Outcome 3 in the Strategic Plan 2020 – 2025, namely to make the CHE a reputable centre of intellectual discourse, knowledge generation and advice on higher education. Each of the three subprogrammes seeks to contribute to the achievement of this outcome.

Research is a systematic process of collecting, processing, analysing and interpreting data or information in order to discover new facts or verify existing facts for the advancement of knowledge and development of solutions to human and societal problems. Therefore, the purpose of the Research Subprogramme is to advance knowledge on higher education with a view towards building the CHE as a knowledge hub; and to search for solutions to challenges that confront the higher education sector in the country. The dissemination of the results of research will, among others, necessitate the creation of platforms such as conferences, colloquia and symposia; and research results presented as such platforms normally generate intellectual discourses.

Monitoring is a systematic process of collecting, processing, analysing and interpreting data or information on specified variables of a subject matter in order to ascertain patterns and trends of those variables over time. Therefore, the purpose of the Monitoring Subprogramme is to establish patterns and trends of developments within the higher education system; and to assess the performance of the system against targets on national key performance indicators.

Advice is an informed opinion, recommendation or counsel provided to a person or a body to assist the latter arrive at an appropriate decision on policy position or on any other relevant course of action. Part of the legislative mandate of the CHE is to provide advice to the Minister responsible for higher education on request, or proactively on the CHE's own volition.

### 10.3.2 Subprogramme activities and outputs

**Table 10: Activities and outputs**

<b>Subprogramme</b>	<b>Activities</b>	<b>Outputs</b>
Research	Undertake or commission research on selected themes or topics	Research reports
	Provide platforms for fostering critical discourses on contemporary issues	Conferences, colloquia, seminars, symposia
	Disseminate research findings through scholarly publishing	Journal/ book publications
	Synthesise and package research findings into policy briefs	Policy briefs/Briefly Speaking

Monitoring	Collate and analyse information on key trends and developments in higher education	Higher Education Monitor or Review
	Assess the performance of the public higher education sector against national targets on key indicators	<i>VitalStats</i>
	Develop and update profiles for higher education institutions	Institutional profiles
Advice	Source, analyse and package information into responsive advice	Responsive advice
	Synthesise and package research findings into proactive advice	Proactive advice

### 10.3.3 Performance Indicators and Annual Targets for 2020/21 to 2022/23

**Table 11: Performance Indicators and Annual Targets**

a) Subprogramme: Research

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
A reputable centre of intellectual discourse, knowledge generation and advice on higher education	Research reports	Number of research reports produced, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	3	3	3
	Conferences, colloquia, seminars, symposia	Number of conferences, colloquia, seminars, or symposia organised, within a particular financial year	0	0	1	1	2	2	2
	Journal/ book publications	Number of journals/journal articles or books/book chapters published, within a particular financial year	0	1	0	2	2	2	2
	Policy briefs/Briefly Speaking	Number of policy briefs or Briefly Speaking articles produced, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	4	4	4

b) Subprogramme: Monitoring

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
A reputable centre of intellectual discourse, knowledge generation and advice on	Higher Education Monitor/ Review	Number of Higher Education Monitors/Reviews produced, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	1	1	1
	<i>VitalStats</i>	Number of <i>VitalStats</i> produced, within a particular financial year	1	2	1	1	1	1	1

higher education	Institutional profiles	Number of institutional profiles produced or updated, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	20	25	25
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c) Subprogramme: Advice

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
A reputable centre of intellectual discourse, knowledge generation and advice on higher education	Responsive advice	Percentage of requests for advice responded to with the submission of advice, within a particular financial year	100%	100%	100%	100%	100%	100%	100%
	Proactive advice	Number of pieces of proactive advice produced and submitted, within a particular financial year	0	0	2	1	3	3	3

### 10.3.4 Performance Indicators and Quarterly Targets for 2020/21

**Table 12: Performance Indicators and Quarterly Targets**

a) Subprogramme: Research

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of research reports produced, within a particular financial year	3	0	1	1	1
Number of conferences, colloquia, seminars, or symposia organised, within a particular financial year	2	0	1	0	1
Number of journals/journal articles or books/book chapters published, within a particular financial year	2	0	0	0	2
Number of policy briefs or Briefly Speaking articles produced, within a particular financial year	4	1	1	1	1

b) Subprogramme: Monitoring

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of Higher Education Monitors/Reviews produced, within a particular financial year	1	0	0	0	1
Number of <i>VitalStats</i> produced, within a particular financial year	1	0	0	0	1
Number of institutional profiles produced or updated, within a particular financial year	20	5	5	5	5

c) Subprogramme: Advice

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Percentage of requests for advice responded to with the submission of advice, within a particular financial year	100%	100%	100%	100%	100%
Number of pieces of proactive advice produced and submitted, within a particular financial year	3	1	0	1	1

### **10.3.5 Explanation of planned performance over the medium-term period**

The Strategic Plan 2020 – 2025 identified the need to re-establish the CHE as an intellectual and knowledge centre as one of its key priorities in the medium term. The aim therefore is to make the CHE a knowledge organisation guided by research in its activities and processes. The plan, therefore, is to have research and monitoring activities, and the generation of advice, undertaken in an integrated manner, with the participation of other core programmes, where applicable. The Research, Monitoring and Advice Programme will serve as an anchor, coordinator and integrator of research, monitoring and advice initiatives within the organisation.

Research work leading to the research reports will be undertaken using internal capacity, or commissioned out to experts in institutions within the sector. Platforms for intellectual discourses on topical issues will be created to debate and share ideas with national and international intellectuals. This will assist to gradually position the CHE as a knowledge hub, and as a body that sets the agenda of intellectual discourse on higher education matters. Scholarly publications will be produced to make contribution to knowledge generation and advancement, and to present the research of the CHE to a wider audience of intellectuals.

Monitoring activities and outputs will deliver data and information that the sector requires for self-reflection, for planning and managing specific aspects of higher education.

Responsive and relevant proactive advice will be provided to inform sound policy positions for the government.

### 10.3.6 Programme Resource Considerations

The RMA Programme's total reprioritised budget for 2019/20 financial year amounted to R7 438 000 of which R4 741 000 was for the compensation of employees, R1 929 000 was for goods and services, and R1, 653 000 was for payment of contractual fees to SAQA for hosting the learner achievement database for private higher education institutions. About two-thirds (67%) of the goods and services budget was reserved for payments to peer academics. This is because there was inadequate internal capacity for the research and monitoring activities, and therefore much of activities were outsourced to external researchers and analysts. This trend is expected to continue into the 2020/21 financial year as the major projects will be commissioned out to be undertaken by external researchers.

In terms of human resources, the Programme has a structure that has 7 positions of which 4 were vacant during the 2019/20 financial year. These included the position of Director which is in the process of being filled at the time of submission of this APP. However, for the purpose of ensuring that there is sufficient capacity on the ground to effectively implement the APP, the 3 other vacant positions of Senior Research Manager, Researcher and Data Management Assistant/Administrator will have to be filled.

**a. Reconciling performance targets with the Budget and MTEF**

**b. Expenditure estimates**

**Programme Name: Research, Monitoring and Advice**

Sub-programme	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	2020/21 R'000	2021/22 R'000	2022/23 R'000
<b>Research</b>	5,734	139	3,354	5,232	2,927	3,276	2,781
<b>Monitoring</b>	-	4,657	447	3,329	2,600	3,600	3,600
<b>Advice</b>					1,000	2,000	2,500
<b>TOTAL</b>	<b>5,734</b>	<b>4,796</b>	<b>3,801</b>	<b>8,561</b>	<b>6,527</b>	<b>8,876</b>	<b>8,881</b>

Economic classification	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	2020/21 R'000	2021/22 R'000	2022/23 R'000
<b>Current payments</b>	<b>5,734</b>	<b>4,796</b>	<b>3,801</b>	<b>8,561</b>	<b>6,527</b>	<b>8,876</b>	<b>8,881</b>
Compensation of employees	3,644	4,151	3,088	5,027	5,379	5,755	5,985
Goods and services of which	2,090	645	713	3,534	1,148	3,121	2,896
Agency and support/outsourced services	1,695			1,631		-	-
Communication			420		-	-	-
Consultants			52				
Travel and subsistence	115	33	35	982	513	1,193	1,241
Other	280	612	206	921	635	1,928	1,655
<b>Total Expenditure</b>	<b>5,734</b>	<b>4,796</b>	<b>3,801</b>	<b>8,561</b>	<b>6,527</b>	<b>8,876</b>	<b>8,881</b>

## **Performance and expenditure trends**

### **Personnel**

The personnel costs for the years 2016-19 were higher than expenditure on goods and services because funded posts were filled. Furthermore, the salaries were increased on an annual basis due to cost of living adjustment and performance bonus paid to eligible employees while the baseline grant budget allocation received from DHET and National Treasury was reduced. The situation for the outer years 2020-23 is more or less the same as for the prior years.

### **Goods and services**

Spending on goods and services for the prior years was mostly prejudiced by payment for the SAQA contract. The funds allocation for SAQA contract for the year 2017-2018 onwards has been move to Programme: Management of HEQSF. Spending is mostly used for Travel requests for Peer Academics that will work on the two research reports, speakers who will present in colloquia, conducting regional institutional profiles, attendance of HEQCIS meetings and the editor for HE Review Phase 2. Printing and publication of Kagisano, other commissioned research reports. briefly speaking and *VitalStats*. Payment for Peer Academics to proof read, edit and write preface of Kagisano, developing cohort analysis and articulation studies and other publications. Keynote Speakers for the colloquia and presenters and developing cohort analysis and articulation studies, Proactive advice and Responsive advice. Outside venue and catering for colloquia and other planned activities. Purchase of books for the Resource Centre. Membership fees and Subscriptions for Sabinet, Newspapers and Papyrus. The budget pressure has forced the programme to reprioritize its projects/activities so that their budget is within the budget baseline; this is a trend that is likely to continue which will have a severe impact on the research function.

### **10.3.7 Key Risks of the Research, Monitoring and Advice Programme**

Table 13 below presents the key risks that may impede the successful delivery of the outputs within the RMA Programme, as well as the mitigation strategies for the respective risks.

**Table 13: Key Risks of the Research, Monitoring and Advice Programme**

<b>Outcome</b>	<b>Key Risk</b>	<b>Risk Mitigation</b>
The CHE delivers relevant and responsive monitoring, research and policy advice in an integrated manner that traverses the functional areas of the CHE	Dependency on peer academics, who sometimes do not deliver on time, on brief and on budget	Tight structuring and management of contracts with peer academics
	Small pool of competent external experts to draw peer academics from	Gradually grow the pool by including emerging researchers in universities and science councils
	Duplication of research and monitoring projects by the Department of Higher Education and Training, and other research centres/institutes or science councils	Enter into research collaboration agreements with the Department of Higher Education and Training, or other research centres/institutes
	Tight timelines attached to the requests for advice	Engage the Office of the Minister or the Department to agree on realistic timelines
	Very few internal researchers to peer review outputs produced internally and externally by the peer academics	Use the Management Committee (MANCO) and the Monitoring and Evaluation Committee (MEC) of Council as structures to advise on the quality of outputs

#### **10.4 Programme 4: Corporate**

The name of Programme 4 is Corporate. It comprises the following four subprogrammes:

- Governance;
- Corporate Services;
- Finance and Supply Chain Management; and
- Communications and Stakeholder Relations.

##### **10.4.1 Purpose of the Programme and Subprogrammes**

The purpose of the Corporate Programme is to provide leadership, oversight, systems, activities and structures that enable the organisation to operate effectively and efficiently in fulfilment of its mandates and pursuit of its outcomes. The programme focuses on setting the policy and tone for good governance, statutory compliance, and transfer of business best practice across the organisation; and ensuring the efficient and effective provision of corporate services – administrative, financial, technical and professional - to support the discharge of the core functions of the CHE. It is the vehicle by which the organisation seeks to achieve outcomes 4 and

5 in the Strategic Plan 2020 – 2025. These outcomes are, 'Governance, compliance and risk management', and 'Sustainable, responsive and dynamic organisation'.

Each of the four subprogrammes contributes to the attainment of the strategic outcomes stated above. The Governance Subprogramme fulfils a critical role in good corporate governance in ensuring that the CHE is governed and managed effectively. The subprogramme ensures compliance with government regulations, legal obligations, and reporting requirements; whilst facilitating continuous improvement in the provision of quality services. It aims to ensure that the CHE delivers on its mandate, achieves its organisational outcomes, and meets the needs of the stakeholders in the higher education sector effectively and efficiently, while upholding the highest standards of integrity. It establishes a framework for achieving good governance through outlining general principles that apply to all key role players.

The Corporate Services subprogramme provides policy direction, strategy execution guidelines, and good governance frameworks for the effective management of human resources, information communication and technology and facilities, in furtherance of the CHE's transformation framework and mandate. It promotes and coordinates these organisation-wide functions to enhance organisational effectiveness, productivity and interactions with internal stakeholders. It is also responsible for managing the organisational architecture and business processes to contribute to the achievement of its strategic outcomes.

The Finance and Supply Chain Management Subprogramme provides technical support to all programmes in respect of sound financial and supply chain management. The main purpose of this subprogramme is to ensure adherence to and compliance with all applicable PFMA, Treasury and Governance prescripts. It develops and oversees the implementation of frameworks, processes, procedures and guidelines for financial management and procurement. It is further responsible for financial accounting and reporting as required by the prescribing bodies and statutes.

The Communications and Stakeholder Relations Subprogramme coordinates internal and external communication for the CHE in concord with the mandate, vision, mission and value of the CHE, and its communications strategy. The subprogramme also seeks to enhance the public image of the CHE, and promote its visibility within and accessibility to the higher education sector in the country. Furthermore, the

subprogramme promotes and coordinates strategic stakeholder relations within South Africa, the SADC region, the African continent and internationally.

#### 10.4.2 Subprogramme activities and outputs

**Table 14: Activities and outputs**

<b>Subprogramme</b>	<b>Activities</b>	<b>Outputs</b>
Governance	Develop or review ICT policies, frameworks, guidelines and procedures	Developed or reviewed ICT policies, frameworks, guidelines and procedures
	Develop or review Human Resources policies, frameworks, guidelines and procedures	Developed or reviewed Human Resources policies, frameworks, guidelines and procedures
	Develop or review financial management and supply chain management policies, frameworks, guidelines and procedures	Developed or reviewed financial management and supply chain management, frameworks, guidelines and procedures
	Organise and convene meetings of the governance structures	Scheduled and special meetings of the governance structures held
Corporate Services	Provide leading -edge integrated ICT online system in line with the Integrated Quality Assurance Framework (IQAF)	Integrated online CHE management information system
	Provide an enabling and nurturing human resources management environment through training and development, of skills and talent pipeline that addresses the CHE's capacity priorities	Staff training interventions offered
	Attract and retain the necessary capabilities in line with the approved posts on the organisational structure	Approved posts on the organisational structure filled
Finance and Supply Chain Management	Pay eligible suppliers within 30 days from date of receipt of their invoices	Payments made to suppliers
	Monitor expenditure reports are monitored and submit consolidated reports to the relevant authorities by the compliance date on a quarterly basis	Expenditure reports submitted to the DHET on a quarterly basis
Communications and Stakeholder Relations Quality Promotion	Facilitate internal flow of information and engagement with staff within the organisation	Staff events organised
		Information shared through the Intranet

and Capacity Development	Communicate with external stakeholders through approved channels	Media releases, newsletters and other information resources produced for external stakeholders
		Functional and up-to-date website
	Promote, cultivate, sustain and increase strategic partnerships with key stakeholders locally to support the organisation's mandate	Stakeholder engagement events or forums for stakeholders within South Africa
	Promote, cultivate, sustain and increase strategic partnerships with key stakeholders internationally to support the organisation's mandate	Stakeholder engagement events or forums for international stakeholders

### 10.4.3 Performance Indicators and Annual Targets for 2020/21 to 2022/23

**Table 15: Performance Indicators and Annual Targets**

a) Subprogramme: Governance

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Governance, risk management and compliance	Developed or reviewed ICT policies, frameworks, guidelines and procedures	Number of ICT policies, frameworks, guidelines and procedure developed or reviewed, within a particular financial year	8	4	7	7	7	7	7
	Developed or reviewed Human Resources policies, frameworks, guidelines and procedures	Number of Human Resources policies, frameworks, guidelines and procedures developed or reviewed, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	7	7	7	7
	Developed or reviewed financial management and supply chain management and supply chain management, frameworks, guidelines and procedures	Number of financial management and supply chain management policies, frameworks, guidelines and procedures developed or reviewed, within a particular financial year	8	10	32	8	8	8	8
	Scheduled meetings of the governance structures organised and held	Number of scheduled governance meetings organised and held, within a particular financial year	N/A (New indicator)	22	23	22	22	22	22

b) Subprogramme: Corporate Services

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Sustainable, responsive and dynamic organisation	Integrated online CHE management information management system	Number of reports for the different phases in the development of the integrated online CHE information management system submitted, within a particular financial year	N/A (New indicator)	1	1	1	1	1	1
	Staff training interventions offered	Number of staff training interventions offered, within a particular financial year	77%	76%	40	20	50	50	50
	Approved posts on the organisational structure that have incumbents	Percentage of approved posts on the organisational structure that have incumbents throughout a particular financial year	83%	85%	81%	85%	85%	85%	85%

c) Subprogramme: Finance and Supply Chain

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Sustainable, responsive and dynamic organisation	Payments made to suppliers	Average percentage of eligible suppliers paid within 30 days from dates of receipt of their invoices, within a particular financial year	100%	100%	100%	100%	100%	100%	100%
	Expenditure reports submitted to the DHET on a quarterly basis	Number of approved expenditure reports submitted to DHET by the compliance date, within a particular financial year	N/A (New indicator)	4	4	4	4	4	4

d) Subprogramme: Communications and Stakeholder Relations

Strategic Outcome	Outputs	Output Indicators	Annual Targets						
			Audited/Actual Performance			Estimated Performance	MTEF Period		
			2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Sustainable, responsive and dynamic organisation	Staff events organised	Number of staff events organised and held, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	10	10	10
	Information shared through the Intranet	Average percentage of CHE staff who visit the Intranet and engage with the content shared thereat, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	75%	75%	75%
		Number of internal communiques and announcements released to staff, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	100	100	100
	Media releases, newsletters and other information resources produced for external stakeholders	Number of media releases, newsletters and other information resources produced for external stakeholders, within a particular financial year	3	8	8	3	16	20	24
	Functional and up-to-date website	Percentage year-to-year increase in the users of the CHE website, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	20%	20%	20%
	Stakeholder engagement events or forums for stakeholders within South Africa	Number of local stakeholder events or forums organised or participated in, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	12	12	12
	Stakeholder engagement events or forums for international stakeholders	Number of international stakeholder events or forums organised or participated in, within a particular financial year	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	N/A (New indicator)	4	4	4

#### 10.4.4 Performance Indicators and Quarterly Targets for 2020/21

**Table 16: Performance Indicators and Quarterly Targets**

a) Subprogramme: Governance

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of ICT policies, frameworks, guidelines and procedure developed or reviewed, within a particular financial year	7	2	2	2	1
Number of Human Resources policies, frameworks, guidelines and procedures developed or reviewed, within a particular financial year	7	2	2	2	1
Number of financial management and supply chain management policies, frameworks, guidelines and procedures developed or reviewed, within a particular financial year	8	2	2	2	2
Number of scheduled governance meetings organised and held, within a particular financial year	22	6	7	4	5

b) Subprogramme: Corporate Services

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of reports for the different phases in the development of the integrated online CHE information management system submitted, within a particular financial year	1	0	0	0	1
Number of staff training interventions offered, within a particular financial year	50	10	15	15	10
Percentage of approved posts on the organisational structure that have incumbents throughout a particular financial year	85%	5	5	5	5

c) Subprogramme: Finance and Supply Chain Management

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Average percentage of eligible suppliers paid within 30 days from dates of receipt of their invoices, within a particular financial year	100%	100%	100%	100%	100%
Number of approved expenditure reports submitted to DHET by the compliance date, within a particular financial year	4	1	1	1	1

d) Subprogramme: Communications and Stakeholder Relations

Output Indicators	Annual Target 2020/21	Quarterly Targets for 2020/21			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of staff events organised and held, within a particular financial year	10	2	2	3	3
Average percentage of CHE staff who visit the Intranet and engage with the content shared thereat, within a particular financial year	75%	75%	75%	75%	75%
Number of internal communiques and announcements released to staff, within a particular financial year	100	25	25	25	25
Number of media releases, newsletters and other information resources produced for external stakeholders, within a particular financial year	16	4	4	4	4
Percentage year-to-year increase in the users of the CHE website, within a particular financial year	20%	20%	20%	20%	20%
Number of local stakeholder events or forums organised or participated in, within a particular financial year	12	3	3	3	3
Number of international stakeholder events or forums organised or participated in, within a particular financial year	4	1	1	1	1

#### **10.4.5 Explanation of planned performance over the medium-term period**

In line with the Strategic Plan 2020 – 2025, performance over the medium-term will be guided by the principle of organisational renewal. Priority in terms of performance will be placed on enabling all Directorates to work closely and in synergy with one another; introducing greater agility and flexibility into the structure and functions of the CHE, in order to enable greater responsiveness in the rapidly changing, technology driven environment; improving stakeholder perceptions about the CHE and its reputation, relevance, and demonstrable impact on quality and development of the system; increasing awareness of the general public of the important role played by the CHE; and streamlining structural, policy and other blockages which reduce agility and innovativeness, and which constrains responsiveness of the system.

The programme will also work to ensure that the clean audit outcomes of the preceding two years are achieved again at the end of the 2020/19 financial year.

### 10.4.6 Programme Resource Considerations

For the 2019/20 financial year, the reprioritised budget of the programme amounted to R22 078 000 of which R15 551 000 was for compensation of employees, R6 130 000 was for goods and services, and R397 000 was for payments for capital assets.

In terms of human resources, the Programme has a structure that has 22 positions all of which have incumbents, and thus there is no vacant position.

**a. Reconciling performance targets with the Budget and MTEF**

**b. Expenditure estimates**

**Programme Name: Corporate**

Sub-programme	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	2020/21 R'000	2021/22 R'000	2022/23 R'000
Governance	12,452	12,883	14,408	10,550	9,775	9,780	12,123
Corporate Services	15,318	16,014	14,557	9,996	8,990	8,657	8,700
Finance and SCM	4,000	4,239	4,942	7,895	5,307	5,311	5,320
Communications and Stakeholder Relations					850	848	950
<b>TOTAL</b>	<b>31,770</b>	<b>33,136</b>	<b>33,907</b>	<b>28,441</b>	<b>24,602</b>	<b>24,596</b>	<b>27,093</b>

Economic classification	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	2020/21 R'000	2021/22 R'000	2022/23 R'000
<b>Current payments</b>	<b>30,643</b>	<b>31,753</b>	<b>33,907</b>	<b>27,641</b>	<b>24,202</b>	<b>24,196</b>	<b>24,452</b>
Compensation of employees	14,867	10,461	16,358	15,421	17,404	18,617	18,700
Goods and services	15,776	21,292	17,549	12,220	6,798	5,579	5,752
Of which							
Agency and support/outsourced services		300	-	-			
Communication		-	-	-			
Computer services	515	1,243	1,545	637	871	795	800
Consultants	37		938	663	698	638	650
Lease payments	126		194	137	149	136	140
Repairs and maintenance	513	551	1,400	533	894	604	700
Training and staff development	362	144	1,587	667	1,130	362	362
Travel and subsistence	1,008	751	434	307	600	600	600
Other	10,878	9,493	11,492	8,879	2,056	2,444	2,500
Depreciation	2,241	2,263	-	-	-	-	-
Losses from sale of fixed assets	96	253	-	-			

Economic classification	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/17 R'000	2017/18 R'000	2018/19 R'000	2019/20 R'000	2020/21 R'000	2021/22 R'000	2022/23 R'000
<b>Payments for capital assets</b>	<b>1,127</b>	<b>1,383</b>	-	<b>800</b>	<b>400</b>	<b>400</b>	<b>2,641</b>
Buildings and other fixed structures	68	74	-	-	-	-	-
Machinery and equipment	106	1,090			-	-	-
Software and other intangible assets	953	219		800	400	400	2,641
<b>Total Expenditure</b>	<b>31,770</b>	<b>33,136</b>	<b>33,907</b>	<b>28,441</b>	<b>24,602</b>	<b>24,596</b>	<b>27,093</b>

## **Performance and expenditure trends**

### **Personnel**

The personnel costs for the years 2016-19 were lower than expenditure on goods and services, even though there were salary increase on an annual basis due to cost of living adjustment and performance bonus paid to eligible employees while the baseline grant budget allocation received from DHET and National Treasury was reduced. The situation for the outer years 2020-23 reflects more personnel costs than the budget.

### **Goods and services**

Spending on goods and services for the prior years was mostly prejudiced by travel requests for all Council governance committee members, Peer Academics and attending local stakeholder events or forums and this include catering. Payment for contractual obligations such as remuneration to all Council governance committee members, fixed and variable contract costs mostly for facilities and information technology and also anticipated legal costs. Recruitment processes and Training and development of employees. The budget pressure has forced the programme to reprioritize its projects/activities so that its budget is within the budget baseline. This is a trend that is likely to continue, and it will have a severe impact on the core functions.

Purchasing of branded corporate gifts, bags, memory sticks for various CHE events, note books, pens & presentation folders to be issued at tokens of appreciation to stakeholders who participate in CHE activities and promoting CHE. Advertorials in mainstream publications such as Mail & Guardian or Sunday Times. Registration and attendance of national events. Catering for hosting international delegates visiting the CHE.

The risk is that expenditure costs on contractual obligations takes a larger percentage of the budget of the CHE while the budget allocation for goods and service for the core programmes is not sufficient to achieve the strategic objectives.

## 10.4.7 Key Risks of the Corporate Programme

Table 17 below presents the key risks that may impede the successful delivery of the outputs within the Corporate Programme, as well as the mitigation strategies for the respective risks.

**Table 17: Key Risks of the Corporate Programme**

Outcome	Key Risk	Risk Mitigation
Sustainable, responsive and dynamic organisation	<ul style="list-style-type: none"> <li>▪ Limited career progression within the organisation</li> <li>▪ Loss of critical skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Integrated talent management programme</li> <li>▪ Development of talent pipeline</li> <li>▪ Culture calibration</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Reliance on external service providers for IT systems</li> <li>▪ Inadequate business continuity resulting from lack of internal capabilities</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop internal IT capacity</li> <li>▪ Business Process and ICT Systems Review</li> <li>▪ Review of record management system</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Lack of buy-in from the relevant stakeholders</li> <li>▪ Lack of influence and visibility in the higher sector</li> </ul>	<ul style="list-style-type: none"> <li>▪ Communication and consultation strategy to enhance the CHE's impact and good standing in the higher education sector</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Incorrect invoices received from suppliers will result in disputes and delays in suppliers been paid after 30 days</li> </ul>	<ul style="list-style-type: none"> <li>▪ Regular payments</li> <li>▪ Reconciliations of suppliers' accounts</li> <li>▪ Review of payment report</li> <li>▪ Register in place for received supplier invoice.</li> <li>▪ Invoice received date stamped</li> </ul>
Governance, risk management and compliance	<ul style="list-style-type: none"> <li>▪ Noncompliance with National Treasury prescripts and compliance dates will result in audit findings and financial mismanagement</li> </ul>	<ul style="list-style-type: none"> <li>▪ Annual compliance calendar from the National Treasury</li> <li>▪ Adherence to changes with accounting standards or regulations issued by National Treasury</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Non-compliance with Human Resources and ICT policies.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Effective onboarding processes and refresher workshops on all policies.</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Lack of good governance of an organisation, non-compliance with PFMA, National Treasury regulations and laws as well as noncompliance with issues relating to risk management</li> </ul>	<ul style="list-style-type: none"> <li>▪ The CHE policies, frameworks, guidelines and procedures are reviewed on an annual basis or once after two years to ensure that they are relevant and comply with the National Treasury and other legislative prescripts</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Lack of governance meetings will result to no approval of strategic decisions, quarterly reports, annual reports and other documents required by the executive authority.</li> </ul>	<ul style="list-style-type: none"> <li>▪ The annual calendar for the CHE meetings of the following year is approved by the governance committees during the current year and such meetings are scheduled in advance to avoid the issue of lack of quorum</li> </ul>

## PART D: Financial Information

### a. Expenditure Estimates

Income	Audited outcomes			Adjusted Appropriation	Medium-Term expenditure estimates		
	2016/2017 R'000	2017/2018 R'000	2018/2019 R'000		2019/2020 R'000	2020/2021 R'000	2021/2022 R'000
Private Accreditation – Cost Recovery	7,218	6,176	6,156	5,375	5,250	5,618	6,244
Conditional grant received		2,724	701	21,493			
Other Income (Interest, rental income, etc)	977	1,279	1,534	1,200	1,461	1,566	2,086
<b>Subtotal</b>	<b>8,195</b>	<b>10,179</b>	<b>8,391</b>	<b>28,068</b>	<b>6,711</b>	<b>7,184</b>	<b>8,330</b>
Transfer from the DHET	41,759	60,009	50,727	53,210	56,194	59,285	61,491
Rollover of funds	10,571	3,283	10,027				
<b>Total</b>	<b>60,525</b>	<b>70,188</b>	<b>69,145</b>	<b>81,278</b>	<b>62,905</b>	<b>66,469</b>	<b>69,821</b>

Programmes	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/2017 R'000	2017/2018 R'000	2018/2019 R'000	2019/2020 R'000	2020/2021 R'000	2021/2022 R'000	2022/2023 R'000
<b><u>Objective/Activity</u></b>							
Corporate	31,770	33,136	33,907	28,441	24,602	24,596	27,093
Quality Assurance	16,531	15,767	17,637	31,003	23,863	27,484	28,113
Research, Monitoring and Advice	5,734	4,796	3,801	8,561	6,527	8,876	8,881
Management of the HEQSF	5,031	5,287	5,430	13,273	7,913	5,513	5,734
<b>Total</b>	<b>59,066</b>	<b>58,986</b>	<b>60,775</b>	<b>81,278</b>	<b>62,905</b>	<b>66,469</b>	<b>69,821</b>
<b><u>Economic classification</u></b>							
<b>Current payments</b>	<b>58,554</b>	<b>57,603</b>	<b>60,775</b>	<b>80,879</b>	<b>62,505</b>	<b>66,069</b>	<b>69,321</b>
Compensation of employees	30,025	33,306	33,671	39,391	45,876	48,960	50,890
Goods and services Of which	29,041	24,297	23,713	41,488	16,629	17,109	18,431
Agency and support/ outsourced services	1,766	1,563	1,655	1,753	1,876	1,269	2,000
Communication			245	279			
Computer services	893	1,025	3,498	997	1,028	963	970
Consultants	1,214	1,298	2,141	2,146	4,367	3,254	3,300
Lease payments	126	122	194	137	149	136	140

Programmes	Expenditure outcome			Adjusted appropriation	Medium term expenditure estimates		
	2016/2017 R'000	2017/2018 R'000	2018/2019 R'000	2019/2020 R'000	2020/2021 R'000	2021/2022 R'000	2022/2023 R'000
Repairs and maintenance	514	551	738	533	894	604	700
Training and staff development	361	210	960	667	1,130	362	400
Travel and subsistence	4,308	2,744	6,647	3,797	3,897	6,388	6,400
Other	17,009	14,268	7,635	31,179	3,288	3,833	4,121
Depreciation	2,241	2,264	-	-			
Losses from Sale of fixed assets	96	252	-			300	400
Interest, dividends and rent on land		-	-	-			
<b>Payments for capital assets</b>	<b>512</b>	<b>1,383</b>		<b>399</b>	<b>400</b>	<b>400</b>	<b>500</b>
Buildings and other fixed structures	67	74	-	-			
Machinery and equipment	106	1,090					
Software and other intangible assets	339	219		399	400	400	500
<b>Total Expenditure</b>	<b>59,066</b>	<b>58,986</b>	<b>60,775</b>	<b>59,785</b>	<b>62,905</b>	<b>66,469</b>	<b>69,821</b>

## **b. Relating expenditure trends to strategic outcome-oriented goals**

### **Performance and expenditure trends**

#### **Personnel**

The personnel costs for the years 2016-19 were higher than expenditure on goods and services because funded posts were filled. Furthermore, the salaries were increased on an annual basis due to cost of living adjustment and performance bonus paid to eligible employees while the baseline grant budget allocation received from DHET and National Treasury was reduced. The situation for the outer years 2020-23 is more or less the same as for the prior years. Personnel expenditure constitutes 65 percent (R39 million in 2019/20) of the council's total budget, as it deals mainly with service outputs such as research, quality assurance, knowledge and advisory services, and monitoring and evaluation. Compensation of employees is projected to grow at an average annual rate of 5 percent over the medium-term expenditure framework period from R46 million in 2020/21 to R51 million in 2022/2023, based on the full complement of 52 positions as per the approved organogram.

#### **Goods and services**

Spending on goods and services for the prior and outer years is and will be mostly prejudiced by contractual obligations such as remuneration to Council Committee members and costs of related logistical arrangements, fixed and variable contract costs, the SAQA contract (which accounts for 7% of goods and service expenditure), printing and publications, payment to Peer Academics, (Peer Academics for evaluation of accreditation and reaccreditation of programmes, as evaluators), membership fees and subscriptions, travel costs (mostly due to site visits to HEIs), and payment for the following HEQC subcommittees: Institutional Audits; Accreditation and National and Standards Review. Catering for meetings and other overheads expenditures complete the list of main spending areas in terms of goods and services.

The risk is that expenditure costs on contractual obligations under the Corporate service sub-programme takes a larger percentage of the CHE budget, while core programmes' budget allocation on goods and services is not sufficient to achieve the strategic objectives. The budget pressure will force the programmes to reprioritise their projects/activities so that their budgets are within the budget baseline. This is a trend that is likely to continue, which will have a severe impact on the research function.

## PART E: Technical Indicator Descriptions (TID)

### E1: Output Indicators for Programme 1: Management of the HEQSF

#### a) Subprogramme: Qualifications Standards Development

Indicator Title	Number of qualification standards developed or reviewed, within a particular financial year
Definition	Numerical quantity of qualification standards developed or reviewed within a particular year
Source of data	Standard development and/or review process information
Method of calculation or assessment	Enumeration of standards developed or reviewed
Means of verification	Checking approved qualification standard document in electronic or hardcopy files
Assumptions	Approved qualification standards documents are filed electronically and in hardcopy files
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	3
Indicator responsibility	Director: National Standards and Reviews

Indicator Title	Number of qualification standards development or review processes initiated in a particular financial year
Definition	Numerical quantity of qualification standards development or review projects initiated and remain in progress during a particular financial year
Source of data	Standard development and/or review process information
Method of calculation or assessment	Enumeration of standards development or review projects initiated and that remain work in progress
Means of verification	Progress reports on the qualification standard development or review projects
Assumptions	Progress reports on the qualification standard development or review projects are compiled and filed
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	3
Indicator responsibility	Director: National Standards and Reviews

Indicator Title	Number of events or projects for promoting the use of qualification standards undertaken in a particular financial year
Definition	Numerical quantity of events and other interventions organised or undertaken to promote the use of qualification standards among higher education institutions
Source of data	Records of events and other promotion interventions
Method of calculation or assessment	Enumeration of events organised, and other promotion interventions undertaken
Means of verification	Checking electronic or hardcopy files of records of events and other promotion interventions
Assumptions	Records of events and other promotion interventions are accurately captured and filed
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	2
Indicator responsibility	Director: National Standards and Reviews

## b) Subprogramme: Data Management

Indicator Title	Percentage of higher education institutions that have all required sets of data records in the higher education database, in a particular financial year
Definition	Number of higher education institutions that have submitted all required sets of data records to the database, in a particular financial year, as a percentage of all higher education institutions
Source of data	The CHE's higher education data base
Method of calculation or assessment	Number of higher education institutions that have submitted all required sets of data records to the database, divided by number of all institutions, multiplied by 100
Means of verification	Metadata from the database
Assumptions	The higher education database will be functional
Disaggregation of beneficiaries	<ul style="list-style-type: none"> <li>• Private higher education institutions</li> <li>• Comprehensive universities</li> <li>• Traditional universities</li> <li>• Universities of Technology</li> </ul>
Spatial transformation	Rural (historically disadvantaged) versus urban (historically advantaged) higher education institutions
Calculation type	Ratio
Reporting cycle	Annual
Desired performance	75%
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Percentage of data sets that are verified and validated to be accurate and reliable, from all data sets submitted by institutions, in a particular financial year
Definition	Number of data sets that are verified and validated to be accurate and reliable, as a percentage of all data sets submitted by higher education institutions
Source of data	The CHE's higher education database
Method of calculation or assessment	Number of data sets that are verified and validated to be accurate and reliable, divided by the total number of all data sets submitted by higher education institutions, multiplied by 100
Means of verification	Metadata from the database
Assumptions	The higher education database will be functional
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Ratio
Reporting cycle	Annual
Desired performance	75%
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Number of data uploads onto the NLRD in a particular financial year
Definition	Numerical number of data uploads onto the national learner records database in a particular financial year
Source of data	NLRD records
Method of calculation or assessment	Enumeration of number of data uploads
Means of verification	Checking NLRD records
Assumptions	Data is uploaded to the NLRD within prescribed time windows
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	2
Indicator responsibility	Director responsible for the Management of the HEQSF

c) Subprogramme: Policy and Development Review

Indicator Title	Completion of the following phases in the review and further development process: <ul style="list-style-type: none"> <li>▪ <b>Phase 1:</b> Review process</li> <li>▪ <b>Phase 2:</b> Further development and update</li> <li>▪ <b>Phase 3:</b> Approvals and Publication of the updated HEQSF</li> </ul>
Definition	Assessment of the extent to which the different phases within the process of review and further development of the HEQSF is completed within the stipulated timelines
Source of data	Progress reports of the HEQSF Review Project
Method of calculation or assessment	Qualitative assessment of whether or not a phase has been completed within the respective stipulated timelines
Means of verification	Checking progress reports in electronic or hardcopy files
Assumptions	Project records including progress reports as captured and filed
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Qualitative
Reporting cycle	Annual
Desired performance	Phase 1 in 2020/21; Phase 2 in 2021/22 and Phase 3 in 2022/23
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Number of policies developed or reviewed and approved, in a particular financial year
Definition	Numerical quantity of HEQSF/NQF policies developed or reviewed and approved within a particular financial year
Source of data	HEQSF/NQF Policy development and review project information
Method of calculation or assessment	Enumeration of the number of HEQSF/NQF policies developed or reviewed
Means of verification	Checking the developed or reviewed and approved policies in electronic or hardcopy files
Assumptions	Detailed process information is captured and maintained on files
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	1
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Number of higher education institutions provided with support with respect to the development and implementation of relevant institutional policies, in a particular financial year
Definition	Numerical quantity of higher education institutions that are supported in their respective processes of developing and implementing institutional HEQSF/NQF-related policies
Source of data	Records of institutional support
Method of calculation or assessment	Enumeration of the number of institutional support events or interventions
Means of verification	Checking records of institutional support kept in electronic or hard copy files
Assumptions	Institutions would see the need to request the CHE to provide the policy development and implementation support
Disaggregation of beneficiaries	<ul style="list-style-type: none"> <li>• Private higher education institutions</li> <li>• Comprehensive universities</li> <li>• Traditional universities</li> <li>• Universities of Technology</li> </ul>
Spatial transformation	Rural (historically disadvantaged) versus urban (historically advantaged) higher education institutions
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	2
Indicator responsibility	Director responsible for the Management of the HEQSF

d) Subprogramme: Partnerships and Collaboration

Indicator Title	Number of project reports or other submissions from the joint or collaborative projects with SAQA, other QCs, the DHET and professional bodies, in a particular financial year
Definition	Numerical quantity of reports or other submission from the joint or collaborative projects with SAQA, other QCs, the DHET and professional bodies
Source of data	Records of joint or collaborative projects or activities
Method of calculation or assessment	Enumeration of the number of reports or other submissions from the joint or collaborative projects
Means of verification	Checking availability of the reports in electronic or hardcopy files
Assumptions	Formal joint or collaborative projects are planned and implemented within a particular year
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	5
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Number of national events and/or forums on NQF, quality assurance and promotion involved in, within a particular year
Definition	Numerical quantity of events and/or forums on NQF, quality assurance and promotion that the CHE takes part in
Source of data	Records of the national events and/or forums
Method of calculation or assessment	Enumeration of the number of the national events or forums
Means of verification	Checking availability of the records in electronic or hardcopy files
Assumptions	National events and/or forums are planned, organised and held within a particular year
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	5
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Number of regional and/or international events and/or forums on qualifications framework, quality assurance and promotion involved in, within a particular financial year
Definition	Numerical quantity of regional and/or international events and/or forums on qualification frameworks, quality assurance and promotion that the CHE takes part in
Source of data	Records of the regional and/or international events and/or forums
Method of calculation or assessment	Enumeration of the number of the regional and/or international events or forums
Means of verification	Checking availability of the records in electronic or hardcopy files
Assumptions	The CHE has the wherewithal to take part in the regional and/or international events and/or forums planned, organised and held within a particular year
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	1
Indicator responsibility	Director responsible for the Management of the HEQSF

e) Subprogramme: Quality Promotion and Capacity Development

Indicator Title	Number of quality forums and/or workshops organised, in a particular financial year
Definition	Numerical quantity of quality forums and/or workshops organised and held, within a particular financial year
Source of data	Records of the quality forums and/or workshops
Method of calculation or assessment	Enumeration of the number of the quality forums and/or events
Means of verification	Checking availability of the records in electronic or hardcopy files
Assumptions	Quality forums and/or workshops for public universities, private higher education institutions and professional bodies will be organised and convened
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	3
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Number of good practice guides produced, within a particular year
Definition	Numerical quantity of good practice guides produced, within a particular financial year
Source of data	Draft or published good practice guides
Method of calculation or assessment	Enumeration of the number of the good practice guides produced
Means of verification	Checking availability of the electronic or hardcopy forms of the good practice guides
Assumptions	The CHE identifies relevant themes or topic for good guides, and the necessary resources to develop the guides are available
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	1
Indicator responsibility	Director responsible for the Management of the HEQSF

Indicator Title	Number of capacity development interventions or initiatives coordinated, within a particular financial year
Definition	Numerical quantity of capacity development interventions or initiatives coordinated, within a particular financial year
Source of data	Records of the capacity development interventions or initiatives coordinated, within a particular financial year
Method of calculation or assessment	Enumeration of the number of the capacity development interventions or initiatives coordinated
Means of verification	Checking availability of records of the capacity development interventions or initiatives coordinated in electronic or hardcopy files
Assumptions	The CHE will have the resources to implement the capacity development interventions or initiatives, and keep records
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	5
Indicator responsibility	Director responsible for the Management of the HEQSF

## E2: Output Indicators for Programme 2: Quality Assurance

### a) Subprogramme: Accreditation

Indicator Title	Percentage of programme accreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, in a particular financial year
Definition	Number of programme accreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, as a percentage of all programme accreditation applications received within in a particular financial year
Source of data	Accreditation and HEQC records
Method of calculation or assessment	Number of programme accreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, divide by total number of all programme accreditation applications received within in a particular financial year, multiplied by 100
Means of verification	Checking accreditation and HEQC records
Assumptions	The accreditation and HEQC records are accurate and up-to-date
Disaggregation of beneficiaries	<ul style="list-style-type: none"> <li>• Private higher education institutions</li> <li>• Comprehensive universities</li> <li>• Traditional universities</li> <li>• Universities of Technology</li> </ul>
Spatial transformation	N/A
Calculation type	Ratio/proportion
Reporting cycle	Annual
Desired performance	85%
Indicator responsibility	Director: Programme Accreditation

Indicator Title	Percentage of programme reaccreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, in a particular financial year
Definition	Number of programme reaccreditation applications received that go through the accreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, as a percentage of all programme reaccreditation applications received within in a particular financial year
Source of data	Accreditation and HEQC records
Method of calculation or assessment	Number of programme reaccreditation applications received that go through the reaccreditation process and are presented to the HEQC within 8 months from the date of appointment of evaluators, divide by total number of all programme reaccreditation applications received within in a particular financial year, multiplied by 100
Means of verification	Checking accreditation and HEQC records
Assumptions	The accreditation and HEQC records are accurate and up-to-date
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Ratio/proportion
Reporting cycle	Annual
Desired performance	85%
Indicator responsibility	Director: Programme Accreditation

Indicator Title	Percentage of site visits undertaken whose reports are presented to the HEQC within 4 months from the date of receipt of reports from the site visit panels, in a particular financial year
Definition	Number of site visits undertaken and whose reports are presented to the HEQC within 4 months from the date of receipt of reports from the site visit panels, as a percentage of all site visits undertaken within a particular financial year
Source of data	Accreditation and HEQC records
Method of calculation or assessment	Number of site visits undertaken and whose reports are presented to the HEQC within 4 months from the date of receipt of reports from the site visit panels, divide by total number of all site visits undertaken within a particular financial year, multiplied by 100
Means of verification	Checking accreditation and HEQC records
Assumptions	The accreditation and HEQC records are accurate and up-to-date
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Ratio/proportion
Reporting cycle	Annual
Desired performance	95%
Indicator responsibility	Director: Programme Accreditation

Indicator Title	Completion of the following phases in the revision process: <ul style="list-style-type: none"> <li>▪ <b>Phase 1:</b> Prototype revised framework produced</li> <li>▪ <b>Phase 2:</b> Prototype revised framework piloted</li> <li>▪ <b>Phase 3:</b> Final and approved revised framework</li> <li>▪ <b>Phase 4:</b> Full scale implementation</li> </ul>
Definition	Assessment of the extent to which the different phases within the process of developing a revised framework is completed within the stipulated timelines
Source of data	Progress reports of the framework revision project
Method of calculation or assessment	Qualitative assessment of whether or not a phase has been completed within the respective stipulated timelines
Means of verification	Checking progress reports in electronic or hardcopy files
Assumptions	Project records including progress reports as captured and filed
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Qualitative
Reporting cycle	Annual
Desired performance	Each phase is completed in time
Indicator responsibility	Director: Programme Accreditation

## b) Subprogramme: Institutional Audits

Indicator Title	Percentage of higher education institutions that have the relevant personnel workshopped on the new framework for Institutional Audits, within a particular financial year
Definition	Number of higher education institutions that had their relevant personnel workshopped on the new framework for Institutional Audits, as a percentage of all higher education institutions
Source of data	Records of the Institutional Audits Directorate
Method of calculation or assessment	Number of higher education institutions that had their relevant personnel workshopped on the new framework for Institutional Audits, divided by the total number of higher education institutions, multiplied by 100
Means of verification	Checking the records of the Institutional Audits Directorate
Assumptions	All institutions would have their relevant personnel workshopped on the new framework for Institutional Audits
Disaggregation of beneficiaries	<ul style="list-style-type: none"> <li>• Private higher education institutions</li> <li>• Comprehensive universities</li> <li>• Traditional universities</li> <li>• Universities of Technology</li> </ul>
Spatial transformation	N/A
Calculation type	Ratio/proportion
Reporting cycle	Annual

Desired performance	100%
Indicator responsibility	Director: Institutional Audits

Indicator Title	Number of Institutional Audits initiated, within a particular financial year
Definition	Numerical quantity of institutional audits initiated within a particular financial year
Source of data	Records of the Institutional Audits Directorate
Method of calculation or assessment	Enumeration of the number of institutional audits initiated within the particular financial year
Means of verification	Checking the records of Institutional Audits Directorate
Assumptions	The records of the Institutional Audits Directorate are accurate and up-to-date
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	15
Indicator responsibility	Director: Institutional Audits

Indicator Title	Number of reports of completed Institutional Audit finalised and approved, within a particular financial year
Definition	Numerical quantity of reports of completed institutional audits finalised within a particular financial year
Source of data	Records of the Institutional Audits Directorate
Method of calculation or assessment	Enumeration of the number of reports of completed institutional audits finalised, within the particular financial year
Means of verification	Checking availability of the finalised reports in electronic and/or hardcopy files
Assumptions	Finalised reports would have been approved by the HEQC
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	10
Indicator responsibility	Director: Institutional Audits

### c) Subprogramme: National Reviews

Indicator Title	Number of National Reviews initiated, within a particular financial year
Definition	Numerical quantity of National Reviews initiated within a particular financial year
Source of data	Records of the National Standards and Reviews Directorate
Method of calculation or assessment	Enumeration of the number of institutional audits initiated within the particular financial year
Means of verification	Checking the records of National Standards and Reviews Directorate
Assumptions	The records of the National Standards and Reviews Directorate are accurate and up-to-date
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	1
Indicator responsibility	Director: National Standards and Reviews

Indicator Title	Percentage of completed National Reviews that have their reports finalised and approved, within a particular financial year
Definition	Number of completed National Reviews that have their reports finalised and approved, as a percentage of all National Reviews completed with a particular financial year

Source of data	Information on National Reviews' reports
Method of calculation or assessment	Number of completed National Reviews that have their reports finalised and approved, divide by the total number of National Reviews completed with a particular financial year, multiplied by 100
Means of verification	Checking approved finalised and approved reports in electronic or hardcopy files
Assumptions	Approved National Reviews reports are filed electronically and in hardcopy files
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Ratio/proportion
Reporting cycle	Annual
Desired performance	100%
Indicator responsibility	Director: National Standards and Reviews

Indicator Title	Number of national reports on the state of provision of the reviewed programmes or qualifications published, within a particular financial year
Definition	Numerical quantity of national reports on the state of provision of the reviewed programmes or qualifications published, within a particular financial year
Source of data	National Reviews process information or records
Method of calculation or assessment	Enumeration of national reports on the state of provision of the reviewed programmes or qualifications published
Means of verification	Checking published national reports on the state of provision of the reviewed programmes or qualifications documents in electronic or hardcopy files
Assumptions	Approved and published national reports on the state of provision of the reviewed programmes or qualifications document qualification standards documents are filed electronically and in hardcopy files
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	1
Indicator responsibility	Director: National Standards and Reviews

#### d) Subprogramme: Development of the Integrated Quality Assurance Framework

Indicator Title	Number of stakeholder engagement meetings or forums held, within a particular financial year
Definition	Numerical quantity of stakeholder engagement meetings or forums held, within a particular financial year
Source of data	IQAF Project records
Method of calculation or assessment	Enumeration of the number of stakeholder engagement meetings or forums held
Means of verification	Checking IQAF Project records
Assumptions	IQAF Project records are correct and up-to-date
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	10
Indicator responsibility	IQAF Project Manager

Indicator Title	Completion of the development of the integrated quality assurance framework, within a particular year
Definition	Assessment of progress made towards the completion of the process of developing the integrated quality assurance framework
Source of data	IQAF Project records and progress reports
Method of calculation or assessment	Qualitative assessment

Means of verification	Using the progress reports to assess the progress made in the process of developing the integrated quality assurance framework against the project timelines
Assumptions	The project will progress according to plan, and will be completed within the timelines on the project plan
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Qualitative
Reporting cycle	Annual
Desired performance	Framework finalised and approved by the end of the 2020/21 financial year
Indicator responsibility	IQAF Project Manager

Indicator Title	Finalised and approved report and plan of action on the capacity development needs of higher education institutions
Definition	Assessment of progress made towards the report and plan of action on the capacity development needs of institutions, finalised and approved
Source of data	IQAF Project records, progress reports and HEQC records
Method of calculation or assessment	Qualitative assessment
Means of verification	Using the progress reports to assess the progress made in the process of having the report and plan of action on the capacity development needs of institutions finalised and approved
Assumptions	The project will progress according to plan, and will be completed within the timelines on the project plan
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Qualitative
Reporting cycle	Annual
Desired performance	Report and plan of action on capacity development needs of institutions to be finalised and approved by the end of the 2021/22 financial year
Indicator responsibility	IQAF Project Manager

### E3: Output Indicators for Programme 3: Research, Monitoring and Advice

#### a) Subprogramme: Research

Indicator Title	Number of research reports produced, within each financial year
Definition	Numerical quantity of research reports produced in a year
Source of data	Electronic files and/or hardcopies of the research reports
Method of calculation or assessment	Enumeration of research reports produced
Means of verification	Check availability of reports in electronic files or hardcopies
Assumptions	Each research project will lead to the production of a report
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	3
Indicator responsibility	Director: Research, Monitoring and Advice

Indicator Title	Number of conferences, colloquia, seminars, or symposia organised, within each financial year
Definition	Events that provide platforms for intellectual discourses on topical issues
Source of data	Records of events in electronic or hardcopy formats
Method of calculation or assessment	Enumeration of events
Means of verification	Check availability of reports in electronic files or hardcopies
Assumptions	These events compliment and enrich research processes
Disaggregation of beneficiaries	Internal and external stakeholders

Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	2
Indicator responsibility	Director: Research, Monitoring and Advice

Indicator Title	Number of journals/journal articles or books/book chapters published, within each financial year
Definition	Scholarly publications in journals and/or books
Source of data	Electronic and hardcopy publications of journals and books
Method of calculation or assessment	Enumeration of scholarly publications produced
Means of verification	Check availability of publications in electronic files or hardcopies
Assumptions	Scholarly publications signify high quality of research outputs
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	2
Indicator responsibility	Director: Research, Monitoring and Advice

Indicator Title	Number of policy briefs or Briefly Speaking articles produced, within each financial year
Definition	Research findings synthesised and packaged in ways that make them more accessible and useful to policy makers, implementers or analysts
Source of data	Electronic and hardcopy policy briefs of BrieflySpeaking articles produced
Method of calculation or assessment	Enumeration of policy briefs and BrieflySpeaking articles produced
Means of verification	Check availability of publications in electronic files or hardcopies
Assumptions	Policy briefs promote uptake of the findings of research and monitoring by policy makers and implementers
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	4
Indicator responsibility	Director: Research, Monitoring and Advice

## b) Subprogramme: Monitoring

Indicator Title	Number of Higher Education Monitors or Reviews produced, within each financial year
Definition	An output of monitoring that presents trends and patterns of the phenomena being monitored
Source of data	Electronic and hardcopies of the Higher Education Monitor or Reviews
Method of calculation or assessment	Enumeration of Higher Education Monitors or Reviews produced
Means of verification	Check availability of the Higher Education Monitor in electronic files or hardcopies
Assumptions	Higher Education Monitors and/or Reviews are important resource material for planning higher education, and for developing and implementing higher education policies
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	1
Indicator responsibility	Director: Research, Monitoring and Advice

Indicator Title	Number of <i>VitalStats</i> produced, within each financial year
Definition	A resource book on numerical trends on some key indicators of public higher education
Source of data	Electronic and hardcopies of the <i>VitalStats</i>
Method of calculation or assessment	Enumeration of <i>VitalStats</i> produced
Means of verification	Check availability of the <i>VitalStats</i> resource book in electronic files or hardcopies
Assumptions	<i>VitalStats</i> presents data that assist in detecting and discerning trends on some key indicators of public higher education
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	1
Indicator responsibility	Director: Research, Monitoring and Advice

Indicator Title	Number of institutional profiles produced, within each financial year
Definition	Information and data about institutions packaged to characterise the institutions
Source of data	HEMIS, HEQCIS, Institutional Annual Reports
Method of calculation or assessment	Enumeration of institutional profiles produced
Means of verification	Check availability of the institutional profiles in electronic files or hardcopies
Assumptions	Institutional profiles are one of the information sources that contribute to decisions on accreditation and national reviews, and also provide baseline for institutional audits
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	10
Indicator responsibility	Director: Research, Monitoring and Advice

### c) Subprogramme: Advice

Indicator Title	Percentage of requests for advice responded to with submission of advice, within each financial
Definition	Pieces of formal advice submitted to the Minister in response to requests for the same
Source of data	Electronic files and hardcopies of advice submitted
Method of calculation or assessment	Number of pieces of responsive advice produced divided by number of requests for advice received, multiplied by 100
Means of verification	Check availability of the pieces of advice in electronic files or hardcopies
Assumptions	Pieces of responsive advice submitted are an important resource for charting the policy direction on higher education in the country
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	100%
Indicator responsibility	Director: Research, Monitoring and Advice

Indicator Title	Number of pieces of proactive advice produced and submitted, within each financial year
Definition	Pieces of formal advice submitted to the Minister on CHE's own accord without being requested
Source of data	Electronic files and hardcopies of advice submitted
Method of calculation or assessment	Enumeration of pieces of proactive advice produced and submitted to the Minister
Means of verification	Check availability of the pieces of advice in electronic files or hardcopies

Assumptions	Pieces of proactive advice submitted are an important resource for charting the policy direction on higher education in the country
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annually
Desired performance	3
Indicator responsibility	Director: Research, Monitoring and Advice

## E4: Output Indicators for Programme 4: Corporate

### a) Subprogramme: Governance

Indicator Title	Number of ICT policies, frameworks, guidelines and procedures developed or reviewed, within particular financial year
Definition	To ensure that policies, frameworks, guidelines and standard operating procedures are developed or reviewed to provide mechanisms that are used to ensure good governance of an organisation, as well as compliance and risk management.
Source of data	Approved reviewed or developed ICT policies, procedures, frameworks, guidelines, procedures and processes
Method of calculation or assessment	Number count. 7 reviewed or developed ICT policies, procedures, frameworks, guidelines and processes
Means of verification	Check availability of the policies, procedures, frameworks and guidelines
Assumptions	
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Cumulative
Reporting cycle	Quarterly
Desired performance	The necessary ICT policies, procedures, frameworks, guidelines, procedures and processes are developed or reviewed
Indicator responsibility	Director: Corporate Services

Indicator Title	Number of Human Resources policies, framework, guidelines and procedures developed or reviewed, within a particular financial year
Definition	To ensure that policies, frameworks, guidelines and standard operating procedures are developed or reviewed to provide mechanisms that are used to ensure good governance of an organisation, as well as compliance and risk management.
Source of data	Approved reviewed or developed Human Resources policies, procedures, frameworks, guidelines, procedures and processes
Method of calculation or assessment	Number count. 7 reviewed or developed Human Resources policies, procedures, frameworks, guidelines, procedures and processes
Means of verification	
Assumptions	
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Cumulative
Reporting cycle	Quarterly
Desired performance	The necessary Human Resources policies, procedures, frameworks, guidelines, procedures and processes are developed or reviewed
Indicator responsibility	Director: Corporate Services

Indicator Title	Number of financial management and supply chain management policies, framework, guidelines and procedures developed or reviewed, within a particular financial year
Definition	To ensure that policies, frameworks, guidelines and standard operating procedures are developed or reviewed to provide mechanisms that are used to ensure good governance of an organisation, as well as compliance and risk management.
Source of data	Approved reviewed or developed financial management and supply chain management policies, procedures, frameworks, guidelines, procedures and processes
Method of calculation or assessment	Number count. 8 reviewed or developed financial management and supply chain management policies, procedures, frameworks, guidelines, procedures and processes
Means of verification	
Assumptions	
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Cumulative
Reporting cycle	Quarterly
Desired performance	The necessary financial management and supply chain management policies, procedures, frameworks, guidelines, procedures and processes are developed or reviewed
Indicator responsibility	Chief Financial Officer

Indicator Title	Number of scheduled governance meetings organised and held, within a particular financial year
Definition	To ensure that governance structures meet to provide an oversight role to ensure that the CHE delivers on its mandate, achieves its organisational goals and meets the needs of the stakeholders.
Source of data	Meeting agendas and document packs, minutes and attendance registers
Method of calculation or assessment	Number count. 22 planned governance meetings held
Means of verification	
Assumptions	The data is about whether or not meetings take place. It does not indicate anything about outcomes or impacts of the meetings.
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Cumulative
Reporting cycle	Quarterly
Desired performance	All planned governance meetings should take place
Indicator responsibility	Chief Executive Officer

#### b) Subprogramme: Corporate Services

Indicator Title	Number of reports for the different phases in the development of the integrated online CHE information management system submitted, within a particular financial year
Definition	Implementation of Phase 1 of the integrated online CHE management information system in order to provide leading -edge integrated ICT online system in line with the Integrated Quality Assurance Framework (IQAF).
Source of data	Project Implementation Plan and evidence of actual implemented activities for Phase 1 of the project
Method of calculation or assessment	Number count. 1 Report on the implementation of Phase 1 of the project.
Means of verification	
Assumptions	The necessary requirements, such as funds to procure hardware and software, and the technical capacity to install and manage the system, is available
Disaggregation of beneficiaries	N/A

Spatial transformation	N/A
Calculation type	Non-cumulative
Reporting cycle	Annually
Desired performance	Phase 1 of the integrated online CHE management information system is completed.
Indicator responsibility	Director: Corporate Services

Indicator Title	Number of staff training interventions offered, within each particular financial year
Definition	To offer staff training interventions each year in order to provide an enabling and nurturing human resources management environment through training and development, of skills and talent pipeline that addresses the CHE's capacity priorities.
Source of data	Staff Training Interventions Reports.
Method of calculation or assessment	Number count. 50 staff training interventions offered in 2020/21
Means of verification	
Assumptions	The necessary requirements, such as funds to procure hardware and software, and the technical capacity to install and manage the system, is available
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Cumulative
Reporting cycle	Quarterly
Desired performance	All planned staff training interventions achieved.
Indicator responsibility	Director: Corporate Services

Indicator Title	Percentage of approved posts on the organisational structure that have incumbents throughout a particular financial year
Definition	To ensure that approved posts on the organisational structure are filled throughout each financial year in order to retain the necessary capabilities.
Source of data	Employee turnover reports.
Method of calculation or assessment	$\frac{\text{Number of positions with incumbents}}{\text{Number of approved positions on the organisational structure}} \times 100$
Means of verification	
Assumptions	Staff retention rate shows the organisation's ability to retain its capacity and ensure stability.
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Non-cumulative
Reporting cycle	Quarterly
Desired performance	All funded vacant posts should be filled, and staff retention increase significantly
Indicator responsibility	Director: Corporate Services

### c) Subprogramme: Finance and Supply Chain

Indicator Title	Average percentage of eligible suppliers paid within 30 days from the dates of receipt of their invoices, within a particular financial year
Definition	To pay suppliers within 30 days to provide a good indication of how well an organisation's finances, supply chain management processes are managed in an efficient and effective way in order to comply with the National Treasury prescripts.
Source of data	Payment reports from Pastel finance system.

Method of calculation or assessment	<p>Monthly average number of days for paying all eligible suppliers (100%) is calculated as follows:</p> $\frac{\text{Total number of days taken to pay invoices in a month}}{\text{Total number of invoices paid in a month}}$ <p>Therefore, the average percentage of eligible suppliers paid within 30 days is calculated as follows:</p> $\frac{\text{Monthly average number of days taken to pay invoices in a month}}{\text{Total number of eligible suppliers paid in a month}} \times 100$
Means of verification	
Assumptions	The accuracy of the reports will depend on the reliability of the suppliers and the correct capturing of invoices on the Pastel finance system.
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Cumulative
Reporting cycle	Quarterly
Desired performance	All eligible suppliers should be paid within 30 days.
Indicator responsibility	Chief Financial Officer

Indicator Title	Number of approved expenditure reports submitted to DHET by the compliance date, within a particular financial year
Definition	To ensure that Quarterly expenditure reports are monitored and submitted to the relevant authorities by the compliance date
Source of data	Expenditure report from Pastel Finance System and the agendas of the relevant governance committees as well as the report approved report submitted to DHET
Method of calculation or assessment	Number count. 4 approved Quarterly Expenditure Reports
Means of verification	
Assumptions	The accuracy of the expenditure reports will depend on the reliability of all suppliers' payments captured on the Pastel finance system.
Disaggregation of beneficiaries	N/A
Spatial transformation	N/A
Calculation type	Cumulative
Reporting cycle	Quarterly
Desired performance	Accurate expenditure reports be submitted to the relevant authorities by the compliance date
Indicator responsibility	Chief Financial Officer

#### d) Subprogramme: Communications and Stakeholder Relations

Indicator Title	Number of staff events organised and held, within a financial year
Definition	Events exclusively organised for internal staff, these can be staff meetings, workshops or seminars.
Source of data	Electronic files and/or hardcopies of the programme and attendance register.
Method of calculation or assessment	Enumeration of staff events hosted.
Means of verification	Check availability of the programme and attendance registers in electronic files or hardcopies.
Assumptions	Each staff event will have a programme and attendance register.
Disaggregation of beneficiaries	Female and male staff members
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	10
Indicator responsibility	Communications and Stakeholder Relations

Indicator Title	Average percentage of staff who visit the intranet and engage with the content, within a particular financial year
Definition	Percentage of CHE internal staff members who have exclusive use of the intranet specifically designed for internal communication.
Source of data	Online user statistics automatically generated
Method of calculation or assessment	Total number of intranet visitors divided by the total number of CHE staff members multiplied by 100 which gives the total percentage of visitors.
Means of verification	Check availability of the intranet visitors' electronic files or printed hardcopies.
Assumptions	Each staff member who visits the intranet will be automatically recorded as part visitor statistics.
Disaggregation of beneficiaries	Internal staff.
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	75%
Indicator responsibility	Communications and Stakeholder Relations

Indicator Title	Number of staff communiques announcements released in a financial year.
Definition	Numerical quantity of the number communiques announcements released in a year.
Source of data	Electronic files and/or hardcopies of the communique's announcements.
Method of calculation or assessment	Enumeration of communiques announcements produced.
Means of verification	Check availability of the electronic files or hard copies.
Assumptions	Each communique announcement will be published.
Disaggregation of beneficiaries	Internal staff
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	100
Indicator responsibility	Communications and Stakeholder Relations

Indicator Title	Media releases and other information resources shared or distributed externally in a financial year
Definition	Numerical quantity of media releases and other information resources shared externally in a year.
Source of data	Electronic files and/or hardcopies of the media releases and other information resources shared or distributed externally.
Method of calculation or assessment	Enumeration of the media releases and other information resources shared or distributed externally.
Means of verification	Check availability of the electronic files or hard copies.
Assumptions	Each media release and other information resources shared or distributed externally will be published.
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	50
Indicator responsibility	Communications and Stakeholder Relations

Indicator Title	Percentage increase of users who visit the CHE website
Definition	Numerical percentage increase of the CHE website users
Source of data	Electronic files and/or hardcopies of the website statistics.

Method of calculation or assessment	New users minus base (old users) divide by base (old users) multiplied by 100.
Means of verification	Check availability of the electronic files or hard copies of website statistics abstained from CHE Google Analytics account.
Assumptions	Google analytics records each user who visits the CHE website on daily basis.
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	20%
Indicator responsibility	Communications and Stakeholder Relations

Indicator Title	Number of stakeholder (local) events and forums in a financial year.
Definition	Numerical quantity of local stakeholder events and forums hosted in a financial year.
Source of data	Electronic files and/or hardcopies of the programmes and attendance registers.
Method of calculation or assessment	Enumeration of events hosted.
Means of verification	Check availability of the electronic files or hard copies of programmes and attendance registers.
Assumptions	Each local stakeholder event hosted will lead to an attendance register.
Disaggregation of beneficiaries	Internal and external stakeholders.
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	12
Indicator responsibility	Communications and Stakeholder Relations

Indicator Title	Number of stakeholder (international) per financial year
Definition	Numerical quantity of international stakeholder events and forums hosted in a financial year.
Source of data	Electronic files and/or hardcopies of the programmes and attendance registers.
Method of calculation or assessment	Enumeration of events hosted.
Means of verification	Check availability of the electronic files or hard copies of programmes and attendance registers.
Assumptions	Each local stakeholder event hosted will lead to an attendance register.
Disaggregation of beneficiaries	Internal and external stakeholders
Spatial transformation	N/A
Calculation type	Arithmetic
Reporting cycle	Annual
Desired performance	10
Indicator responsibility	Communications and Stakeholder Relations

## **PART F: Annexures to the Annual Performance Plan**

No Annexures to the Annual Performance Plan.