



# **INTERNATIONAL EUROPEAN UNIVERSITY**

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## **REGULATIONS ON THE DEPARTMENT OF EDUCATION QUALITY ASSURANCE**

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of International European University  
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<i>Regulations on the Department of Education Quality Assurance</i>	<i>REGULATIONS</i>
<i>International European University</i>	<i>Quality management system ISO 9001:2015</i>

Developed by:

Director of the Department

Valentyna FURMANIUK

Approved by:

Vice-rector for scientific and pedagogical work  
Head of the Legal department

Maksym ZHYTAR  
Maksym PISHOV

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## **1. General provisions**

**1.1.** Regulations on the Department of Education Quality Assurance (hereinafter – the Regulations) define the structure, key objectives, functions, rights and liability of the staff of the Department of Education Quality Assurance (hereinafter – the Department), as well as the interaction with other units of International European University (hereinafter – the University).

**1.2.** The Department is a structural unit of International European University, which is established, reorganized and liquidated by the decision of the University Rector on the basis of and in the manner prescribed by the current legislation of Ukraine.

**1.3.** The Department is created to coordinate the development, implementation and assurance of the proper organization of the quality management system functioning at the University, and is directly subordinated to the Vice-rector for scientific and pedagogical work; in case of his/her absence, to a person performing his/her responsibilities. It is also subordinated to and controlled by the University Rector.

**1.4.** The Department relies on the Constitution of Ukraine, Laws of Ukraine, regulatory framework of the Ministry of Education and Science of Ukraine, the National Agency for Higher Education Quality Assurance (NAQA), which regulate education activities in terms of quality assurance procedures, ISO 9001:2015 recommendations, University Statute, Development Strategy, Quality Policy and Goals, anti-corruption program, internal work regulations of the University, Rector's and University President's orders and decrees, as well as these Regulations.

**1.5.** The Department is led by the Director appointed and fired by University Rector's order, who organizes his/her activities in accordance with the current legislation of Ukraine. The Department staff are appointed and fired by the Rector in the manner prescribed by the current labor legislation.

**1.6.** When the Department Director is absent (disease, vacation, business trip, etc.), his/her responsibilities are performed by a person appointed according to the prescribed manner. The above-mentioned person acquires rights and bears the responsibility for the high-quality and prompt performance of the responsibilities entrusted to him/her.

**1.7.** Amendments and additions to these Regulations are developed by the Department Director, approved and adopted in the prescribed manner.

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**1.8.** The Department interacts with public authorities, institutions/organizations engaged in education quality assurance, quality assurance of educational activities and education quality monitoring, as well as with structural units of the University.

**1.9.** The rights and obligations of heads and staff of departments/sectors included in the Department structure are defined by job descriptions.

## **2. Structure of the Department**

The structure of the Department includes:

- 1) Licensing and Accreditation Department;
- 2) Department of Monitoring Knowledge and Adherence to the Principles of Academic Integrity;
- 3) Rating sector;
- 4) Sector of social and psychological support.

## **3. Key objectives of the Department**

**3.1.** To develop a holistic view of the higher education quality system at the University, its maintenance, and monitoring of the functioning dynamics by examining opinions of students, academic staff and stakeholders about the organization of the educational process and educational activities.

**3.2.** To study and process conclusions and recommendations of the National Agency for Higher Education Quality Assurance and the State Education Quality Service on the higher education quality system at the University and other independent institutions engaged in higher education quality assessment and assurance accredited by the National Agency for Higher Education Quality Assurance; to introduce the results to the participants in the educational process and control their compliance.

**3.3.** To define the principles and procedures of higher education quality assurance and provide recommendations on their integration into the educational process.

**3.4.** To create and advance tools for managing the higher education quality at the University. To coordinate the development, adoption and proper functioning of the Quality management system at the University in accordance with the ISO 9001:2015 requirements.

**3.5.** To organize and ensure the functioning of the internal education quality system at the University.

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**3.6.** To organize the work on preparing materials for licensing of educational activities and accreditation of educational/educational and scientific programs at the University in general;

**3.6.1.** to coordinate the cooperation with appropriate structural units of the University on preparing materials for licensing of educational activities and accreditation of educational/educational and scientific programs;

**3.6.2.** to submit materials on licensing of educational activities to the Ministry of Education and Science of Ukraine via the Unified State Electronic Database on Education (USEDE) and, along with guarantors of educational programs, submit self-assessment information to the electronic office of accreditation cases of the National Agency for Higher Education Quality Assurance and accreditation institutions;

**3.6.3.** To provide heads of University structural units and guarantors of educational programs with information and consulting assistance in preparing materials for licensing of educational activities and accreditation of educational/educational and scientific programs;

**3.6.4.** to control the timely submission of applications for including educational programs in the accreditation schedule and information about the self-assessment of educational programs to the National Agency for Higher Education Quality Assurance.

**3.7.** To monitor the University's compliance with the Licensing conditions for educational activities and assessment criteria for educational programs in accordance with the Regulations on accreditation of educational programs available to students.

**3.8.** To explore and generalize the best national and international practices in ensuring the quality of higher education at all levels, their analysis.

**3.9.** To systematize and generate modern methodological approaches to the internal system of higher education quality assurance.

**3.10.** To organize and carry out internal and external audits of the Quality management system.

**3.11.** To develop and advance documents of the University Quality management system in accordance with the ISO 9001:2015 International Standard.

**3.12.** To analyze the labor market demands and determine employers' requirements for the level of competence of University graduates.

**3.13.** To take part in the periodical review of educational programs.

**3.14.** To monitor and update the Regulations prepared by the Department.

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**3.15.** To conduct surveys among participants in the University educational process (students, academic staff), interested parties (graduates, employers, other stakeholders) on the quality of educational activities. Students' assessment of the academic staff and regular publication of such surveys on the University official website.

**3.16.** To monitor the process of advanced training of the University academic staff.

**3.17.** To conduct the rating of students' academic achievements and educational and scientific activities of the academic staff.

**3.18.** To collect, process and analyze the data obtained as a result of monitoring in order to ensure the high-quality adoption of managerial decisions with their further publication on the University official website.

**3.19.** To develop the efficient system for preventing academic integrity violations, including academic plagiarism in text works of participants in the educational process.

**3.20.** To diagnose the social and professional focus, social self-identification, social activity and social responsibility of students.

**3.21.** To conduct the social and psychological monitoring of educational environment comfort.

#### **4. Key functions of the Department**

To accomplish its objectives, the Department:

**4.1.** Conducts current and promising planning of Department operations.

**4.2.** Analyzes amendments, additions and new legislative and other regulatory documents on the quality of the educational process organization and quality assurance of educational activities (prompt informing of EP/ESP guarantors, directors of ERIs and heads of departments about regulatory changes).

**4.3.** Prepares draft orders of the University Rector and draft decrees of the Vice-rector for scientific and pedagogical work concerning Department activity areas.

**4.4.** Plans and organizes the work on licensing of educational activities and accreditation of educational/educational and scientific programs:

**4.4.1.** draws up plans (schedules) of licensing and accreditation, informs heads of structural units;

**4.4.2.** controls the compliance of staffing, educational, methodical, material, technical and information facilities of the University with the Licensing

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conditions for educational activities of education institutions and requirements for accreditation of educational/educational and scientific programs.

**4.5.** Processes, analyzes and generalizes the results of student surveys on the quality of the educational process, educational activities and educational programs conducted by the Department, as well as provides corresponding structural units with recommendations on improving the education quality.

**4.6.** Examines opinions of the academic staff about the quality of the educational process organization and educational activities at the University.

**4.7.** Examines and generalizes the results of employer surveys on the quality of knowledge, abilities, skills and acquired competencies required for professional activities of University graduates conducted by the Department, as well as provides recommendations on improving the education quality.

**4.8.** Examines and generalizes the results of graduate surveys on their satisfaction with obtained educational services at the University conducted by the Department, as well as provides recommendations on improving the education quality.

**4.9.** Ensures the academic integrity compliance at the University by advancing the system for preventing and detecting academic plagiarism in text works of students and scientific papers of the academic staff.

**4.10.** Coordinates University structural units regarding the implementation of the policy and measures aimed at ensuring the higher education quality.

**4.11.** Holds seminars, meetings, training sessions and webinars with participants in the educational process; applies other innovation forms of interaction in higher education quality issues.

**4.12.** Consults participants in the educational process about the education quality and academic integrity compliance.

**4.13.** Provides recommendations on the higher education quality, forms and methods of its assurance.

**4.14.** Monitors the quality of advanced training of the University academic staff.

**4.15.** Carries out psychological preventive activities aimed at preventing personal maladaptation, any kind of deviations, as well as enhancing and restoring the comfortable educational environment, etc.

**4.16.** Publishes plans, survey results, control activities, annual reports, etc. on the University official website.

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**4.17.** Delegation of other functions not stipulated by these Regulations to the Department is allowed after introducing appropriate amendments and additions to these Regulations.

## **5. Rights**

The Department has the right to:

**5.1.** Check and control the compliance of University structural units with the higher education quality requirements and academic integrity principles.

**5.2.** Receive the required data and documents on issues within the Department competence from University officials and heads of structural units in the prescribed manner.

**5.3.** Take part in meetings and other events related to the quality of education and educational activities held at the University, hold internal meetings dedicated to issues within the Department competence.

**5.4.** Address the University administration in case of detecting facts of substantial incompliance with the standard requirements and other regulatory legal documents of the Quality management system, other violations or improper functioning of the education quality system and academic integrity assurance system.

**5.5.** Involve the staff of other structural units of the University in the implementation of Quality management system processes.

**5.6.** By administration's order, represent the University in cooperation with other institutions (organizations), including the foreign ones, concerning the quality of education and educational activities.

**5.7.** Introduce suggestions to the University administration on:

- improvement of staff working conditions;
- performance rewards;
- application of disciplinary measures for the violation of labor discipline and internal work regulations of the structure, staff schedule and staff selection of the Department.

## **6. Liability**

**6.1.** The Director of the Department, heads of departments and employees of departments/sectors, in accordance with job descriptions and functional responsibilities, are liable for:

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- the state of accounting and reporting on all types of their work, storage of documents, databases concerning planning, reporting, etc.;
- late performance of assigned tasks;
- non-fulfillment of the requirements for information reliability and maintaining its confidentiality until the moment of disclosure;
- non-compliance with the corporate requirements in Department operations and at the University in general;
- indiscreet behavior, dishonesty, committing corrupt acts;
- improper state of preservation of material values.

### **7. Interaction with other units of the University**

**7.1.** The Department interacts with the University Academic Council, all structural units, student self-government bodies, students and academic staff on issues arising in the process of work within the Department competence.

**7.2.** The Department staff establish the relationship with all participants in the educational process, structural units, etc. based on friendliness, tolerance, transparency and accessibility.

**7.3.** The Department interacts with the University administration in accordance with the procedure stipulated by the University.

**7.4.** When accomplishing its objectives, the Department interacts with public and local authorities, education institutions, scientific establishments, enterprises, organizations, foreign organizations, legal and physical entities on issues related to Department operations within its powers.



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