

Based on Articles 21, 33 and 36 of the Statute of the University of Zagreb and in accordance with Paragraphs 5 and 6 of Article 18 of the Law on Quality Assurance in Science and Higher Education (NN, 45/09), the Senate of the University of Zagreb at its session held on the 18th of January 2011 has adopted

REGULATIONS ON THE QUALITY ASSURANCE SYSTEM AT THE UNIVERSITY OF ZAGREB

I: GENERAL PROVISIONS

Article 1

These Regulations regulate the aim, purpose, areas to be evaluated and the establishment of the system of quality assurance at the University of Zagreb (hereafter: University).

Article 2

The aim of quality assurance is the building of mechanisms for advancement of quality and for achieving the highest level of quality in educational, scientific and artistic activities, and in professional and administrative operations at the University.

Article 3

(1) The purpose of the quality assurance system is to establish the principles, criteria and methods of quality assurance through adherence to the provisions of the Law on Quality Assurance in Science and Higher Education and the University Statute, and taking into consideration Standards and Guidelines for Quality Assurance in the European Higher Education Area.

(2) Within the system of quality assurance in higher education, specificities of different fields in science and the arts are taken into account.

Article 4

The basic procedures in the quality assurance system are:

- definition of mission and strategy of the quality assurance system
- definition of measurable goals within the defined mission and strategy
- formulation of the processes of implementation of the mission and strategy, and assurance of goal implementation
- measurement and analysis of achievements in relation to the defined goals
- undertaking of activities for correction or prevention of the situation
- definition of new goals.

Article 5

- (1) All internal and external stakeholders in the educational process, as well as in the scientific-research, artistic and professional work at the University participate in the establishment and development of the quality assurance system at the University and use the results of its work.
- (2) Internal stakeholders are students, teachers, teaching associates, as well as administrative, technical and auxiliary staff employed at the University and its constituent units.
- (3) External stakeholders are legal and physical persons associated with activities of the University (for example, other institutions of the educational system, business sector, local and state government, alumni).

II: AREAS OF QUALITY ASSURANCE

Article 6

The areas of internal quality assurance and improvement at the University are:

1. Rules on and procedures for assurance and improvement of the University quality system
2. Approval, supervision and periodic evaluation of study programmes
3. Evaluation and grading of student work
4. Study resources and student support
5. Assurance of quality of teachers
6. Scientific-research and artistic-research activities
7. Professional activities
8. Mobility and international cooperation
9. Resources for educational scientific-research, artistic and professional activities
10. Information system of the institution
11. Public information.

III: ORGANIZATION AND ACTIVITIES

Article 7

- (1) The system of quality assurance and improvement at the University is implemented by the following bodies:
 - Quality management board of the University (hereafter: Board)
 - advisory and professional bodies of the University in charge of quality assurance in the specific areas from Article 6 of these Regulations (Budget Committee, Doctoral Studies Committee, International Cooperation Committee, et al.)
 - Office of quality management of the University (hereafter: Office)
 - committees for quality management at the constituent units of the University (hereafter: Committees).
- (2) The bodies from Paragraph 1 of this Article cooperate mutually in the implementation of the procedures of quality assurance and improvement in all the spheres of the University's activities. Their work is coordinated by the Board, and the administrative support is provided by the Office.

Quality Management Board of the University of Zagreb

Article 8

The Board is an advisory body to the Senate and Rectors' Collegium, which, in coordination with other advisory and professional bodies of the University from Article 7, plans, analyzes and manages the procedures of evaluation of the entire system of science and research, and represents the University in the national network of quality assurance, which means that it carries out the following activities:

- proposes to the Rector and the Senate a strategy of quality assurance, as well as guidelines, criteria, standards and procedures of its realization and continuous improvement
- proposes to the Rector and the Senate a plan of activities in the field of quality assurance and stimulates innovation and development with the purpose of raising quality
- stimulates continuous discussion on quality and promotion of a culture of quality among the academic public and the non-academic public
- composes a handbook of the quality assurance system
- develops methods for researching different aspects of education quality from the point of view of internal and external stakeholders
- analyzes collected data
- presents the Rector, Field Councils and the Senate with proposal for improvement of the current situation
- carries out the preliminary assessment and evaluation of new study programmes as well as the procedure of evaluation of larger changes and additions to the existing study programmes, and on the basis of that, it makes recommendations on decisions to Field Councils and the Senate in accordance with the Regulations on the procedure of reviewing study programmes at undergraduate, graduate, integrated undergraduate and graduate, and vocational studies at the University of Zagreb
- analyzes the results of periodic internal review of study programmes and delivers a report to the Field Council and the Senate in accordance with Regulations on the procedure of reviewing study programmes at undergraduate, graduate, integrated undergraduate and graduate, and vocational studies at the University of Zagreb
- makes recommendations on evaluation of quality of teaching in the process of election and re-election to teaching, research-and-teaching and art-and-teaching ranks.

Article 9

(1) The composition of the Board and the election procedure of its members are determined by the University Statute. The members of the Board who have a research-and-teaching or art-and-teaching rank are elected in a procedure defined by Article 36, Paragraph 2 of the Statute.

(2) Members of the Board are elected to a four-year term.

Article 10

(1) The Board works in sessions. Representatives of other advisory and professional bodies of the University in charge of quality assurance in the specific areas from Article 6 of these Regulations participate in the sessions of the Board when issues falling under their responsibility are being discussed.

(2) The Board reports to the Senate at least once a year on the state of quality assurance at the University.

Article 11

The Board, in cooperation with the Rector and Deans of research-and-teaching and art-and-teaching constituent units, regulates the publicity of its activities and of the data on activities at the levels of individual constituent units and the entire University.

Office of Quality Management of the University of Zagreb

Article 12

(1) The Office is established within the framework of the Rectorate. Through the Office the University conducts administrative and technical affairs associated with the quality assurance system.

(2) The Office is the administrative centre of the University in the national network of quality assurance.

Article 13

(1) The task of the Office is application of quality standards at the University and provision of active support to the constituent units in quality improvement, as well as the creation of a network for quality assurance at the University and integration of the University into the national network for quality assurance and improvement.

(2) The Office serves as support to the Board in starting and coordinating initiatives, and in implementation of continuous assurance and improvement of quality.

(3) The Office organizes a systematic monitoring of the defined indicators of quality, especially through the following activities:

- it organizes continuous discussions of quality and of promotion of a culture of quality among the academic public and the non-academic public
- it collects information on quality from all stakeholders of the system, and especially feedback information from students
- it coordinates the conduct of polling of the stakeholders in the process
- it collects data on implementation of study programmes at the constituent units
- it processes collected data, organizes professional training of teachers, associate teachers, heads, managerial and administrative staff
- it provides administrative support to the Board in procedures of evaluation of new study programmes and in evaluation of larger changes and additions to existing study programmes, as well as in procedures of periodic internal evaluation
- it keeps a record of study programmes at the University.

Article 14

- (1) In discharging its tasks from Article 13 of these regulations the Office cooperates with all the bodies which are entrusted with quality assurance and improvement at the University from Article 7 of these Regulations.
- (2) The Office operates in accordance with the strategy of quality assurance and the plan of activities from Article 8 of these Regulations, following their adoption by the Senate.
- (3) The Office presents a report on its work to the Board and other competent bodies once a year.

Committees for Quality Management at the Constituent Units of the University

Article 15

- (1) Committees are established at all constituent units of the University.
- (2) The structure, appointment of members and mode of work of the committees are defined in greater detail by the general bylaw of the constituent unit of the University.

Article 16

The Committee of the constituent unit, in cooperation with the Board and other competent bodies of the University and the constituent unit, conducts and coordinates the procedures of evaluation and develops internal mechanisms of quality assurance and improvement at the constituent unit of the University with consent of the Faculty Council or Academy Council.

Article 17

- (1) The Committee of the constituent unit presents a proposal to the Council of the constituent unit on the plan of activities in the field of quality assurance, which is forwarded to the University Office upon adoption.
- (2) The Committee submits a report on its work to the Council of the constituent unit once a year.
- (3) A photocopy of the annual report, adopted by the Council of the constituent unit, is sent to the University Office.

Periodic evaluation of the quality assurance system of the University

Article 18

The quality assurance system of the University is subject to a periodic evaluation which is conducted by a body appointed by the rector.

IV: CONCLUDING PROVISIONS

Article 19

These Regulations go into effect on the eight day after their adoption, and will be published on the bulletin board and the web pages of the University and its constituent units.

18th January 2011

RECTOR
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