

Pursuant to article 23 of the Act on Quality Assurance in Science and Higher Education (Official journal: 45/09), and article 24 of the Regulation on monitoring, verification and study program quality improvement at ZSEM, the Quality Committee at the meeting held on March 1, 2019, adopted the following text of the

REGULATION ON MONITORING, VERIFICATION AND STUDY PROGRAM QUALITY IMPROVEMENT AT ZAGREB SCHOOL OF ECONOMICS AND MANAGEMENT

I. GENERAL PROVISIONS

Article 1

This Regulation on monitoring, verification and study program quality improvement at Zagreb School of Economics and Management (hereafter: **Regulation**) prescribes the manner of evaluation, organization and functioning of the system for monitoring of the teaching processes at Zagreb School of Economics and Management (hereafter: **ZSEM**), as well as the powers, composition, methods of work and decision making of the Quality Committee (hereafter: **Committee**).

Article 2

The aim of the system for monitoring, verification and study program quality improvement (hereafter: **Quality System**) is building of institutional mechanisms for systematic evaluation and coordination of initiatives and development programs with the permanent goal of promotion of high standards for professional and expert development of stakeholders in all areas of ZSEM activity.

Article 3

Organization and operating standards of the Quality System are subject to standards, principles and criteria of performance evaluation at ZSEM and its study programs.

Article 4

The culture of quality is developed in all aspects of operations and through all normative acts.

Article 5

Internal beneficiaries of the system for assurance and improvement of quality at ZSEM are students, teachers, adjunct staff, administrative and technical staff as well as management.

Article 6

External beneficiaries (other levels of the system of education, judiciary, economy, national, regional and local government, culture etc.) are included in verification of validity, purposefulness and quality of work at ZSEM as a source of information for evaluation.

II. AREAS OF EVALUATION

Article 7

Areas of evaluation of the Quality System are:

- rules and procedures on permanent assurance and promotion of quality at ZSEM;
- application of the Quality System at all levels of external and internal (self-assessment) verification;
- study programs status;
- enrolment of students into study programs;
- learning process;
- teaching process;
- the process of evaluation of student work and efficiency in studying;
- evaluation process of the teaching quality;
- public awareness and publicity of activities;
- ICT equipment and its up-to-datedness;
- administrative and technical resources;
- student standard;
- quality of teaching, professional, administrative and research activity;
- evaluation system and recruitment system;
- mobility of students, teachers and administrative staff;
- level of equipment and up-to-datedness of the systems of education and research activities;
- alignment with European trends in quality improvement;
- strategy, development and functioning of the Quality System;
- promotion and expansion of the culture of quality at ZSEM;
- systematic creation of documents for the Quality System.

III. ORGANISATION AND FUNCTIONING

Article 8

Organizational unit of the Quality System at ZSEM is:

- Quality Committee.

Quality Committee

Article 9

The Quality Committee of ZSEM is composed of:

the dean, representative of the subcommittee for the AACSB accreditation, representative of the subcommittee for national accreditation, representative of the Undergraduate Teaching Committee, representative of the Graduate Teaching Committee, representative of the Library Activities Committee, president of the Disciplinary Committee, secretary, representative of the subcommittee for AOL measurements, representative for indirect measurement, teachers' representative and assistants' representative.

Members of the ZSEM Quality Committee are appointed by the dean in a special decision.

The mandate of the members of the Quality Committee lasts and overlaps with the mandate of the dean in line with the provisions of the ZSEM Statute, and members of the Quality Committee can be reappointed several times in a row.

The mandate of the members who are representatives of the Board of Trustees of ZSEM overlaps with the mandate in accordance with special rules and regulations.

Article 10

Expert as well as administrative and technical tasks for the Quality Committee are performed by the expert service of the ZSEM Secretariat.

Article 11

The president of the Quality Committee:

- represents the Quality Committee;
- convenes and presides meetings of the Quality Committee;
- proposes and defines the agenda for the meetings;
- facilitates the meetings and gives the floor to participants;
- defines the formulation of proposals and puts them to vote;
- determines and announces results of voting;
- ensures that the minutes of meetings are made;
- ensures that the Quality Committee in their work abide by the law and general acts of ZSEM;
- signs decisions made by the Quality Committee;
- performs other activities in accordance with legislation, general acts of ZSEM and this Regulation;
- president of the Quality Committee is accountable for own work and the work of the Quality Committee to the Faculty Board of ZSEM (hereafter: **Faculty Board**) led by the dean.

Article 12

In absence, the President of the Quality Committee is replaced by a deputy appointed by the dean.

Article 13

Members of the Quality Committee have the right and obligation to participate in meetings and the work of the Quality Committee, consider issues within their authority, introduce initiatives and submit proposals to the Faculty Board.

Article 14

The work of the Quality Committee is performed at meetings.

Regular meetings of the Quality Committee are held twice a year, and extraordinary meetings when necessary.

The meeting of the Quality Committee is convened by the president at his/her own initiative or when, for justified reasons, this is requested by at least two members of the Quality Committee, Faculty board and the dean.

In case of split vote (one can vote “in favor”, “against” and “abstain”) on an item at a general meeting – it is the vote of the president of the Quality Committee that is decisive.

Article 15

The Quality Committee can hold a meeting and make a valid decision when more than half of members are present, and they have to be present in the room when voting is taking place and decision made.

In case of split vote, it is the vote of the president of the Quality Committee that is decisive.

Voting is done publicly by raising hand.

Article 16

Minutes are taken during a meeting.

The president of the Quality Committee appoints a note-taker form among the employees of the ZSEM Secretariat.

Article 17

The minutes from the meeting of the Quality Committee are sent to the dean.

The minutes with all attachments are kept in the ZSEM archives as a document of permanent value.

Minutes from the meeting and all attachments that are considered to be confidential can be made available to other persons only with prior approval of the president of the Quality Committee.

Article 18

The Quality Committee can establish working bodies for performance of tasks pertaining to their authority.

Working bodies have at least three members of which one must be a member of the Quality Committee.

The president, members and scope of work of the working bodies of the Quality Committee are appointed by the dean upon the proposal of the Quality Committee.

In case of inclusion of persons who are not members of ZSEM staff, it is necessary to acquire their written consent for appointment to a working body of the Quality Committee.

Article 19

Members of the Quality Committee can be relieved of his/her duties before the end of their term if:

- they request dismissal themselves;
- a reasoned proposal for dismissal is proposed by a member of the Quality Committee, who cannot remain anonymous;
- they are not active in work, do not participate in meetings, do not justify their frequent absences from meetings or do not respect the decisions made by the Quality Committee.

The decision on dismissal of the member of the Quality Committee based on the proposal of the Quality Committee is made by the dean, who by the same decision appoints a replacement member to the Quality Committee.

Competence

Article 20

The Quality Committee manages the quality system for ZSEM study programs.

The Quality Committee implements strategic planning and makes decisions on guidelines and procedures of assurance of quality improvement.

The Quality Committee proposes to the Dean and the Faculty Board concrete projects and activities and stimulates innovation and development with the aim of assuring and improving quality.

The Quality Committee ensures efficiency of the procedures of quality improvement and controls the effectiveness of implementation of internal mechanisms for assurance and improvement of quality at ZSEM, and proposes to the Faculty Board measures for achievement and improvement of quality.

The Quality Committee:

- implements institutional quality research and at the request of candidates issues certificates on research results;
- harmonizes the content and methods of conducting student surveys
- cooperates with other colleges, universities and higher education institutions and bodies outside universities;

- participates in the creation of self-evaluation report;
- develops quality indicators;
- takes care of continuous training of administrative and technical staff;
- defines standards and criteria for quality of ZSEM activities;
- develops evaluation and self-evaluation procedures of research into quality of education;
- gathers information relevant for quality management;
- encourages international mobility, and professional and scientific competitiveness;
- includes students into all programs of quality management;
- ensures efficiency of procedures and controls effectiveness of the implementation of the Quality System;
- implements analyses and gathers information on quality of all organizational units of ZSEM;
- performs other duties from within its competence.

Article 21

The Quality Committee cooperates in its work with all organizational units of ZSEM, who provide to the Quality Committee all the necessary help and information requested by the Quality Committee.

Effectiveness

Article 22

In accordance with competences from article 20 of this Regulation, the Quality Committee regularly, at least once a year, submits a report on its work and effectiveness of activities of all organizational units of the system for monitoring, verification and study program quality at ZSEM to the Faculty Board and the dean.

Publicity

Article 23

The Quality Committee in cooperation with the dean governs the publicity of the work and data.

The Quality Committee determines typical indicators of quality and organizes their systematic monitoring and:

- encourages and organizes continuous debates on quality, spreading the culture of quality in academic, professional and expert community;
- defines standards and criteria for quality operations;
- develops procedures of internal and external evaluation, methods of research of different aspects of the quality of education as well as different target

- populations (students, teachers, administrative staff, management, employers, general public);
- implements analyses and gathers information on quality of all beneficiaries of ZSEM systems;
 - explores causes of inefficient, ineffective and lengthy studying;
 - sets up a system of internal evaluation as a basic precondition for quality management;
 - ensures feedback from students and channels their suggestions, proposals and criticism;
 - encourages and organizes training for teachers, adjunct staff, managerial and administrative staff;
 - publishes minutes of the Quality Committee meetings on ZSEM webpage, which do not contain data from article 17 of this Regulation.

The Quality Committee creates annual and long term plan of activities.

IV. TRANSITIONAL AND FINAL PROVISIONS

Article 24

Amendments to this Regulation are made in the same manner as its adoption.

Article 25

This Regulation enters into force at the day of its adoption.

President of the Quality Committee

Edda Apfenthaler, dipl.oec.

This Regulation was published on March 1, 2019, and entered into force on the same day.

ZSEM Secretary

Ida Čavar Bilobrk, mag. iur.