

Quality Assurance Policy

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Document name	Quality Assurance Policy
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Approval date	22/08/2012
Approving body	EIU Management Board
Objectives	The aim of the EIU Quality Policy is to define the fundamental rules that guide the university's quality assurance processes.
Major Sectors of Quality Assurance	<p>The EIU Quality Policy is applicable to the designated quality assurance sectors of the university and serves as the foundation for present and future policies of each EIU sector. The major quality assurance sectors include:</p> <ul style="list-style-type: none"> • Management and Administration • Development and Implementation of Professional Educational Programs (PEPs) • Organization of Teaching and Learning Processes and Collegiate Life • Formation and Improvement of Academic Staff • Research and Development • Formation and Improvement of Infrastructures and Resources • Social Responsibility • External Relations and Internationalization.
Quality Assurance Objectives	<ul style="list-style-type: none"> • Establish and elaborate a quality management system in compliance with the standards and guidelines of the National Center for Professional Education Quality Assurance. • Ensure the maximum engagement of stakeholders in quality assurance processes and promote a transparent and accountable culture focused on quality. • Audit the efficiency of university processes to ensure continuous improvement.
Policy Provisions	<p>The EIU management, academic and administrative staff are responsible for implementing high-quality educational programs to meet the needs and demands of stakeholders. To this end, the University ensures maximum engagement of internal and external stakeholders in decision-making processes and develops effective mechanisms for identifying their needs and demands.</p> <p>The University management promotes a culture of academic freedom, teamwork, innovation, discipline, and continual service improvement through accountable, transparent, and collective management.</p>

	<p>To implement this policy, the University will audit the efficiency of educational programs and services, and continually improve the quality of the management system.</p>
<p>Basic Provisions</p>	<p>1. Quality as a Responsibility The provisions of the Quality policy form the basis of the University's activities. The University management is responsible for quality improvement and actively participates in all processes, serving as a role model for other stakeholders. Ensuring quality is the responsibility of the entire University staff.</p> <p>2. Quality Staff and Resources The staff receives adequate training and resources to improve the quality of their work.</p> <p>3. Quality Information There are stable and effective mechanisms in place for collecting and processing data to ensure the quality of the University's activities.</p> <p>4. Participation The satisfaction of students and other stakeholders with the services provided is a top priority. There are mechanisms in place to ensure their participation and feedback.</p> <p>5. Transparency All policies, procedures, statements, and other documents are shared with stakeholders and readily available.</p>
<p>Quality Assurance Policy application</p>	<p>The application of the EIU quality assurance policy extends to all stakeholders, including students, academic and administrative staff, graduates, employers, organizations, and others. The policy serves as the foundation for the University's activities and guides the decision-making processes of its management and employees.</p>
<p>Persons Responsible for Policy Implementation</p>	<p>The responsibility for implementing the EIU policy lies with the EIU Rector, who ensures continual quality improvement through all EIU employees. This responsibility is explicitly mentioned in all job descriptions. The EIU Rector is accountable for the continual implementation of quality objectives.</p> <p>Students and other stakeholders are also responsible for providing timely feedback on university processes and actions.</p>
<p>Definition of concepts</p>	<p>Quality, for EIU, is defined as the adherence of activities to the mission and vision, as well as the adherence of services to established internal and external standards.</p> <p>Quality assurance involves the continual improvement and enhancement of existing mechanisms through the monitoring of processes directed towards the main areas of quality assurance in the University and feedback from stakeholders.</p>

	<p>Quality management system is a set of regulations, procedures, and tools that aim to define, implement, evaluate, and review quality objectives.</p>
<p>List of other related documents</p>	<p>The Standards and guidelines for quality assurance in the European Higher Education Area (ESG)</p> <p>The National Center for Professional Education Quality Assurance Foundation (ANQA) criteria</p> <p>EIU strategy/strategies</p> <p>EIU Quality Manual</p>
<p>Scope of Application</p>	<p>The EIU quality policy is applied to all the University activities.</p>
<p>Policy Revision Periodicity</p>	<p>The University Management Board conducts an annual review of the Quality policy to assess its effectiveness. During this review, feedback is gathered from internal and/or external audit reports, quality studies, and analyses. Based on the observations and proposals presented during this review, any necessary revisions to the policy are made and the approved version is filed in the electronic register.</p>
<p>Publicizing</p>	<p>The approved Quality Assurance policy document is filed in the electronic register and made public on the official website. It is also presented at sessions and meetings with students and staff.</p> <p>The document, which includes provisions on quality policy, is made available through the University website and internal and external networks. Additionally, it is placed in conspicuous places for all students, employees, and external stakeholders in all departments of the University.</p>