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## Quality Assurance Policy

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## Article 1. General Provisions

1. This document establishes the quality assurance standards of the European University (hereinafter - the university) and its guiding principles;
2. The purpose of the document is to:
  - a) create unified policy, guiding standards at the university in order to support elaboration of student-oriented educational programs, planning of processes, evaluation and continuous development.
  - b) create and continuously improve the internal quality system, to analyze the feedback from the external actors and support the external evaluation.

## Article 2. Quality assurance policy

In order to achieve the goals set by the mission, the university ensures the following:

1. Elaboration, implementation and evaluation of the internal quality policy, rules and procedures. Engagement of all stakeholders in these processes, including students, academic and invited staff, alumni, employers, administrative and support staff. Engagement ensures publicity of the university processes, their efficiency and focus on the results.
2. Elaboration, establishment and continuous improvement internal standards for human, information and material resources, which envisages policy and rules for determining and supporting the teaching resources and information technology infrastructure and human resources. The policy in terms of human resources envisages elaboration of valid and transparent criteria for staff selection.
3. The processes of evaluation of educational activities and resources and elaboration, planning and continuous improvement of the rules, which envisage engagement of all stakeholders in the process, identification of necessary resources for further development based on the analysis of obtained information. These



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procedures ensure constant development of the university based on continuous evaluation of the university activities and resources;

4. Elaboration, introduction and continuous improvement of financial and budgeting policies and procedures, which aims to ensure successful functioning and development of the university during the ongoing period as well as in perspective and at the same time to support enhancement of the university's competitiveness by developing effective management mechanisms for financial, production and labor resources.

5. Usage of external evaluation for quality assurance on local legislative level (authorization and accreditation) as well as on international level (international authorization / accreditation, invitation of foreign experts and so on) in order to evaluate effectiveness of internal quality and set new perspectives and ensure continuous process of quality assurance that does not end with receiving an external feedback, report or further processes ongoing with the university. The institution ensure to consider the evaluation received as a result of final external quality evaluation process in order to prepare for the next process of external evaluation assurance.

6. Elaboration and introduction of transparent evaluation system for the activities of academic, invited, administrative and support staff, also usage of evaluation results for further development which ensures direction of processes with high quality staff. Goal of staff evaluation is to identify the needs for professional development of employees and to increase their motivation. The university ensures support for professional development of human resources (organizing trainings, certification, supporting to participate in conferences and seminars).

7. Continuous development of evaluation system for student academic performance. Evaluation considers analysis of students academic performance, elimination of shortcomings detected in the process, which ensures further improvement of academic process and better achievement of the learning outcomes.

8. Elaboration, introduction and continuous improvement of rules for evaluation and improvement of the educational programs and engagement of all stakeholders in the process of implementation and evaluation including students, academic and invited staff, also external stakeholders, alumni,



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employers and so on. The evaluation facilitates continuous improvement of the programs, considers the needs of students and society. Ensures publicity of any activity planned or implemented as a result of the process and accessibility for all relevant parties.

9. Elaboration, introduction and continuous improvement of wide range of student support services and resources. This considers material resources (library, academic resources and information technology infrastructure), as well human support by consultants and other advisers. Within internal quality assurance, ensures engagement of stakeholders in the evaluation process of resources, uses the evaluation results for further improvement. Ensures accessibility of information for all stakeholders. Role of administrative and support services staff is the most important in provision of support services. Therefore, the university focuses on their qualifications.

10. Elaboration, introduction and continuous improvement of the contingent planning procedures, which are based on evaluation of resources and target benchmarks.

11. Elaboration, introduction and continuous improvement of transparent and fair procedures for research funding in order to support creation of significant research papers on national and international level; introduction of evaluation system for research activity, trust building in the persons engaged in scientific activities;

12. Assurance of academic freedom;

13. Not allowing discrimination based on academic, religious or ethnic affiliation or/and views, gender, social status or other attributes. Shares principles of academic good faith.

### Article 3. Persons responsible for quality assurance

1. Quality management is a part of daily activities of the European University and it is responsibility of all persons involved in the process.



2. Quality of university activities derives from the competence of members of the university community, from their responsibilities and ethical behavior.
3. The university structure ensures fulfillment of the university mission and strategic directions.

### Article 4. Factors determining the quality of teaching-learning and scientific activities at the university

1. The university mission and strategy - the mission that is relevant and corresponds to the university's activities and its spirit, rational and clearly formulated strategies.
2. The university regulations - description of all structural units activities and regulatory rule for all the activities, which supports effective management.
3. Design, content and implementation of an educational program - proper procedures for elaboration of program, making changes and updates of the program, provide programs with properly qualified staff.
4. Student-oriented academic process - creation of rational academic base for students, transparent and relevant evaluation system, student research.
5. Engagement of students in the extracurricular activities - supporting students research activities, their engagement in the certification programs, internship etc.
6. Academic performance of students, evaluation and granting an academic degree - transparent evaluation system, analysis of academic performance, mechanisms for improvement of the learning outcomes.
7. Research implemented within the university - creating the resources, transparent system for funding the academic staff researches.
8. Students Services - foreign student services, supporting career planning via consultation and offering vacancies, offering sports and cultural activities.

## Article 5. Quality assurance procedures

1. For the purposes of quality assurance the university creates

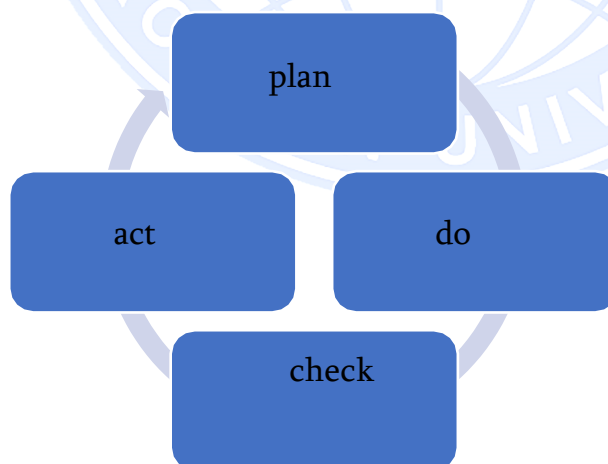


2. Elaborated quality assurance mechanisms ensure continuous evaluation and development of the university activities and resources in order to maintain and improve quality.

3. Documents altogether outline the university's obligation on quality assurance and continuous improvement. It demonstrates policy and procedures of main processes, ensures holistic and integrated vision of the quality management of the university activities.

4. Documentation used within the quality assurance is accessible for all stakeholders and widely used by the university community.

5. The quality assurance system operates according to the principle of „plan–do–check–act” cycle (PDCA) :







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- a) Plan:** The quality assurance process starts from planning the evaluation and response processes, which means planning the necessary steps for evaluation process and response on the obtained results;
- b) Do:** Implementation of the planned evaluation processes, which implies detection of existing noteworthy issues and areas for improvement; Response on the obtained results which implies taking steps in order to improve the results and implementation of necessary changes;
- c) Check** Observing the results of the implemented changes, evaluating the results obtained as a result of changes, therefore, evaluating the implemented processes, responsive measures and means i.e. mechanisms used during the process;
- d) Act:** Implementation of necessary changes based on the evaluation results (review the documents on the used mechanisms or implemented actions, evaluation tools and so on, update and approve if it necessary in order to improve the process).
6. In order to ensure continuous enhancement of the quality, it is necessary to:
- a) identify the noteworthy issues and areas for improvement and respond, which implies evaluation and analysis, elaboration of recommendations and monitoring of the response.
  - b) assessing opportunities for improvement;
  - c) evaluate efficiency of the quality management system.

### Article 6. The University Mechanisms For Quality Assurance

1. Internal evaluation - internal evaluation of various structural units of the university, response to the evaluation results in order to improve obtained results.
2. External evaluation - evaluations received during the authorization and accreditation process (LEPL - National Center for Educational Quality Enhancement); evaluation from international authorization and accreditation institutions; evaluation of the field experts invited in order to evaluate the institution as well as the program, response to the evaluation results in order to improve obtained results.