

Based on Article 19, paragraph 2, item 12 of the Law on Higher Education (Official Gazette of R. of Macedonia" number 82/2018) and Article 27, paragraph 1, item 6 and Article 60 paragraph 2 item 12 of the Statute of South East European University, the University Board, at its meeting held on 09.09.2019, approved the following:

RULE ON QUALITY ASSURANCE AND MANAGEMENT

Preamble

Quality is in the centre of all university activities embedding Quality as a culture and developing the system of Total Quality Management. The University aims to manage its work in line with national and international standards and best practice, particularly with regard to trends in the European Higher Education Area and Bologna Guidelines.

I. Subjection of Regulation

Article 1

This Rules describes the Quality Assurance and Management system at the University.

II. Quality assurance and management

Article 2

When creating, developing, implementing, monitoring and evaluating policies, procedures, structures and quality initiatives, the University takes an integrated approach incorporating quality assurance and management, defined as follows:

- Quality assurance focuses on academic matters and teaching and learning and links closely with those services which directly support students, such as the Library, Student Services and the Career Centre;
- Quality management targets the effective development, implementation and monitoring of policies and procedures and the quality of administrative sections and services.

Article 3

- (1) Quality policies, procedures, processes and initiatives focus on continuous improvement through regular self-assessment with targets, standards/performance criteria, review of progress and summary evaluation.
- (2) At institutional and unit level, academic and administrative leaders prioritize and articulate their strengths, weaknesses and priorities in Development and Action Plans which are moderated, widely disseminated and used actively.
- (3) The University promotes a culture in which every faculty, department and individual sees quality improvement as both a personal and collective responsibility.
- (4) Related work is made known to all stakeholders in order to ensure that everyone is involved in the development of a quality culture in which achievements are recognized and rewarded and performance, including under performance, is effectively managed.

- (5) Data and other analytical material and evidence are used to ensure that judgments and decisions are open, transparent and clearly supported with relevant information.

Article 4

- (1) The University maintains and regularly reviews an internal quality structure which is fit for purpose.

- (2) This incorporates the following entities and roles:

- The University Board adopts the Strategic Plan, of which quality assurance and management are important parts, and has ultimate responsibility.
- The Rector leads the quality process and is responsible to the Board. S/he is responsible for the production of a University wide Quality Self-Assessment Action Plan linked to priorities in different areas. This is presented to the Board and Senate and is monitored in the QAMC.
- The Quality Assurance and Management Commission (QAMC), consisting of the Rector, Secretary General, Pro-Rectors and Executive Advisor, produces, implements and monitors the Annual Quality Self-Assessment Action Plan. They also prepare the annual report to the Senate and Board for critical review. Technical support is provided by the Quality Assurance Officer. The Commission meets at least two times each academic year.
- Quality Assurance Teams in every Faculty/Centre and teams for Administrative/Support Departments (QATs) are responsible for the self-evaluation process and for implementing QA Action Plans within their area. Faculty Teams consist of the Dean, Pro-Dean, Academic Staff Representative, Student Representative and an External member (stakeholder) elected by the Faculty Council with a mandate for one year which may be renewed. The Administrative/Support team consists of Heads of Service. All report to the Quality Assurance and Management Commission on progress on a regular basis. They meet at least two times during the year.
- A Quality Assurance Office coordinates the operation of quality assurance activities and ensures that information is disseminated and the quality culture is promoted through a range of communication mechanisms.
- Academic and Administrative staff, students and stakeholders are encouraged to participate actively in the development of evaluative modes and in their operation and review.

Article 5

In order to develop a quality culture, the University uses a range of internal mechanisms, linked externally as appropriate, including but not limited to the following:

- Curriculum development and approval takes place according to strict guidelines. The National Accreditation and Evaluation Board approve and revalidate study programs and students are assessed in line with assessment guidelines.
- The quality of learning and teaching is maintained and developed through an annual Teaching Observation scheme, yearly student evaluations, individual staff evaluation and professional development opportunities.
- The annual procedure for staff evaluation provides an important measure for assessing individual performance as a basis for contract renewal, progress and promotion.

- ISO standards for policies and procedures are monitored through trained internal audit teams on an annual basis, and are approved by external ISO validation.
- University Finances are monitored by the Internal Auditor and also by an External Audit Office which is internationally accredited.
- The use and development of facilities and resources is planned and monitored through an annual self assessment and planning process, with priorities linked to the strategic plan.
- Staff and student satisfaction is also reviewed through student evaluation and staff satisfaction surveys.

Article 6

In order to develop a quality culture, the University also uses a range of external evaluative mechanisms, including but not limited to the following:

- The European Universities Association (EUA) which provides objective external evaluation on a four year cycle.
- SEEU Quality Champion (QC) who provides at least twice yearly audits and reviews, with recommendations for improvements and follow-up.
- The Ministry of Higher Education and other national bodies such as the National Accreditation and Evaluation Board who are responsible for carrying out external audits and evaluations, licensing new programs and re-approving existing ones.
- External Program Reviews on a four to six year cycle to provide Faculties and/or academic units with analysis and recommendations to support their development.
- ISO external standards are applied, with annual re-validation, in order to verify the effectiveness of key policies and procedures.

III. Final and transitional provisions

Article 7

The Rule on Quality Assurance and Management is reviewed on an annual basis by the Quality Assurance and Management Commission and Faculty/Departmental Quality Teams.

Article 8

This Rule enters in force on 01.10.2019.