



BJELOVAR UNIVERSITY OF APPLIED SCIENCES  
TRG E. KVATERNIKA 4, BJELOVAR

**REGULATIONS ON THE ORGANIZATION AND FUNCTIONING OF THE SYSTEM  
FOR INTERNAL QUALITY ASSURANCE AND IMPROVEMENT OF OF BJELOVAR  
UNIVERSITY OF APPLIED SCIENCES**

CLASS:	602-04/25-07/04
REFERENCE NUMBER:	2103-1-21-08-25-4
Date:	January, 29 2025
Document Revision Number:	2
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Approved by:	Quality Assurance and Improvement Unit
Adopted by:	University Council
Number of pages:	8
Previous Documents:	1. Regulations on the Organization and Functioning of the System for Internal Quality Assurance and Improvement of BUAS, August 20, 2024 2. Regulations on the Organization and Functioning of the System for Internal Quality Assurance and Improvement of BUAS, November 13 2024

Bjelovar, January, 29 2025

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Croatian-to-English translation

Pursuant to the Act on Higher Education and Scientific Activity (NN 119/22), the Act on Quality Assurance in Higher Education and Science (NN 151/22), and the Statute of Bjelovar University of Applied Sciences, the University Council, at its 11th session in the 2024/2025 academic year, held on January 29, 2025, adopted the following

## **REGULATIONS ON THE ORGANIZATION AND FUNCTIONING OF THE SYSTEM FOR INTERNAL QUALITY ASSURANCE AND IMPROVEMENT OF OF BJELOVAR UNIVERSITY OF APPLIED SCIENCES**

### **1. GENERAL PROVISIONS**

#### Article 1

- (1) The Regulations on the Organization and Functioning of the System for Internal Quality Assurance and Improvement of Bjelovar University of Applied Sciences (hereinafter: Regulations) define the objectives, purpose, areas of operation and evaluation, as well as the organization and functioning of the System for Internal Quality Assurance and Improvement (hereinafter: SIQAI) at Bjelovar University of Applied Sciences (hereinafter: University).
- (2) The terms used in these Regulations are gender-neutral and apply equally to all genders.

#### Article 2

- (1) The mission of SIQAI is the continuous improvement of all processes and activities within the University's scope of work and the promotion of a quality culture within the University.
- (2) The vision of SIQAI is to develop a quality assurance and improvement system aligned with European and international quality assurance standards in the field of higher education and scientific activity, in line with the University's mission and vision, and recognized within the national and international higher education space.
- (3) Comprehensive quality management includes ensuring and improving the quality of the University's operations, teaching, scientific or artistic work, and professional work of teachers, researchers, and associates, as well as the professional work of administrative and support staff at the University.
- (4) The goal of SIQAI is to establish mechanisms for systematically defining and evaluating quality indicators, as well as coordinating effective procedures related to quality assurance and improvement, with the purpose of promoting high standards and the development of all University activities.

#### Article 3

- (1) The organization and operational standards of SIQAI comply with the criteria, principles, and evaluation standards for the effectiveness of the University and its study programs, taking into account the specifics of various scientific, professional, and higher education fields, and are based on the University's normative acts..

#### Article 4

The reference documents for internal quality assurance and improvement at the University are:

- The Act on Higher Education and Scientific Activity
- The Act on Quality Assurance in Higher Education and Science
- Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)
- Other relevant acts related to the University's areas of activity.

#### Article 5

- (1) SIQAI covers all areas of the University's activities, including all processes related to the implementation of teaching activities and auxiliary (logistical) processes essential for the efficient and effective realization of fundamental goals.
- (2) A culture of quality is built into all aspects of University operations and through all normative and strategic acts.

#### Article 6

- (1) SIQAI includes all internal and external quality stakeholders of the University.
- (2) Internal stakeholders of SIQAI include students, participants in lifelong learning programs, teachers, assistants, external associates, administrative, technical, and support staff employed at the University. All stakeholders are personally responsible for the quality execution of their obligations and for ensuring quality in their respective areas of work, as well as for fostering the University's culture of quality.
- (3) External stakeholders of SIQAI, with whom the University maintains continuous cooperation, include graduates, employers, business entities, teaching bases, educational institutions, local and state administration bodies, the University's Founder, and other users of the University's services. These stakeholders participate in verifying the validity, relevance, and quality of the University's work and serve as a source of feedback that the University utilizes in quality improvement activities.

## 2. AREAS OF ACTIVITY

#### Article 7

System for Internal Quality Assurance and Improvement at the University includes:

1. Monitoring the implementation of the development strategy
2. Implementing procedures for internal quality assurance and improvement
3. Monitoring and improving the quality of study programs and lifelong learning programs
4. Monitoring and improving learning, teaching, and assessment methods in study programs and lifelong learning programs
5. Monitoring and improving the achievement of learning outcomes for students and participants in lifelong learning programs
6. Monitoring and improving the scientific productivity of teachers
7. Monitoring and improving the professional work of teachers
8. Monitoring and improving the work of administrative and support staff
9. Monitoring and improving other activities carried out by the University.

## 3. AREAS OF EVALUATION

#### Article 8

The areas of evaluation within SIQAI include:

- Activities, rules, and procedures for the systematic assurance and improvement of the University's quality
- Development and approval of study programs and lifelong learning programs
- Student-centered learning, teaching, and assessment in study programs and lifelong learning programs
- Admissions, student and lifelong learning participant progression, recognition of prior learning, quality of the teaching process, learning and teaching, and the allocation of ECTS credits
- Quality assurance and improvement of teaching staff, workload, and career advancement of teachers
- Learning resources and support for students and lifelong learning participants (classroom equipment, library, IT equipment, information system, administrative support, etc.)
- Activities related to the collection, analysis, and use of information relevant to the effective management of all activities
- Transparency of operations, including public and internal communication about SIQAI
- Continuous monitoring and periodic review of study programs and lifelong learning programs
- Mobility of students, teachers, associates, and administrative staff
- Professional and scientific-research activities, evaluation, and enhancement of scientific productivity
- Cooperation with businesses, institutions, and organizations, as well as international cooperation
- Monitoring and analysis of quality indicators.

## 4. ORGANIZATION AND FUNCTIONING

### Article 9

- (1) The SIQAI at the University is managed by the University Council, and at the University level, the Quality Assurance and Improvement Unit of Bjelovar University of Applied Sciences (hereinafter: Quality Unit) is established.
- (2) The Quality Unit is an organizational unit responsible for internal quality assurance and improvement at the University.
- (3) The Quality Unit is led by the Quality Assurance Representative.
- (4) The Quality Unit performs its tasks in accordance with reference documents for quality assurance and improvement at the European and national levels, as well as the general acts of the University.
- (5) The Quality Unit submits an annual report on its activities to the University Council and the Management Board.
- (6) The Quality Unit serves as a supervisory and advisory body to the Dean and the University Council.
- (7) The procedure for appointment, duties, responsibilities, and competencies of the members of the Quality Unit and the Quality Assurance Representative are determined by these Regulations, the Quality Assurance and Improvement Manual of Bjelovar University of Applied Sciences, and other University acts..
- (8) The Quality Unit consolidates and coordinates activities related to quality in accordance with the University's needs, while the Quality Assurance Representative oversees the work of the Quality Unit and performs its administrative and technical tasks.

### Article 10

- (1) The University Council appoints the Quality Unit and the Quality Assurance Representative upon the Dean's proposal..
- (2) The members of the Quality Assurance and Improvement Unit are:
  - Dean
  - Quality Assurance Representative
  - Vice Dean for Development
  - Vice Dean for Teaching and Students
  - Head of the Professional Undergraduate Study Program in Mechatronics
  - Head of the Professional Undergraduate Study Program in Nursing
  - Head of the Professional Undergraduate Study Program in Computer Science
  - Head of the Professional Graduate Study Program in Nursing
  - President of the Student Council
  - One (1) representative of non-teaching staff
  - One (1) representative of teaching staff
  - One (1) representative of external associates
  - One (1) representative of partner institutions/business entities
- (3) Members are appointed for an indefinite period, until a new decision is made, except for the President of the Student Council, whose mandate lasts until the end of their term in the Student Council.
- (4) Quality Assurance Representative is appointed by the University Council for a period of four years, with the possibility of reappointment.

### Article 11

- (1) A member of the Quality Unit may be dismissed before the expiration of their term if:
  - They cease to hold the position based on which they were appointed as a member,
  - They request dismissal themselves,
  - They do not participate in the work of the Quality Unit or fail to adhere to the decisions of the Quality Unit and the University Council, as well as regulations relevant to the SIQAI,

- A justified proposal for dismissal is submitted by their proposer.
- (2) The decision on dismissal is made by the University Council, which appoints a new member at the same session.
- (3) The mandate of the newly appointed member of the Quality Unit lasts until the end of the term of the dismissed member.
- (4) The Quality Assurance Representative may be dismissed before the expiration of their term if:
- They request dismissal themselves,
  - A justified proposal for dismissal is submitted by the majority of the Quality Unit members or the dean.
- (5) The decision on dismissal is made by the University Council, which appoints a new Quality Assurance Representative at the same or at the latest the next session.

#### Article 12

(1) The Quality Unit is responsible for the coordination, organization, monitoring, implementation, and assessment of all activities related to quality assurance and improvement at the University, as well as proposing activities to the Polytechnic Council aimed at ensuring and improving quality, including:

- Providing recommendations and opinions on guidelines and procedures for quality assurance and improvement,
- Defining and developing quality indicators and mechanisms for quality improvement,
- Preparing periodic reports on the measures and activities implemented within the framework of quality assurance and improvement,
- Informing internal and external quality stakeholders about all activities related to quality assurance and improvement at the University,
- Conducting training in quality assurance and improvement for internal stakeholders of the University,
- Organizing thematic meetings on quality assurance and improvement,
- Providing recommendations and proposing activities to the University Council and University management to fulfill recommendations for improving the quality of all University activities,
- Defining and conducting internal periodic assessments of the SIQAI in accordance with the Manual for Internal Periodic Assessment of the SIQAI,
- Participating in the preparation and implementation of external evaluation procedures of the University.

(2) Quality Assurance Representative leads the work of the Quality Unit and, within their authority, performs the following tasks:

- Represents the Quality Unit,
- Assists the Vice Dean for Development in coordinating the monitoring of the University's Strategy implementation,
- Coordinates the procedures for external evaluation of the quality assurance and improvement system,
- Coordinates the process of internal quality assurance and improvement and prepares the Report on the Internal Periodic Assessment of the SIQAI conducted,
- Participates in the preparation and implementation of the re-accreditation process,
- Organizes, monitors, and improves the work of the University committees,
- Reviews the annual work plan of each committee and provides the Dean's Collegium with a proposal for adopting/amending/completing the work plan or rejecting it with a correction deadline,
- Participates in monitoring and improving the quality of study programs and lifelong learning programs,
- Prepares the Annual Report on the Work of Committees and submits it for adoption to the University Council,
- Coordinates the monitoring and improvement of learning, teaching, and assessment methods in study programs and lifelong learning programs,
- Coordinates the monitoring and improvement of the scientific and professional work of teachers,
- Coordinates the monitoring and improvement of the work of professional services employees, organizes training for employees and external collaborators on quality in higher education,
- Prepares proposals for Regulations, Manuals, and other SIQAI documents, as well as their revisions,

- Participates in the development of action plans and reports on their implementation,
- Receives and resolves comments and suggestions from students, which they can submit via the student mailbox (physical mailbox on the University premises) or via email at: studentski.sanducic@vub.hr,
- Monitors and analyzes processes occurring at the University and proposes measures and activities to improve them,
- Participates in the work of the Dean's Collegium,
- Submits reports on the work of the SIQAI to the University Council and the Administrative Council on behalf of the Quality Unit,
- Coordinates the monitoring and improvement of other activities carried out by the University.

#### Article 13

- (1) The Quality Unit operates through meetings, which can be held in person, online, or in a hybrid format.
- (2) The meetings of the Quality Unit are convened by the Quality Assurance Representative.
- (3) The meetings of the Quality Unit are held as needed, but at least once a year.
- (4) The Quality Assurance Representative is obliged to convene a meeting of the Quality Unit upon the request of at least half of all members.
- (5) The Quality Unit can make decisions if a majority of the members are present at the meeting, and decisions within its scope are made by public voting, with a majority vote of those present.
- (6) The Quality Unit prepares an annual activity plan and submits an Annual Report on the Work of the SIQAI to the University Council and management council. The annual activity plan is adopted for a period of one academic year.

#### Article 14

- (1) The expert bodies of the University Council and the Quality Unit are the Committees of the Bjelovar University of Applied Sciences (hereinafter referred to as: Committees).
- (2) The University Council adopts a Decision on the appointment of the Committees of the University based on the proposal of the Dean and the Quality Assurance Representative.
- (3) The Decision on the appointment of the Committees specifies the Committees, appoints the members of the Committees, and outlines the obligations arising from the appointment.
- (4) The Rules of Procedure for the work of the Committees of the University more specifically regulate the working methods of the Committees, the rights and duties of the committee members and working groups, as well as the decision-making process.
- (5) Quality Assurance Representative organizes, monitors, and improves the work of the Committees of the University with the aim of improving the SIQAI.
- (6) Through the work of the Committees, activities are planned, implemented, and monitored, and recommendations for improvement are generated with the goal of ensuring and improving quality.

#### Article 15

- (1) In the implementation of the internal evaluation of the quality assurance and improvement system, the Quality Unit applies the ESG guidelines in accordance with the Manual for Conducting the Internal Periodic Evaluation of the Quality Assurance and Improvement System.
- (2) As a result of the conducted evaluation, the Quality Unit prepares a report on the results of the internal evaluation of the quality assurance and improvement system and a plan of activities for the subsequent monitoring phase..

## 5. TRANSITIONAL AND FINAL PROVISIONS

### Article 16

(1) Amendments and supplements to this Regulation shall be adopted by the University Council, in the same procedure and manner as its adoption.

### Article 17

(1) This Regulation enters into force on the eighth day after its publication on the website of the University of Applied Sciences. Upon the entry into force of this Regulation, the provisions of the Regulation on the Organization and Operation of the Internal Quality Assurance and Improvement System of the University of Applied Sciences in Bjelovar from November 13, 2024 (CLASS: 602-04/24-07/13, REGISTRATION: 2103-1-21-08-24-6) cease to apply.

Bjelovar, January 29 2025

University of Applied Sciences in Bjelovar  
University Council  
Dean: M.Sc. Tatjana Badrov, Senior Lecturer

The Regulation was published on the website of the Bjelovar University of Applied Sciences on January 29 2025.

Croatian-to-English translation