

In accordance with Articles 33 and 36 of the Statute of the University of Zagreb, Articles 30 and 33 of the Regulations on the structure and activities of the Centre for Croatian Studies, University of Zagreb, Articles 73 and 74 of the Regulations on the undergraduate and graduate studies at the Croatian Studies of the University of Zagreb, and the provisions of the Act on Quality Assurance in Science and Higher Education and the Standards and Guidelines for Quality Assurance in the European Higher Education Area, the Science and Education Council of the Croatian Studies at its first meeting session in the 19th academic year, which was held on 12 October 2010, issued

REGULATIONS ON THE QUALITY ASSURANCE SYSTEM OF THE CROATIAN STUDIES, UNIVERSITY OF ZAGREB

I. GENERAL PROVISIONS

Article 1

These Regulations regulate the organization and operation of the quality assurance system of the Centre for Croatian Studies, University of Zagreb (hereinafter: the quality assurance system), in particular the role of the Science and Education Council of the Croatian Studies (hereinafter: the Science and Education Council) in the quality assurance system, the organization and operation of the Committee for Quality Assurance of the Croatian Studies, University of Zagreb (hereinafter: the Committee), the organization and operation of the Office for Quality Assurance of the Croatian Studies, University of Zagreb (hereinafter: the Office), as well as areas in which measures and activities aimed at assuring quality at the Croatian Studies, University of Zagreb (hereinafter: Croatian Studies), are implemented and performed.

Article 2

1. Quality assurance at the Croatian Studies encompasses measures and activities undertaken with the aim to
 - a) systematically regulate, plan, supervise, evaluate and improve the quality of activities undertaken in the scientific-educational, scientific research and professional fields at the Croatian Studies,
 - b) promote high professional standards and the strive for excellence in the scientific-educational, scientific research and professional work at the Croatian Studies.

Article 3

1. The quality assurance system at the Croatian Studies involves internal and external participants and their mutual relations.

2. The internal participants of the quality assurance system are the students, the scientific-educational, educational and associate staff, the administrative and technical staff and the competent bodies of the Croatian Studies.
3. External participants of the quality assurance system of the Croatian Studies are the alumni of the Croatian Studies, parents of students, researchers from the Republic of Croatia and abroad, members of the national and local governments, cultural and other public officials, representatives of the cultural centres of the Croatian emigration, etc.
4. The external participants are involved in the quality assurance system as a source of information and different viewpoints in matters of evaluation.

II. QUALITY ASSURANCE AREAS

Article 4

Areas in which the quality assurance measures and activities are implemented and undertaken:

- a) Management of the higher education institution and quality assurance
 - adoption and implementation of the development strategy and systematic strategic and action planning,
 - adoption and application of formal rules of ethical conduct in accordance with the mission of the Croatian Studies,
 - conveyance of strategic and ethical values to students and employees
 - legal regulation of the organizational structure, processes and quality assurance procedures,
 - development of the quality assurance system and its continuous improvement;
- b) Study programmes and programmes of lifelong learning
 - status of study programmes and programmes of lifelong learning,
 - their compliance with the mission of the Croatian Studies, the Bologna process implementation and the baseline of the Croatian Qualifications Framework,
 - approving study programmes and programmes of lifelong learning,
 - student enrolment (criteria, procedure, transparency, quotas),
 - appropriate ETCS credit attribution,
 - manners of teaching and learning content,
 - outcomes of learning,
 - relatedness with scientific research and professional work,
 - supervision of study programmes and programmes of lifelong learning,
 - achievement of knowledge and skills, acquirement of independence and responsibility,
 - availability of appropriate literature, equipment and other resources required for learning,
 - systematic supervision of the process of learning, teaching and student achievement,
 - optimal use of teaching methods and teaching instruments, including the deployment of e-learning,
 - periodic evaluation of the programmes of lifelong learning,
 - compliance with the changing needs of the labour market and the recommendations of professional associations,
 - compliance with similar programmes within the University of Zagreb (hereinafter: the University) with the programmes of other higher education institutions in the Republic of Croatia,

- student involvement in the quality assurance activities;
- c) Students
- monitoring and the evaluation of the intended learning outcomes and objectives of study programmes,
 - adequacy, legal basis, purpose and transparency of criteria, rules and procedures for student assessment,
 - supervision of the grading procedure and evaluation of its regularity,
 - monitoring the progress and success of students throughout the study,
 - identifying and applying indicators regarding the profile of the student population, the students' satisfaction with the programmes and the teachers, student standards, successful implementation of the study programmes and student employability,
 - information packages (website, brochures, flyers, etc.) on the study programmes for prospective students,
 - supporting extracurricular activities,
 - providing opportunities for counselling and career guidance,
 - participation in making decisions and solving problems which are of concern to the students,
 - expressing opinions and proposing measures in matters that concern the students,
 - informing and providing opportunities for feedback;
- d) Teachers and associates
- knowledge of the subject which is taught,
 - possession of necessary skills and experience to transfer the knowledge,
 - continuous education to improve the learning and teaching process,
 - evaluation and self-evaluation of teachers,
 - planned recruitment and promotion of teachers as to ensure the necessary, competencies of teachers and their continuous improvement,
 - the ratio of the number of permanently employed teachers and students,
 - balance of the workload;
- e) Scientific-educational, scientific research and professional activity
- compliance with the mission and the development strategy of the Croatian Studies,
 - establishing priorities in the scientific and technical activities,
 - identification and application of rules and procedures as to ensure the effectiveness of scientific and professional activities,
 - planning and realization of cooperation with other scientific organizations, economic entities, cultural and public organizations, government bodies and local government units,
 - care for junior researchers,
 - evaluating and improving the productivity in scientific research and professional activities;
- f) Mobility and international cooperation
- harmonization of study programmes with international standards and other related programmes of study within the European Higher Education Area,
 - monitoring and improving international cooperation and mobility of students and teachers,
 - involvement and activity in international associations,
 - ensuring conditions for attracting students from abroad,
 - developing cooperation within the Lifelong Learning Programme of the EU,
 - developing various forms of cooperation between institutions (European projects, bilateral agreements, joint programmes, etc.),

- comparability with other similar institutions within the European Higher Education Area. Collaboration with the University Rectorate, with the constituents of the University and other higher education institutions in the Republic of Croatia in achieving the mobility of students and teachers and, generally, in achieving the quality of teaching, scientific, professional and administrative activities,
 - cooperation with the International Relations Office of the University and with foreign universities;
- g) Resources: professional services, premises, equipment and finances
- equipment available in classrooms, laboratories and computer classrooms, the teaching equipment and the equipment for scientific research and professional activities,
 - literature available in libraries,
 - qualifications and the number of administrative and technical staff,
 - application of modern technology,
 - ensuring financial viability,
 - transparency of financial operations;
- h) Publicity of work
- publication of study programmes and the information on study programmes,
 - publicly available syllabuses of the study programmes,
 - providing information about the opportunities that contribute to the quality of study,
 - publication of regulations, guidelines and criteria,
 - public examinations and dissertation defence procedures,
 - accuracy, objectivity and availability of published data and information, protection of personal data.

III. ORGANISATION AND OPERATION OF THE QUALITY ASSURANCE SYSTEM

Article 5

The competent authorities in the quality assurance system are the Science and Education Council and the Committee. The administrative and professional support for the work of the competent bodies is provided by the Office.

Article 6

1. The quality assurance system is managed by the Science and Education Council.
2. The Science and Education Council appoints the chairman and the members of the Committee.
3. At the proposal and in line with the opinion of the Committee, the Science and Education Council:
 - a) decides on accepting development strategies and regulations for assurance of quality,
 - b) decides on the measures and activities in terms of quality assurance, in particular makes decisions on
 - the adoption of periodic plans and reports of the Committee,
 - the approval, supervision and periodic evaluation of study programmes as well as programmes of lifelong learning,

- changes to the internal organisation of the Croatian Studies and the organization of jobs and positions as required by the scientific-educational and scientific research activities,
and other decisions, measures and activities for the purpose of quality assurance in accordance with its responsibilities and the requirements of the quality assurance system.

Article 7

1. The Committee is an advisory and expert body of the Science and Education Council and the Head of the Croatian Studies.
2. The Committee consists of eight (8) members.
3. The members of the Committee include:
 - the commissioner of the Head of the Croatian Studies for education and students,
 - four (4) representatives from the ranks of employees elected to scientific-educational, educational and associate titles,
 - two (2) representatives of students,
 - one (1) representative of the administrative and technical staff.
4. The commissioner of the Head of the Croatian Studies for education and students shall also be the chairman of the Committee.
5. The members of the Committee are appointed by the Science and Education Council at the proposal of the Head of the Centre for Croatian Studies (hereinafter: the Head of the Croatian Studies).
6. The representative of the administrative and technical staff shall also be employed by the Office.
7. The term of office of the commissioner of the Head of the Croatian Studies for education and students in his capacity as a member and the chairman of the Committee shall equal in duration to his term as the commissioner.
8. The term for the representatives of employees who are elected to scientific-educational, educational and associate titles shall be two years.
9. The term of the student representatives shall be one year.
10. The term of the representative of the administrative and technical staff shall correspond to his employment by the Office and shall be regulated by a separate decision of the Head of the Croatian Studies.
11. The members of the Committee may repeat their terms.

Article 8

1. A member of the Committee may be dismissed of his duties before the expiration of the term for which he was appointed, if he:
 - ceases to serve on the basis on which he was appointed a member of the Committee,
 - requests to be dismissed,
 - does not participate in the work of the Committee or in his actions does not comply with the decisions of the Committee and the Science and Education Council and the regulations concerning quality assurance,
 - loses the ability to participate in the work of the Committee.
2. The decision on the dismissal of a member is made by the Science and Education Council at the proposal of the Committee; at this time the Science and Education Council also appoints a new member.

3. The decision on the dismissal of the commissioner for education and students and the chairman of the Committee is made by the Head of the Croatian Studies with the approval from the Science and Education Council.
4. The procedure for appointing a new member to the Committee is carried out in accordance with the provisions of Article 7.
5. The term of office of the newly appointed member of the Committee shall extend until the end of the original term of the member who was resolved of his duties.

Article 9

1. The Committee plans, coordinates, implements, supervises and evaluates the measures and activities within the scope of quality assurance at the Croatian Studies, and particularly performs the following duties:

- a) To the Science and Education Council
 - proposes the adoption of strategic documents and regulations concerning quality assurance,
 - proposes decisions on quality assurance which are within the competence of the Science and Education Council, as established in Article 6 of these Regulations,
 - submits periodic reports on its work and on the measures and activities in the scope of quality assurance,
 - proposes the annual plan of quality assurance measures and activities,
 - provides an opinion on the proposed study programmes and programmes of lifelong learning as well as opinion on the proposed amendments in relation to them;
- b) implements measures and activities in the framework of self-evaluation at the Croatian Studies,
- c) develops quality indicators specific to the Croatian Studies (e.g. the number of applications in relation to the spots available at the studies, the number of teachers in relation to the number of students, work performance in scientific research projects, the interest of foreign students, especially from the Croatian emigration, etc.),
- d) supervises and coordinates the work of participants in the quality assurance system on related activities,
- e) cooperates in the preparation and the process of external evaluation,
- f) supervises and evaluates the teaching process and other educational processes, their material and organizational conditions, and proposes measures and activities aimed at their improvement,
- g) evaluates the quality of general and specific competencies achieved through study programmes,
- h) develops indicators of the teaching quality improvement (e.g. the achievement of planned learning outcomes, the use of e-learning, the overall exam results, literature coverage and student employability),
- i) supervises and evaluates the work of teachers and their competences and proposes measures and activities aimed at their improvement,
- j) supervises and evaluates the effectiveness of study and proposes measures and activities aimed at its improvement,
- k) supervises and coordinates efforts to improve student support during class and extracurricular activities,
- l) follows the inclusion of scientific and associate staff in available programs of international exchange,

- m) supervises and evaluates the work of administrative and professional staff and their competencies, and proposes measures and activities aimed at their improvement,
 - n) supervises and evaluates standard procedures in administration work and proposes measures and activities aimed at their improvement,
 - o) coordinates the establishment and launching of lifelong learning programmes, especially as part of summer and winter schools of the Croatian Studies,
- and implements other measures and activities in the scope of quality assurance.
2. The Committee cooperates with the Quality Management Committee, the University of Zagreb, the Office for Quality Management at the University of Zagreb and other participants of the quality assurance system at the Croatian Studies.

Article 10

1. Work of the Committee is performed in meetings.
2. The meetings are convened by the chairman of the Committee as necessary and at the least once in two months.
3. The chairman must convene a meeting of the Committee if at least two members of the Committee request it.
4. The Committee may reach valid decisions if the meeting is attended by the majority of members.
5. The Committee takes a public vote on the decisions and reaches decisions by majority vote of all members.
6. The work of the Committee is public.

Article 11

1. The Committee shall draw up the annual and long-term plan of measures and activities in the scope of quality assurance in accordance with the applicable provisions of the development strategy of the Croatian Studies.
2. The annual plan of measures and activities the Science and Education Council adopts at the proposal of the Committee at the beginning of each academic year.
3. Furthermore, the Science and Education Council adopts, at the proposal of the Committee, the long-term plan of measures and activities for a period of five years.
4. The Committee has the obligation to deliver the adopted plans to the Office for Quality Management at the University of Zagreb.

Article 12

1. The Committee must at least once a year submit a report on its work to the Science and Education Council.
2. The accepted annual report referred to in paragraph 1 of this Article shall be submitted to the Office for Quality Management at the University of Zagreb.

Article 13

1. The Office provides administrative and expert support to the Committee and participates in the implementation of decisions of the Science and Education Council and the Committee regarding the measures and activities in the scope of quality assurance at the Croatian Studies.
2. In its work, the Office cooperates with the Office for Quality Management at the University of Zagreb.

3. The work of the Office and its composition is regulated by a separate decision of the Head of the Croatian Studies and in accordance with the accepted internal organization and job classification at the Croatian Studies.

IV. TRANSITORY AND FINAL PROVISIONS

Article 14

1. The Science and Education Council shall within six months from the entry into force of these Regulations adopt the Quality Manual of the Croatian Studies.
2. Quality Manual of the Croatian Studies is an integral part of these Regulations.

Article 15

Amendments to these Regulations shall be adopted in the same manner and following the same procedure which was adhered to in the course of adopting these Regulations.

Article 16

These Regulations shall enter into force on the date of their adoption.

**Head of the Croatian Studies
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Prof. Zvonimir Čuljak, PhD

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