

In accordance with the provisions of Articles 23 and 80 of the Higher Education Act (HEA official consolidated text, OJ RS – No. 119/06 and amendments) and in pursuance of Articles 36 and 47 of the Statute of the University of Ljubljana (OJ RS; No 8/2005 and amendments), with the University of Ljubljana Senate consent dated June 24, 2008, the Rector of the University of Ljubljana adopts the following

## UNIVERSITY OF LJUBLJANA QUALITY ASSURANCE SYSTEM REGULATION

### I. BASIC PRINCIPLES, GOALS

#### Article 1

##### (Basic principles, purpose and contents)

The basic values in the mission of the University of Ljubljana (hereinafter: the UL) (1996) are academic excellence and assurance of high quality standards.

With the 2006-2009 university strategy, the priority focus shifted from development to quality. Among the seven developmental goals, a special focus is on the »development of a comprehensive quality assurance system«. The goal anticipates development of mechanisms, procedures and criteria for monitoring and assuring quality of educational, scientific and research, as well as artistic and professional activities.

Considering the applicable legislation, regulation and the recommendations of the relevant national (Evaluation Senate of the Council of the Republic of Slovenia for Higher Education) and international authorities and organizations (ENQA, EUA) in the area of quality assurance, the UL shall:

- collect and analyse the representative quality assurance indicators,
- periodically conduct detailed self-evaluations independently or as a part of external evaluation,
- develop and implement general and specific tools for quality assurance as a means of permanent attention, dedicated to quality assurance.

This document represents:

- a comprehensive overview of the UL quality assurance mechanisms and
- a set of rules for monitoring and quality assurance, which are to be followed by the relevant bodies at the university and at the individual Member levels.

#### Article 2

##### (Procedural goals, areas)

Through the procedures of quality assurance in educational activities, the relevant bodies at the UL and at the Member levels aim at:

- development and implementation of strategic goals and procedures in the area of quality,
- relevance of procedures regarding confirmation, monitoring and periodical assessment of study programmes,
- relevance of student learning outcomes assessment,
- provision of the quality of teachers, associates and other staff, their preparation and training for the support they offer to students,
- recognition of excellent results of the individual teacher's and associate's contribution, professional expertise or attitude towards their work,
- establishment of suitable conditions for educational activities and student support services,
- establishment of a relevant ICT system,
- delivery of information on study programmes and university activities to the public.

Through the procedures of quality assurance in scientific research, artistic and professional activities, the relevant bodies at the UL and the Members level aim at:

- compliance of scientific research, artistic and professional activities with the strategic plan and with the European directions and standards,
- connection of research to other activities and using the results of the scientific research, artistic and professional activities in education,
- encouragement of the employees to publish relevant results of the scientific research, artistic and professional activities and to record and register the publications,
- transfer of knowledge into practice.

## II. QUALITY ASSURANCE MECHANISMS

### Article 3 (General quality assurance tools)

General tools for quality assurance consist of planning, reporting, external evaluations, self evaluations and accreditations:

- annual planning and reporting is in line with the »Rules and regulations for preparation of work programme, financial plan and annual report of the University of Ljubljana« (adopted on November 13, 2007). The rules define planning and reporting on quality and the use of indicators adopted by the UL Senate (September 26, 2006). Annual planning and reporting provides for constant monitoring of the UL achievements, internal university comparisons and international comparisons, reporting to the funder and the publics, it includes measures for improvement and financial measures.
- voluntary external evaluations of the UL or of the individual UL Member, initiated by own interest, required by the funder, the founder or by the law. External evaluations are conducted in line with the evaluator's methodology, which typically includes preliminary detailed self-evaluations. External evaluations can be conducted by Slovenian or international organizations. These evaluations meet the interest of the UL to be periodically institutionally reviewed (the UL and the UL Members) as well as to have the review of the study programmes.
- accreditations of study programmes and higher education institutions (the UL Members) as provided by the Higher Education Act, as a prerequisite for implementation of the new programmes and institutions within the prescribed period (every 7 years). When possible, the UL Members also make use of international accreditation according to the methodology of the relevant association or accreditation organization. The accreditation is internal and external. The internal accreditation is conducted as a multiphase procedure of forming and assessment of the programmes, by rule initiated at the level of the UL Member and continued at the relevant UL Senate commission, including also expert peer-reviews and internally completed by the decision of the UL Senate. The procedure of the programme approval is completed with the external accreditation as decided by the Council of the Republic of Slovenia for Higher Education.

### Article 4 (Specific quality assurance tools)

Specific mechanisms for quality assurance are directed towards quality assurance of the staff, the students, learning process, student support, research and other activities:

#### STAFF

- Open calls for the recruitment of staff enable recruiting of the best staff in Slovenia and abroad and prevent from inner staffing of the university.
- Habilitation is regulated by criteria and procedures for appointment to the teaching and research titles. The habilitation system represents a mechanism for reviewing and verification of scientific, professional and teaching capacities of the teachers and researchers and a motivation for high quality work. The system is regulated by the UL Statute and the Criteria for habilitation.

- Teaching and research staff training. The training is provided by the individual UL Members' centres as well as by external providers. The individual UL Member's management is responsible for training of the teaching staff. The personnel departments of the Rectorate and of the UL Members are responsible for the training of the professional staff at the Rectorate and at the UL Members.

## STUDENTS

- First years of undergraduate studies enrolment procedure provides a platform for correlation between the available enrolment places and the enrolment interest related to the achievements in secondary education. UL Members additionally require specific skills tests, such as artistic talent tests. Entry requirements are defined by the accredited study programmes and anticipate selection of candidates according to their average grade in the previous education cycle.

## LEARNING PROCESS AND STUDENTS' SUPPORT

- Tutorial system was approved by the UL Senate on a session dated April 24, 2007. It includes tutorials offered by students primarily to novices and tutorials offered by teachers and intended for constant monitoring and student support during the whole period of study. The system improves the students' progression rate, shortens the time of study and improves the quality of achieved learning outcomes.
- The UL Career centre and the supporting UL Members' services offer information on studies, study opportunities, practical training, international exchange and employment possibilities for the future students as well as for the enrolled students. The centre provides for detailed career counselling, job seeking and career planning training courses, provides for contacts between future students and the UL Members, employers, follows-up on graduates' career paths, etc. Through these activities, it influences the quality of individual student's choices, improves the learning process, shortens study duration and improves employment prospects of graduates.
- Keeping contacts with the graduates is intended to follow-up on their employability possibilities, their employment and their pursuit of careers immediately after graduation and to assess the implemented study programmes. It serves as a feedback to the university and the UL Members in conducting enrolment policy, improving programmes and it helps future students to make a more informed choices.
- The library and information system consists of libraries located at the UL Members, of the National University Library (NUK) and of the Central Technical Library (CTK), of the information points at the UL Members providing access to services of the UL Members and of the Rectorate as well as of the databases for study purposes.
- The UL extracurricular activities are programmes of sports, culture, social activities and further education, which are organized outside regular curricula. Their fundamental purpose is to enrich the study and the students' lives, and to enrich the entire university. They complement study and contribute to the development of individual competences. Extracurricular activities which take place in accordance with the programmes approved by the UL Senate and which are structured and managed so that they enable students to obtain up to 3 credits per year and have these activities recorded in the diploma supplement.

## RESEARCH

- Quality of publicly funded research at the UL is assured according to the rules and regulations of the Slovenian Research Agency. The quality assurance system includes peer-reviews of the programme and project applications, reports on the activities and the assessment of the results. The quality of the international research projects is assured by the funding agencies in accordance with the calls requirements and their own evaluation procedures. Quality of research and development intended directly for market partners is monitored directly by the contractors.

- Transfer of knowledge is provided through the Institute for Innovation and Development, Ljubljana University Incubator, intellectual property service office, development of LLL programmes and through the autonomy of the UL Members to sell services directly on the market.

#### PROFESSIONAL SUPPORT

- Quality of the professional support is partly assessed and regulated by the students surveys. The university also uses special surveys to assess the services of professional support of the Rectorate and the UL Members.

#### MULTIPURPOSE TOOLS

- Students surveys are a part of the systematic annual quality assurance of the university, its Members, study programmes, subjects and the teachers. They represent the feedback to the teachers, students, to the management of the UL Members and to the university management. They are intended for improvement of study conditions and teaching. They are used as a basis for the habilitation procedures, for consultations between the management and the employees and for making decisions regarding the subjects and the teachers. The surveys are conducted according to the provisions of the Rules and regulations on students surveys, approved by the UL Senate (July 4, 2007).
- The university international office and other relevant UL Members' services promote inclusion of the university and its Members into associations in the area of co-operation in international student and staff exchange relations, in giving scholarships to students, in attracting foreign students, in preparation and implementation of joint programmes and projects. International research activities are promoted also by the EU programmes office.
- University awards for recognition of work achievements of the university staff, the students and the external distinguished experts are awarded as stipulated by the Rules and regulations on the university awards and as stipulated by the Rules and regulations on the Prešeren awards and honours for students. With these awards and honours, the university gives recognition for excellent scientific and research results and encourages the staff and the students to excellence in their efforts. Special awards and honours are given by the Members as well.
- The university sets the quality standards for the Members and gives financial incentives for achieving or surpassing these standards. The purpose of these awards is to improve quality and to achieve the strategic university goals.

### III. RESPONSIBILITIES OF THE UNIVERSITY AND THE MEMBERS FOR QUALITY ASSURANCE

#### Article 5 (responsible bodies)

All the employed, the students, especially the Rector, the Deans, the UL Senate, the Member Senates, their commissions, the UL Government Board, the University student councils and the Member student councils are responsible for quality assurance.

#### Article 6 (Rector)

The Rector's responsibilities according to the provisions of the UL Statute are primarily:

- development of quality assurance mechanisms/tools,
- regular application of the quality assurance mechanisms at the university level and at the level of the Members, especially in the area of: open calls, application of students questionnaires, conducting the enrollment procedure in accordance with the employability of graduates, tutorials, improvement of administrative procedures and professional staff training,

- annual reporting to the UL Senate, to the funders, to internal and external publics on the quality issues and on the achievements,
- taking decisions on periodical detailed self-evaluations and external evaluations of the University and the Members,
- adopting criteria (indicators) of quality on the basis of the UL Senate approval,
- within the Rector's jurisdiction, proposing and adopting measures for quality improvement

The Rector:

- authorises a Vice-Rector for quality assurance.
- proposes to the UL Senate nomination of the quality assurance commission and the commission for strategy monitoring.
- establishes professional services for quality assurance at the university level.

#### Article 7

(Dean)

The Dean's responsibilities according to the provisions of the UL Statute are primarily:

- regular application of the quality assurance mechanisms on the level of the Member, especially in the area of: open calls, application of students questionnaires, conducting the enrollment procedure in accordance with the employability of graduates, tutorials, improvement of administrative procedures and professional staff training,
- annual reporting to the Member Senate, to the funders, to internal and external publics on quality issues and on achievements,
- implementation periodical detailed self-evaluations and external evaluations of the Member,
- within the Dean's jurisdiction, proposing and adopting measures of quality improvement,

The Dean:

- authorises a Vice-Dean for quality assurance.
- can preside the Member quality assurance commission.
- establishes professional services for quality assurance on the Member level.

#### Article 8

(University Senate, University quality assurance commission)

The UL Senate gives consent to the proposed criteria for quality assessment and adopts guidelines for improvement of scientific research, artistic and educational activities of the Members.

At least once a year discusses reports on quality assurance and adopts measures for improvement. The UL Senate nominates the University quality assurance commission for regular monitoring of quality and for forming proposals.

The responsibilities of the University quality assurance commissions, according to the rules, are:

- discussing annual work programmes focusing on the goals and the quality improvement measures,
- discussing business reports focusing on quality assurance reports,
- discussing approaches towards periodical detailed self-evaluations and external evaluations, discussing results of evaluations and discussing proposed measures for improvement,
- discussing effects of individual quality assurance mechanisms/tools and proposing improvement measures,
- reporting to the Senate and to the Governing Board on quality achievements, forming improvement proposals for adoption on both decision making bodies,
- monitoring implementation of student questionnaires and forming proposals for improvement of their use,

- monitoring the quality assurance system performance at the University level and proposing improvement measures,
- co-operating with the Senate for evaluation of the Council of the Republic of Slovenia for Higher Education and the quality assurance commissions of other universities.

Services of the Rectorate offer professional support to the University quality assurance commission, especially the office for quality and student services.

#### Article 9

(Member Senate, Member quality assurance commission)

The Member Senate discusses the quality assurance report at least once a year and adopts quality improvement measures. The Member Senate nominates a quality assurance commission for regular monitoring of quality assurance and for proposing improvement measures. The University and the Member services offer professional support to the commission.

The responsibilities of the Member quality assurance commissions, according to the rules, are:

- discussing annual work programmes focusing on the goals and the quality improvement measures,
- discussing business reports focusing on reports on quality,
- discussing approaches towards periodical detailed self-evaluations and external evaluations, discussing results of evaluations and proposed measures for improvement,
- discussing effects of individual quality assurance mechanisms and proposing improvement measures,
- reporting to the Member Senate and to the Member Governing Board on quality achievements, proposing improvement measures for adoption on both decision making bodies,
- monitoring implementation of student questionnaires and proposing improvement measures for their use.

#### Article 10

(Member Governing board)

The Member governing board can adopt financial measures and incentives for promoting quality of performance, in accordance with the board's jurisdiction. For this purpose the board can appropriately allocate the funds from the market activities. The Member governing board discusses the report on quality once a year.

#### Article 11

(University student council and Member student councils)

The University and the Member student councils monitor educational activities, student services, extra-curricular activities and give proposals for improvement, according to the councils' jurisdictions. The Student councils discuss the annual University or Member report on quality once a year. The Student councils co-operate in habilitation procedures and give comments/opinions on re-election/awards of titles of teachers and associates. The representatives of the students who are nominated by the student councils co-operate in quality assurance commissions and other bodies in preparing and implementing the student questionnaires and educational activities.

### IV. UNIVERSITY AND MEMBER REPORTS ON QUALITY

#### Article 12

(University annual report on quality)

The University quality assurance commission prepares the University annual report on quality in accordance with the Rules for the preparation of the annual work programme, financial plan and the university annual report (November 13, 2007) – (hereinafter: the Rules). The purpose of the report is monitoring the situation and the effects of the quality assurance system on the university and Members level.

The basis for the report are annual reports by Members, reports from other bodies and university services as well as additional analyses. The report consists of the assessment of the main university activities (educational, scientific research, artistic and professional) and the assessment of the quality assurance system and has two constitutional parts:

- the summary of quality analysis regarding all areas (activities), listed in the Article 5 of the Rules (1. Education, 2. Research, development and artistic activities, 3. International activities, 4. Libraries, reading facilities and publishing activities, 5. Investment and maintenance, rooms and equipment, 6. ICT, 7. Human resources, staff, 8. Student services, tutoring, student council and extracurricular activities/activities of interest). The University and the Member quality indicators and the strategic goals are used to assess the quality.
- the description of activities for developing the quality assurance system: composition and functioning of the commission or the body responsible for quality assurance, preparation of the quality assurance documents, instruments and indicators, implementing student questionnaires on educational activities and other questionnaires and analyses, possible external evaluations and accreditations. The service at the Rectorate prepares the report by March 20 for the previous year. The report is discussed by the University Senate and other university bodies. The report is forwarded to the Members, the staff and the students and is published in a suitable form (the university home page: <http://www.uni-lj.si/> ). The report is also published in a common publication of the Council of the Republic of Slovenia for Higher Education or the Council's Senate for evaluation, in accordance with the Senate's rules.

#### Article 13

(Member annual report on quality)

The annual Member report on quality is a constituent part of the Member business report in accordance with the Rules. The purpose of the report is monitoring the situation and the effects of the quality assurance system at the Member level.

The report consists of two parts:

- the summary of quality analysis regarding all areas (activities), listed in the Article 5 of the Rules (1. Education, 2. Research, development and artistic activities, 3. International activities, 4. Libraries, reading facilities and publishing activities, 5. Investment and maintenance, rooms and equipment, 6. ICT, 7. Human resources, staff, 8. Student services, tutoring, student council and extracurricular activities/activities of interest). The University and the Member quality indicators and the strategic goals are used to assess the quality.
- the description of the activities for developing the quality assurance system: composition and functioning of the commission or the body responsible for quality assurance, preparation of the quality assurance documents, instruments and indicators, implementing student questionnaires on educational activities and other questionnaires and analyses, possible external evaluations and accreditations.

The Members send their reports to the Rectorate every year by February 28 for the previous year (or by the deadline, defined by the Rules) in electronic form and in paper (approx. 15 pages, two copies).

The Rector is responsible for the preparation of the annual University report on quality according to the provisions of the Article 24 of the Higher Education Act (2006). The report is prepared by the commissions or other bodies in charge of quality assurance. It is discussed by the senate and by the Member student council. The annual Member quality assurance reports constitute the university annual quality assurance report.

The report is forwarded to the Members, the staff and the students and is published in a suitable form (the Member home page)

#### Article 14 (institutional self-evaluation reports and external institutional reports)

The University quality assurance commission co-operates with other university bodies and with the Members when preparing and implementing external institutional evaluation. A self-evaluation report with the assessment of the quality situation is prepared. The self-evaluation report is a basis for the external evaluators' assessment and for their special report. Both reports are discussed by the university bodies, including the University Senate and the University Governing Board, which both adopt decisions regarding proposals and implementation of improvement measures.

The University can assess implementation of the improvement measures, adopted after the institutional self-evaluation and external evaluation, through a follow-up evaluation.

#### Article 15 (institutional self-evaluation reports and reports on external evaluation of a Member)

An extended self-evaluation report is prepared by Members every seven years and in connection with the external evaluation of the Member. The external evaluation is performed according to the provisions of the Higher Education Act and the special regulations adopted by the competent authority (Senate for evaluation of the Council of the Republic of Slovenia for Higher Education). The authorised commission of this body prepares a visit and after the visit an external evaluation report, which is the basis for the decision on the prolongation of the accreditation.

The Members are encouraged to implement the external institutional evaluation (or accreditation), conducted by some international professional associations by their own rules.

#### Article 16 (self-evaluation reports and external evaluation reports on study programmes)

The Members monitor the implementation of the study programmes (undergraduate, post-graduate, life-long-learning) and if needed, especially before larger changes to the programmes, conduct a programme evaluation. This kind of self-evaluation is based on criteria, adopted by the national authority, and can include adaptations if necessary. Comments and opinions of the staff, the students, the graduates and the users are appropriately gathered. Strengths and weaknesses are assessed and improvement measures are proposed.

The self-evaluation can be complemented with external evaluation (or accreditation) of a study programme, by experts from other higher education institutions or other organizations (associations, agencies) in Slovenia or abroad. These evaluations (accreditations) are conducted by some international professional associations according to their own rules.

#### Article 17 (special periodical reports)



The University and the Members may periodically assess in detail the situation or any particular activity.

The Deans report on the implementation and results of such reports to the Rector occasionally or upon his request.

#### Article 18

(collection and use of data)

Data on educational, research, artistic and professional activities are collected and published for the purpose of their assessment and propositions of improvement measures and follow-up revisions. Beside the statistical data, collected by the Statistical Office of the Republic of Slovenia, the Members also collect data, defined by the competent University or Member bodies. The method of data publication is decided by the Dean for the Members and by the Rector for the University.

Collecting and publishing data follows the relevant rules on personal data protection. The indicators defined by the Members' and the university's bodies in charge of quality assurance (annex) are used for the assessment of Members' quality. These indicators are intended for self-evaluation of the Members and the University and represent the basis for improvement measures and follow-up reviews.

### V. TRANSITIONAL AND FINAL PROVISIONS

#### Article 19

(validity)

The Rules on the system of quality assurance of the University of Ljubljana were published on the website of the University on July 23, 2008. They come into force eight days after the publication on the University's website.

Ljubljana, June 24, 2008

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The Rector