

# **REGULATIONS**

**on**

## **the Department for Quality Assurance in Higher Education**

**Approved by the Academic Council**

### **General Provisions**

The Department for Quality Assurance in Higher Education is a structural unit of Ferenc Rakoczi II Transcarpathian Hungarian University, established to provide methodological support and organisational assistance for the implementation of the University policy on quality assurance in education, and to coordinate and monitor the activities of structural units in this area.

The Department coordinates the process of conducting internal audits and monitors compliance with the structure of the semester schedule, timetable, and rules governing the organisation of the educational process. It monitors participation in advanced training courses and the professional development of academic staff with a view to improving their scientific and methodological competencies.

The Department manages the digitalisation of the educational process at the University, participates in the development and maintenance of the Informatised Management System (IMS) and the Electronic Information System for Educational Process Management “IRIS”, and provides methodological and technical assistance both to system developers and to all participants in the educational process at the University.

Within the Department, the Council for Quality Assurance in Higher Education performs its functions as a consultative and advisory body of internal stakeholders, the principal activity of which is aimed at improving the institution’s system for assuring the quality of educational services by collecting and summarising information obtained from stakeholders.

The Council for Quality Assurance in Higher Education develops proposals concerning the preparation of educational programmes, templates of curricula, syllabi, class schedules, and other regulatory documents of the educational process for the academic year.

The Council participates in the development and revision of the concept for quality assurance in education and submits proposals for establishing institutional objectives in the field of quality assurance in education.

Together with the Council, the Department supervises the activities of structural units with regard to the application of instruments and the implementation of necessary measures for quality assurance in higher education, and also participates in organising monitoring and collecting the data required to ensure the proper functioning of the higher education quality assurance system.

The Department develops and submits to the Academic Council of the institution proposals aimed at improving the operation of the quality assurance system in education.

The Department coordinates all activities related to maintaining, amending, and editing the Concept for Quality Assurance in Education.

The Department is headed by a Head appointed to and dismissed from office by the Rector or the President on the grounds and in accordance with the procedure provided for by the current legislation of Ukraine and the Statute.

The Head of the Department exercises general management of the structural unit and its staff and ensures the organisation of its activities. The duties of the Head of the Department are determined by the job description. The Head analyses the Department's work and takes measures to improve the effectiveness of the Department's activities and the professional level of its employees.

During the temporary absence of the Head of the Department (illness, leave, business trip, etc.), the performance of the Head's duties shall be assigned, by order of the Rector, to the Secretary of the Council for Quality Assurance in Higher Education.

**The main activities of the Department:**

1. monitoring compliance by departments and other structural units of the University with legislative and regulatory documents concerning the content of education, the planning and organisation of the educational process, and their implementation in educational activities;
2. continuous, systematic collection, processing, and analysis of the results of monitoring the activities of students and academic staff;
3. scientific, methodological, and organisational support for monitoring the quality of students' knowledge;
4. quality control of learning through independent monitoring of the quality of students' knowledge (competence measurement in the form of entrance assessment, rector's control, etc.);
5. study and generalisation of the state of monitoring the quality of students' knowledge, changes in its quantitative and qualitative indicators, and the compliance of students' knowledge with educational programmes in accordance with higher education standards;
6. monitoring the professional development and enhancement of the qualifications of academic staff;
7. evaluation of academic staff in terms of their professional activities:
  - determining indicators and criteria for the principal results of academic staff professional activities;
  - monitoring professional competence;
  - monitoring various aspects of academic staff activity;
  - monitoring students' satisfaction with the quality of teaching of academic disciplines and with teachers' extracurricular work.
8. ensuring advanced training (professional development):
  - drawing up a prospective staffing plan for educational activities;

- developing advanced training (professional development) programmes for academic staff;
9. coordination of the work of departments and other units in ensuring the quality of the educational process;
  10. provision of methodological and consultative assistance to structural units on matters of diagnosis, evaluation, and monitoring of the quality of students' knowledge;
  11. preparation of a report on the results of monitoring the quality of the educational process for the academic year;
  12. preparation and submission of proposals for eliminating negative aspects identified during monitoring, as well as disseminating positive trends in the work of structural units; monitoring the implementation of necessary measures to eliminate identified violations and shortcomings;
  13. study of the experience of leading institutions of higher education in Ukraine and abroad and identification of issues related to monitoring the educational process; dissemination of information concerning monitoring studies in the education system;
  14. participation in the development of prospective development plans;
  15. participation in the formation of a system of indicators for monitoring and adjusting the quality assurance policy;
  16. regulation of the procedure for the development, consideration, approval, and closure of educational programmes:
    - establishment of project groups and support groups;
    - substantiation of the need to launch a new programme;
    - preliminary approval of the educational programme;
    - development of the draft programme description;
    - internal evaluation (at University level, with the participation of student self-government) and external evaluation (other HEIs, the labour market, graduates) for compliance with the stated aims, programme level, requirements of educational and professional standards, labour-market requirements, and the HEI Development Strategy. During pre-accreditation preparation for evaluating the compliance of an educational programme, experts of the National Agency for Higher Education Quality Assurance who are academic staff members but are not members of the support group for the relevant educational programme may be involved;
    - approval of the programme or refusal to launch the programme;
  17. closure of educational programmes (grounds, initiation, procedure for consideration and decision-making);
  18. formation of a system for assessing higher education students:
    - clear, transparent procedures and assessment criteria understandable to higher education students, ensuring verification of the achievement of the intended learning outcomes;

- the procedure for prior familiarisation of higher education students with assessment methods and criteria, as well as with the procedure for assigning and publishing grades;
- the procedure for submitting and considering appeals;
- the procedure for reviewing and improving the assessment system;
- the procedure for considering appeals by higher education students concerning the quality of educational services (quality of teaching, learning, assessment, material support, etc.);
- rules, procedures, and criteria for recognising learning outcomes and qualifications obtained outside the University (credit mobility, formal, non-formal, and informal learning);

19. information support for students:

- continuous provision to students of up-to-date information, using modern communication tools, concerning the organisation of the educational process, access to all types of learning resources, and all types of academic and non-academic support;

20. collection and analysis of information on the University's performance indicators and separately for each educational programme (EP):

- performance indicators;
- students' satisfaction with educational programmes;
- available learning resources and student support;
- collection and accumulation of information on human-potential development (teachers, administration, support staff) and analysis of its impact on the quality of the educational process;
- collection of other information used for the effective management of educational programmes and other activities, depending on the institution's mission;

21. monitoring at the level of an individual educational component, which involves:

- formation of a system of quality indicators for the educational component of the programme (quantitative indicators /students' academic performance results, average performance level, number of expelled students/ and qualitative indicators /results of feedback from students, teachers, etc./);
- determination of threshold values for indicators, upon the achievement of which (for example, the percentage of students not admitted to an examination) monitoring of the educational component at the next, higher institutional level becomes mandatory;
- preparation of a report based on the results of monitoring the educational component;
- monitoring the implementation of the action plan for improving the educational component;

22. monitoring of the educational programme:

- continuous monitoring of the educational programme;
- annual monitoring of the educational programme;

23. development of a formalised mechanism for the periodic review of educational programmes and amendments thereto, and monitoring the implementation of the action plan for improving the programme based on the results of its periodic review;
24. informing all interested parties about changes to the educational programme made on the basis of review results, and publishing information on the monitoring of educational programmes;
25. ensuring effective processes for collecting, analysing, and using information about educational programmes and other University activities according to the following parameters:
  - educational activities;
  - research activities;
  - international activities;
  - human-resources policy;
  - material and technical support for education and scientific research;
26. development of a formalised mechanism for annual monitoring:
  - individual educational components;
  - the educational programme as a whole.

**The main functions of the Council for Quality Assurance in Higher Education:**

- determining the principal directions of quality assurance in higher education at the University on the basis of the requirements of regulatory legal documents and taking into account trends in the development of the international higher education system;
- organising, coordinating, and supervising the work of units aimed at ensuring the high quality of specialist training at the University in accordance with the requirements of regulatory legal documents;
- ensuring conditions for measuring the level of satisfaction of various stakeholders in the educational process, with the aim of improving the educational process and the internal quality assurance system of the University and promoting the competitiveness of University graduates in the labour market.

**The main areas of activity of the Council are:**

- improving quality assurance of the educational process at the University;
- developing recommendations concerning the preparation of educational programmes, curricula, and working curricula for the training of specialists at higher education degree levels at the University;
- developing recommendations concerning the preparation and correction of the Regulations on the Organisation of the Educational Process;
- developing recommendations concerning the determination of target performance indicators of the University;

- developing recommendations concerning individual University regulations;
- developing a process for evaluating the performance results of employees working as academic staff and researchers according to unified and comparable criteria at least once a year;
- developing a process for assessing the competencies of higher education students, organising measurement, and analysing results after students are admitted to study and upon completion of the relevant educational programme;
- studying students' opinions and attitudes regarding the educational activities of the University, developing a process for measuring student satisfaction each semester, analysing measurement results, and preparing recommendations based on survey results in order to further improve the quality of the educational process at the University;
- developing recommendations concerning the recognition of results obtained during academic mobility;
- developing recommendations concerning the recognition of results obtained in non-formal and informal education;
- involving interested parties and employers in the discussion of draft educational programmes and transmitting their proposals, recommendations, and needs to the departments responsible for the relevant educational programmes;
- coordinating the work of departments in quality assurance in higher education;
- studying and disseminating experience in quality assurance in higher education at Ukrainian and foreign institutions of higher education;
- preparing proposals for the Academic Council of the University concerning improvement of the quality of the educational process at the institution;
- regulating the procedure for the development, consideration, approval, and closure of educational programmes;
- preparing proposals for the Academic Council concerning the requirements for educational programmes and their components:
  - 1) form of the educational programme description (programme profile; list of educational components of the educational programme; description of the internal quality assurance system in higher education; structural and logical scheme of the programme; description of forms of attestation of students; matrices ensuring and demonstrating correspondence between programme components, programme competencies, and learning outcomes);
  - 2) form of the curriculum;
  - 3) form of the syllabus description for educational components;
- formalising the criteria by which the compliance of educational programmes with the University Development Strategy and action programmes for the relevant period is determined (socio-political, reputational, financial, etc.);

- forming a system for the participation of higher education students in the development and monitoring of educational programmes and quality assurance in education;
- monitoring the satisfaction of higher education students with the quality of educational services (quality of educational programmes, organisation of the educational process, staffing and material support, etc.) and the procedure for decision-making based on its results;
- developing and improving rules, procedures, and criteria for recognising learning outcomes and qualifications obtained outside the University (credit mobility, formal and non-formal learning);
- evaluating academic staff in terms of their professional activities;
- monitoring students' satisfaction with the quality of teaching of academic disciplines and with teachers' extracurricular work.

**The Department provides information support for managerial decisions by:**

- ensuring effective processes for collecting, analysing, and using information about educational programmes and other University activities according to the following parameters: educational activities, research activities, international activities, human-resources policy, and material and technical support for education and scientific research;
- collecting and analysing information on the University's performance indicators and separately for each EP: performance indicators; the profile of the student body (including by gender, social, and regional dimensions); levels of achievement and academic performance of higher education students; educational trajectories (number of persons admitted to study, transfers, reinstatements, expulsions of higher education students, number of graduates, quantitative indicators of credit mobility, etc.); students' satisfaction with educational programmes; available learning resources and student support;
- collecting and accumulating information on human-potential development (teachers, administration, support staff) and analysing its impact on the quality of the educational process;
- collecting other information used for the effective management of educational programmes and other activities, depending on the institution's mission.