

## **Regulations on Internal Quality Assurance and Improvement**

Pursuant to Article 31 of the Statute of the University of Applied Sciences Velika Gorica dated 17 March 2023, the University Council of the University of Applied Sciences Velika Gorica, at its 3rd session in the 2023/2024 academic year held on 21 December 2023, adopted the following

## **REGULATIONS ON INTERNAL QUALITY ASSURANCE AND IMPROVEMENT**

### **I. GENERAL PROVISIONS**

#### **Article 1.**

- (1) These Regulations govern in more detail the structure, operation, and evaluation areas of the system for internal quality assurance and improvement at the University of Applied Sciences Velika Gorica (hereinafter: the University).
- (2) Terms used in these Regulations that have a gendered form, regardless of whether they are used in the masculine or feminine form, apply equally to both genders.

#### **Article 2.**

- (1) The goal of quality assurance at the University is the continuous assurance and improvement of the quality of work at the University, the teaching process, scientific and professional work of teachers and associates, the student standard, the professional work of employees in expert services at the University, and monitoring the quality of study programs and studying at the University, in accordance with European and international quality assurance standards in the field of higher education and scientific activity.
- (2) Quality assurance at the University is implemented through a system of internal quality assurance and improvement and a system of external quality evaluation.

#### **Article 3.**

- (1) The structure and operational standards of the system for quality assurance and improvement are subject to the criteria, principles, and standards for evaluating the effectiveness of the University and its study programs
- (2) The evaluation system takes into account the specificities of individual scientific fields and higher education.

#### **Article 4.**

- (1) A quality culture is built into all aspects of operations and through all normative and strategic acts of the University.
- (2) All stakeholders of the University are considered internal users of the University's quality assurance and improvement system.

## **II. AREAS OF EVALUATION IN THE QUALITY ASSURANCE AND IMPROVEMENT SYSTEM**

### **Article 5.**

The internal quality assurance and improvement system at the University includes:

- Monitoring the implementation of the development strategy
- Implementing procedures for internal quality assurance and improvement
- Monitoring and improving the quality of study programs
- Monitoring and improving learning, teaching, and assessment methods in study programs
- Monitoring and improving the achievement of students' learning outcomes
- Monitoring and improving the scientific or professional productivity of teaching staff
- Monitoring and improving the professional work of teaching staff
- Monitoring and improving the work of administrative and support staff
- Monitoring and improving other activities performed by the higher education institution.

## **III. ORGANIZATION AND OPERATION**

### **Article 6.**

The bodies and organizational units responsible for quality assurance and improvement at the University are:

- (1) The University Council
- (2) The Quality Assurance Unit
- (3) The Quality Assurance and Improvement Committee
- (4) The Internal Audit Committee

### **THE UNIVERSITY COUNCIL**

### **Article 7.**

The University Council manages the quality assurance system at the University in accordance with the powers established by the Statute and other general acts.

### **Article 8.**

- (1) In the field of quality assurance and improvement, the University Council adopts decisions regarding:
  - adoption of the development strategy, quality manual, and procedures for quality assurance in all areas of the University's activities,
  - measures and activities within the quality assurance and improvement system, especially those related to:
    - Adoption of periodic plans and reports from the Quality Assurance Unit,
    - Reports from the Quality Assurance and Improvement Committee, Internal Audit Committee, and external evaluators,

- Approval, periodic evaluation, and amendments of study programs and lifelong learning programs.
- (2) The University Council also adopts other decisions related to quality assurance and improvement in accordance with its powers defined by the Statute and other general acts.

#### QUALITY ASSURANCE UNIT

##### Article 9.

- (1) The Quality Assurance Unit is established to implement the internal quality assurance and improvement system at the University.
- (2) The responsibilities and scope of the Quality Assurance Unit are further defined by the Regulations on the Internal Structure and Job Classification of the University.

#### THE QUALITY ASSURANCE AND IMPROVEMENT COMMITTEE

##### Article 10.

The Quality Assurance and Improvement Committee is an advisory, operational, and professional body of the University in the field of quality assurance and improvement, established by decision of the University Council.

##### Article 11.

The Committee consists of nine (9) members:

- A representative of the University's governing body
- Two student representatives nominated by the Student Council
- Three members of teaching staff nominated by the Dean
- One non-teaching staff member nominated by the Dean
- One external stakeholder nominated by the Dean
- The Head of the Quality Assurance Unit is an ex officio member of the Committee

##### Article 12.

- (1) The Chair of the Committee is appointed by the Dean from among quality assurance staff.
- (2) The Vice Chair is elected by the Committee members from among themselves by a majority vote.

##### Article 13.

- (1) The Committee, as part of the University's quality assurance system and in coordination with other advisory and expert bodies, participates in the development and analysis of

evaluation processes, internal mechanisms for quality assurance and improvement, and in that regard:

- encourages continuous discussions on quality and promotes a quality culture at the University and in the wider academic and public community
- proposes quality assurance activity plans and system improvement mechanisms to the University Council and encourages innovation and development to enhance quality
- monitors and analyzes periodic internal evaluations and other quality assurance and improvement procedures and reports to the University Council during thematic sessions
- proposes to the Dean and University Council the procedures and measures for improving the current state.

(2) The Committee participates in the development of evaluation procedures and the internal mechanisms for ensuring and improving the quality system of the University of Applied Sciences by implementing the following::

- Quality indicators
- Monitoring of the teaching process (e.g., surveys)
- Analysis of teacher competencies and proposals for professional development
- Teaching process improvement procedures
- Evaluation of general and specific competencies achieved through study programs
- Definitions and applications of criteria, standards, and procedures for quality system monitoring.

(3) The Committee also carries out other tasks determined by general University acts and University Council decisions.

(4) The Committee submits an annual report on its work to the Dean and University Council.

(5) The administrative and technical support for the Committee is provided by the Quality Assurance Unit.

#### Article 14.

(1) Committee members, in fulfilling their duties and responsibilities defined by Committee decisions, have the right to:

- Access materials, documents, data, and information required for their tasks
- Propose and implement necessary activities for task completion.

(2) Committee members must comply with all general acts of the University and maintain confidentiality of all privileged information.

#### Article 15.

(1) Other invited persons may participate in Committee meetings but without voting rights.

(2) The term of office for Committee members is two (2) years, with the possibility of reappointment.

(3) A member may be dismissed before the end of the term if:

- They request dismissal
- They cease to perform the duties or roles on which their appointment was based, or their student status expires
- They fail to fulfill their Committee duties

- They violate decisions or breach relevant ethical codes.

(4) In case of dismissal, a new member is proposed according to Article 11 and appointed according to Article 10 of these Regulations, for the remainder of the current Committee's term.

#### INTERNAL AUDIT COMMITTEE

##### Article 16.

- (1) The Internal Audit Committee is an independent body of the University in the field of quality assurance and improvement, appointed by decision of the Dean.
- (2) Members of the Internal Audit Committee may not simultaneously be members of the Quality Assurance Committee.

##### Article 17.

The Internal Audit Committee consists of at least five (5) members:

- One student member nominated by the Student Council
- Two teaching staff members nominated by the University Council
- One non-teaching staff member nominated by the University Council
- One external stakeholder nominated by the Dean.

##### Article 18.

- (1) The Internal Audit Committee coordinates all activities related to internal auditing of the University's quality assurance system.
- (2) The Committee conducts an internal quality audit at least once every two years. The audit consists of four phases:
  - Planning
  - Audit proper
  - Reporting
  - Follow-up.
- (3) The internal audit is conducted in accordance with national, European, and international standards.
- (4) The Committee performs other tasks as outlined in the Statute, general acts of the University, and decisions of the University Council.

##### Article 19.

- (1) Committee members, in fulfilling their duties and responsibilities defined by Committee decisions, have the right to:
  - Access materials, documents, data, and information required for their tasks
  - Propose and implement necessary activities for task completion.
- (2) Members must comply with all general acts of the University and treat all accessed information as confidential.

Article 20.

- (1) Other invited persons may participate in the Committee's work but without voting rights.
- (2) The term of office for members of the Internal Audit Committee is two (2) years, with the possibility of reappointment.
- (3) A member may be dismissed before the end of the term if:
  - They request dismissal
  - They cease to perform the duties or roles on which their appointment was based, or their student status expires
  - They fail to fulfill their Committee duties
  - They violate decisions or breach relevant ethical codes.
- (4) In case of dismissal, a new member is proposed according to Article 17 and appointed according to Article 16 of these Regulations, for the remainder of the current Committee's term.

**IV. TRANSITIONAL AND FINAL PROVISIONS**

Article 21.

Any matters not regulated by these Regulations shall be governed by the provisions of the Act on Quality Assurance in Higher Education and Science, the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), as well as the provisions of the University's Statute and other general acts.

Article 22.

- (1) Upon the entry into force of these Regulations, the previous Regulations on Quality Assurance dated 25 June 2021 shall cease to be valid.
- (2) These Regulations shall enter into force on the eighth day following their publication on the University's notice board and website.

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In Velika Gorica, 21 December 2023.

Dean

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