

Pursuant to Articles 33 and 36 of the Statute of the University of Zagreb, Article 66 of the Statute of the Faculty of Organization and Informatics, Regulations on the Study Programme Assessment of Undergraduate and Graduate Studies at the University of Zagreb, provisions of the Act on Quality Assurance in Science and Higher Education, Ordinance on the Quality Assurance System at the University of Zagreb, and the Standards and Guidelines for Quality Assurance in the European Higher Education Area, the Faculty Council of the Faculty of Organization and Informatics, in its meeting session held on 26 April 2016, issued

REGULATIONS ON THE QUALITY ASSURANCE SYSTEM AT THE FACULTY OF ORGANIZATION AND INFORMATICS OF THE UNIVERSITY OF ZAGREB

I. GENERAL PROVISIONS

Article 1

These Regulations govern the aim, purpose, areas of evaluation, and organization and operation of the quality assurance system of the Faculty of Organization and Informatics (FOI) of the University of Zagreb (hereinafter “the quality assurance system”), with particular reference to the role of the Faculty Council of the Faculty of Organization and Informatics (hereinafter “the Faculty Council”) in the quality assurance system, organization and operation of the Quality Assurance Committee of the Faculty of Organization and Informatics (hereinafter “the Committee”), organization and operation of the Quality Assurance Office of the Faculty of Organization and Informatics (hereinafter “the Office”), as well as areas within which the quality assurance measures and activities are performed at the Faculty of Organization and Informatics.

Article 2

The aim of quality assurance is to build mechanisms for promoting and achieving the highest level of quality in areas that contribute to education: teaching, science, and professional and administrative activities at the Faculty.

Article 3

The purpose of the quality assurance system is to establish the principles, criteria and methods of quality assurance, in compliance with provisions of the Act on Quality Assurance in Science and Higher Education, the Statute of the University and the Statute of the Faculty of Organization and Informatics, while also taking into account the Quality assurance standards and guidelines in the European Higher Education Area.

Article 4

The basic procedures in the quality assurance system are:

- defining the mission and strategy of the quality assurance system,
- determining measurable objectives within the defined mission and strategy,

- formulating processes for achieving the mission and strategy as well as ensuring the achievement of goals,
- measuring and analyzing achievements in relation to the set goals,
- undertaking activities to correct and prevent undesirable conditions,
- defining new goals.

Article 5

(1) The quality assurance system at the Faculty of Organization and Informatics is used by all internal and external stakeholders in the teaching process and scientific research and professional work at the Faculty.

(2) Internal stakeholders are students, teachers, associates, administrative, technical and support staff in employment at the Faculty of Organization and Informatics. All internal stakeholders of the Faculty are personally responsible for ensuring quality in their field of activity and competence.

(3) External stakeholders are other educational and research institutions, students who have completed any level of study, students' parents and guardians, employers, local and state administration and bodies, and other beneficiaries.

II. AREAS OF QUALITY ASSURANCE

Article 6

The areas of quality assurance and improvement at the Faculty of Organization and Informatics are:

- a) Rules and procedures for the development, assurance and improvement of the quality system at the Faculty of Organization and Informatics
 - adoption of a strategic plan for the development of the Faculty in accordance with the University Strategy,
 - reporting on the implementation of the strategy in the past year,
 - holding sessions of the Faculty Council on the topic of quality assurance and reporting on the implementation of the strategy at the Faculty,
 - defining a strategy of the quality assurance and improvement system,
 - development of the quality assurance system, its continuous improvement and alignment with the quality assurance system of the University,
 - development of strategic and legal documents and an appropriate organizational structure for monitoring, ensuring and improving the quality of education and scientific and professional work,
 - monitoring the implementation of the rules and procedures of the quality assurance system,
 - involvement of external stakeholders in quality assurance procedures at the Faculty and
 - promoting the importance of personal responsibility of all employees and other stakeholders within the framework of the quality assurance system.

- b) Development, approval, supervision and periodical evaluation of study programmes delivered at the Faculty of Organization and Informatics
- involvement of all relevant stakeholders in the development of proposals for new study programmes,
 - development of study programmes in the field of activity at the undergraduate, graduate and postgraduate level in which the Faculty of Organization and Informatics is the sole holder, as well as in the form of joint studies,
 - alignment of study programmes with the Strategy of the Faculty of Organization and Informatics and the Strategy of the University of Zagreb,
 - alignment of study programmes with labour market needs, recommendations of professional associations and similar programmes of other higher education institutions, as well as with the Law on the Croatian Qualifications Framework,
 - public availability of the approved study programmes and their status,
 - public availability of learning outcomes of programmes and descriptions of corresponding qualifications,
 - adaptation of the syllabus of the study programme to different groups of students,
 - publicly published enrolment quotas, criteria and procedures for student enrolment,
 - publicly published content and learning outcomes of subjects,
 - defined expected student workload in ECTS credits,
 - possibility of involving students in scientific research and professional work,
 - defining procedures for monitoring the learning and teaching process and the achievements of students,
 - regular reporting to students related to periodical review and evaluation of study programmes,
 - involvement of students in the activities of evaluating the implementation of study programmes and
 - public availability of the results of external evaluation of study programmes.
- c) Teaching students, evaluating student work and assessment
- ensuring equal access to teaching and assessment for all students,
 - teaching in accordance with established scientific and professional knowledge,
 - regular evaluation of the purposefulness of teaching and evaluation methods including peer and student evaluation,
 - transparent and publicly available monitoring methods, criteria, rules and procedures for student assessment for each subject,
 - evaluation based on achieving learning outcomes and objectives of the study programme,
 - continuous monitoring of the achievement of learning outcomes of subjects and programmes,
 - publicly announced schedules of exam periods, mid-term exam schedules, etc.,
 - providing students with disabilities with alternative ways of taking exams on the condition of achieving the expected learning outcomes,
 - publicity of assessment,
 - timely feedback to students on progress and achievements,
 - compliance of the assessment process with the relevant legal acts,
 - administration of the assessment procedure and the possibility of checking the regularity of the procedure,
 - procedures for ensuring the ethics of assessment,

- procedures for resolving student complaints about assessment and
- mentorship of evaluation papers.

d) Learning resources and support for students from enrolment to completion of studies

- providing learning support to students (human and physical resources),
- ensuring the equipment of the Library in accordance with national and international standards for higher education libraries,
- providing support to students in performing teaching activities (counselling, mentoring, student teaching assistants, etc.),
- introducing students to all activities and services of the Student Support and Career Development Centre, Library, Student Administration Office and other student support services,
- adjusting the working hours of the Student Support and Career Development Centre, Library, Student Administration Office and other services to the obligations of students,
- involvement of students in project activities and working bodies of the Faculty and the University,
- provision of premises and equipment for the work of student organizations and bodies (Student Union, student ombudsman, student advisor, etc.),
- ensuring the availability of information to students from underrepresented and vulnerable groups,
- support to students with disabilities and other underrepresented and vulnerable groups,
- consultations for full-time and part-time students,
- support to students in their extracurricular, sports and other activities,
- support to students in community service, volunteering and humanitarian work and
- cooperation with alumni.

e) Teacher competences

- teacher recruitment and advancement plan,
- procedures for the recruitment and advancement of teachers carried out by the institution in order to provide teachers with the necessary competences,
- ensuring teacher competences and introducing new teachers into teaching,
- publicity of recruitment and advancement in ranks based on transparent and competitive criteria,
- procedures for entrusting teachers with the delivery of instruction,
- monitoring and rules for assigning the teaching load to the teacher,
- disposal of the necessary skills and experiences for quality teaching,
- continuous training of teachers to improve the learning and teaching process,
- encouraging teacher innovation and the use of e-learning in teaching,
- evaluation and self-evaluation of teachers' work and
- monitoring the use of the results of various forms of evaluation of teachers' work for the improvement of their work.

f) Scientific research activity

- support during the application and implementation of domestic and international scientific research projects by the Centre for International Projects and the International Cooperation Office,
- monitoring the implementation and success of submitted and approved domestic and international scientific research projects,
- cooperation with scientific organizations at home and abroad,
- monitoring the implementation of inter-institutional agreements, joint projects and other joint activities,
- provision of the necessary scientific research equipment and human resources: researchers, young researchers – doctoral and postdoctoral students,
- publication of the results of scientific research,
- keeping a record of published scientific papers and participation of researchers at scientific conferences,
- keeping a record of awards and recognitions granted to teachers for scientific research work,
- keeping a record of submitted and completed projects, and projects currently implemented, in databases maintained by the Centre for International Projects,
- keeping a record of longer study stays of teachers at other higher education institutions and research institutions in the world,
- keeping a record of the participation of teachers in editorial boards of scientific journals,
- introduction of new, and evaluation and innovation of existing doctoral studies and schools
- inclusion of doctoral students in scientific projects of the Faculty's teachers,
- providing mentoring capacity for doctoral topics and theses, and
- monitoring the quality of scientific and research activity in accordance with the principles of ethics.

g) Professional activity

- monitoring the implementation of the agreements on cooperation of the Faculty with economic entities and professional organizations,
- introduction of new, and evaluation and innovation of existing lifelong learning programmes (specialist postgraduate studies, Pedagogical, Psychological, Didactic, and Methodological Education programme, Public procurement programme, etc.)
- adoption of rules and recommendations on approving engagement in professional projects,
- support during the application and implementation of professional projects,
- monitoring the implementation and success of submitted and approved professional projects,
- keeping a record of the participation of teachers in editorial boards of professional journals,
- keeping a record of the advisory role of teachers in international, national, regional and local institutions or bodies and professional associations, as well as their engagement in professional affairs in other legal entities and their contributions in public services,
- keeping a record of awards and recognitions granted to teachers for their professional work and
- keeping a record of the organization and participation in professional conventions.

h) Mobility and international cooperation

- mobility of students, teaching and non-teaching staff to other universities in the country and abroad,
- involvement in international associations of related institutions,
- providing conditions for incoming and outgoing student mobility,
- involvement in international mobility projects for teachers, students and non-teaching staff,
- conditions and criteria for transferring students from related study programmes (internal mobility),
- the procedure of recognition of related subjects when transferring students from related study programmes and the rules for enrolment and taking exams in differential courses, or taking differential exams that are a prerequisite for admission to graduate and postgraduate studies,
- access to accurate and reliable information and data on the conditions for the exercise of mobility, including details of the agreement between the home institution and the host institution,
- advising students for the purpose of choosing a mobility programme,
- keeping and monitoring the register of learning agreements or internship agreements signed by the home institution and the host institution,
- conducting preparations for the exchange according to the needs of the individual (getting to know the language, culture, securing funding sources),
- assistance provided by the host institution for incoming students (mentor assignment, student mentor, student buddy, organized introduction of incoming students),
- providing counselling to students who have completed mobility on the application of acquired knowledge and experience and on reintegration,
- improving the quality of the activities of the Faculty through the establishment of links with international institutions via the membership and participation of the Faculty in international networks and associations of universities,
- promoting the importance of participation in international projects through strategies and action plans,
- improving the conditions for teacher participation in international projects and increasing the number of teachers involved in projects,
- encouraging and improving the conditions for delivering courses in a foreign language and
- launching and implementing joint international study programmes.

i) Resources for educational, scientific research and professional activities

- ensuring teaching and non-teaching staff and researchers of the necessary profile and quality for the implementation of regular and development processes,
- providing a sufficiently large and furnished space (lecture halls, laboratories, computer classrooms, libraries) and adequate equipment,
- availability of equipment to students, teaching and non-teaching staff,
- accessibility of teaching and learning spaces, including the virtual environment and other working conditions for students and staff with disabilities,
- continuous procurement of relevant and recent literature, ensured free access to scientific databases and adaptation of literature to users with disabilities,

- providing financial resources for educational, scientific research and professional activities,
- training and improving the competences of teaching and non-teaching staff to carry out and support educational, scientific research and professional activities and
- cooperation with external stakeholders (educational and scientific institutions, scientific and business incubators, employers, local and state administration, etc.).

j) Information system of the institution

- monitoring the progress and success of students during the study,
- monitoring student satisfaction with the study programme and the teachers,
- information on teachers' competences,
- statistical monitoring of basic data on student population,
- monitoring the basic performance indicators of study programmes,
- monitoring data on recruitment of graduates,
- ensuring support for e-learning,
- comparison with related faculties in Croatia and within the European Higher Education Area,
- evaluation of the information system of the Faculty and
- development of the strategy of informatization of the Faculty.

k) Publicity of action

- publication of basic data on the constituent (basic legal acts, data on the organization and employees, contact data, etc.),
- publication of study programmes and data on study programmes,
- publicity of the syllabus of study programmes,
- information on opportunities that contribute to the quality of study,
- publication of regulations, instructions and criteria,
- publicity of examinations and defence of the Bachelor Thesis,
- accuracy, objectivity and availability of published data and information,
- protection of personal data,
- obligations under the Law on the Right of Access to Information,
- regularly informing the media on all activities of the Faculty,
- tracking and recording the information about the Faculty published in the media,
- public presentations of all activities of the Faculty and
- informative and promotional materials.

III. STRUCTURE AND OPERATION OF THE QUALITY ASSURANCE SYSTEM

Article 7

The bodies of the Faculty of Organization and Informatics responsible for the quality assurance system are the Faculty Council and the Committee. Administrative and professional support to the work of the competent authorities shall be provided by the Office.

Article 8

1. The quality assurance system is managed by the Faculty Council.
 2. The Faculty Council, upon the proposal of the dean of the Faculty, shall appoint the President and members of the Committee.
 3. The Faculty Council, based on the opinion of the Committee, shall:
 - a) take decisions on the acceptance of the development strategy, quality manual and quality assurance procedures in all areas of the Faculty's activities;
 - b) take decisions on measures and activities under the quality assurance system, in particular:
 - decisions on the acceptance of periodical plans and reports of the Committee,
 - decisions on the approval, periodical evaluation and amendments to study programmes and lifelong learning programmes,
 - decisions on changes in the internal organization of the Faculty of Organization and Informatics and the organization of workplaces in accordance with the needs of teaching and scientific research activities,
 - decisions on additional conditions for scientific-teaching and associate positions
- and other decisions on measures and activities under the quality assurance system in accordance with their authority and the needs of the quality assurance system.
4. The Committee is an advisory and professional body of the Faculty Council and the dean.
 5. The tasks of the Committee are to plan, coordinate, implement, monitor and evaluate measures and activities under the quality assurance system at the Faculty. In accordance with the aforementioned, the Committee
 - to the Faculty Council:
 - proposes the adoption of strategic documents and regulations for quality assurance,
 - proposes that decisions are made on the quality assurance system that are under the jurisdiction of the Faculty Council, as stipulated by Article 8, paragraph 3 of these Regulations,
 - submits periodical reports on the Committee's work and on measures and activities within the framework of quality assurance,
 - proposes the annual plan of measures and activities for the implementation and improvement of the quality assurance system,
 - gives a preliminary opinion on the proposals of study programmes and lifelong learning programmes as well as on the proposals for their amendments and
 - carries out measures and activities within the framework of self-assessment of the Faculty of Organization and Informatics,
 - develops quality indicators specific for the Faculty (e.g. number of enrolment applications in relation to the number of enrolment places, number of teachers in relation to the number of students, success of engagement in scientific research projects, outgoing and incoming mobility of students, scope and quality of scientific production of the Faculty, etc.),
 - monitors and coordinates the participation of quality management system stakeholders in quality assurance activities,
 - cooperates in the preparation and process of internal and external evaluation,
 - monitors and evaluates teaching and other educational processes, their material and organizational conditions, and proposes measures and activities for the purpose of their improvement,
 - evaluates the quality of general and specific competences acquired through study programmes,
 - develops indicators of the improvement of the quality of teaching (e.g. achievement of planned learning outcomes, application of e-learning, pass rate, literature coverage, employability of graduates),

- monitors and evaluates the teachers' work and their competences, and proposes measures and activities for the purpose of their improvement,
 - monitors and evaluates the effectiveness of study, and proposes measures and activities for the purpose of its improvement,
 - monitors the provision and coordinates the improvement of student support in teaching and extracurricular activities,
 - monitors the involvement of faculty members in scientific-teaching and associate positions in available international exchange programmes,
 - monitors and evaluates the work of employees in administrative and professional services and their competences, and proposes measures and activities for the purpose of their improvement,
 - monitors and evaluates standard procedures in administration and proposes measures and activities for the purpose of their improvement,
 - coordinates the establishment and launch of lifelong learning programmes,
 - represents the Faculty within the quality assurance system at the University of Zagreb, and implements other measures and activities under the quality assurance system.
6. In its work, the Committee cooperates with the Quality Management Committee of the University of Zagreb, the Office for Quality Management of the University of Zagreb, the Agency for Science and Higher Education, and internal and external stakeholders of the quality assurance system of the Faculty.
7. During reaccreditation and external evaluation procedures, the Faculty Council may appoint a working group for self-analysis and conducting evaluation procedures.

Article 9

- (1) The Committee shall consist of at least nine (9) members.
The members of the Committee are:
- six (6) representatives of employees in scientific-teaching, teaching and associate ranks, on the condition that at least one of them is in the associate rank,
 - one (1) student representative,
 - one (1) representative of the administrative and technical staff,
 - one (1) representative of external stakeholders (alumni, employers, etc.).
- (2) The term of office of the President and the Committee and its members shall be four (4) years, and that of the student representatives two (2) years.
- (3) A member of the Committee may be appointed to the office no more than twice in a row.
- (4) The dean appoints a member of the Faculty's Management Board as the Coordinator of the Committee. The Coordinator participates in the work of the Committee without the right to vote.

Article 10

- (1) Members of the Committee may be relieved of their duties before the expiry of the term for which they have been appointed if they:
- cease to be in the status on the basis of which they were appointed to be a member of the Committee,
 - request to be relieved of their duties,
 - do not participate in the work of the Committee or in their activities they do not comply with the decisions of the Committee and the Faculty Council and regulations relevant for the quality assurance system.

(2) The decision on the dismissal and the appointment of a new member of the Committee shall be made by the Faculty Council.

(3) The term of office of the newly appointed member of the Committee shall be until the end of the term of office of the member who has been relieved of his duties.

Article 11

(1) The Committee works in sessions.

(2) Sessions are convened by the President of the Committee as necessary, and at least three times per semester.

(3) The President is obliged to convene a session of the Committee upon the request of at least two members of the Committee or based on the decision of the Faculty Council or the dean.

(4) The Committee may make valid decisions if the session is attended by a majority of the members of the Committee.

(5) The Committee shall make decisions by public vote, by a simple majority vote of all members.

(6) The work of the Committee is public, which implies that the sessions of the Committee are public and that the conclusions as well as the proposals addressed by the Committee to the Faculty Council are publicly published.

Article 12

(1) The Committee shall draw up an annual and long-term plan of measures and activities within the quality assurance system in accordance with the provisions of the current Development Strategy of the Faculty.

(2) The annual plan of measures and activities shall be adopted by the Faculty Council upon the proposal of the Committee at the beginning of each academic year.

(3) The Faculty Council shall, upon the proposal of the Committee, adopt a long-term plan of measures and activities, which is drawn up for a period of five years.

(4) The Committee is obliged to submit the adopted plans of measures and activities to the Office for Quality Management of the University of Zagreb.

(5) The Committee shall submit a report on its work to the Faculty Council at least once a year.

(6) The accepted annual report referred to in paragraph (5) of this Article shall be submitted to the Office for Quality Management of the University of Zagreb.

Article 13

(1) The work of the Quality Assurance Office of the Faculty of Organization and Informatics and its composition shall be regulated by a special decision issued by the dean of the Faculty, in accordance with the accepted internal organization and organization of work positions of the Faculty.

(2) The Office shall provide administrative and professional support to the Committee and participate in the implementation of the decisions of the Faculty Council and the Committee regarding measures and activities within the quality assurance system of the Faculty.

(3) In its work, the Office shall cooperate with the Office for Quality Management of the University of Zagreb.

IV. TRANSITIONAL AND CONCLUDING PROVISIONS

Article 14

- (1) In ensuring quality at the Faculty of Organization and Informatics the Quality Assurance Manual of the University shall be used and applied.
- (2) The Committee may also adopt a Quality Assurance Manual of the Faculty of Organization and Informatics.
- (3) Until the establishment and staffing of the Office referred to in Article 13, these tasks shall be performed by the interim Quality Assurance Office, which shall be established by the decision of the dean of the Faculty.

Article 15

Upon the entry into force of these Regulations, the Regulations on the Quality Assurance of 19 October 2010 shall cease to have effect.

These Regulations shall enter into force on the eighth day following its publication on the official website of the Faculty.

Dean:

Professor Neven Vrček, Ph.D.

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Varaždin, 26 April 2016

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