

Pursuant to Article 21 of the Statute of the University of Zagreb, and Article 40 of the Statute of the Faculty of Veterinary Medicine of the University of Zagreb, pursuant to Article 18, paragraphs 5 and 6 of the Act on Quality Assurance in Science and Higher Education, the provisions of the Regulations on the Quality Assurance System at the University of Zagreb, the Standards and Guidelines for Quality Assurance in the European Higher Education Area, the Faculty Council of the Faculty of Veterinary Medicine of the University of Zagreb at the 20th session, held on 22.05.2019, adopted the following:

**REGULATIONS
ON THE QUALITY ASSURANCE SYSTEM AT THE FACULTY OF VETERINARY
MEDICINE**

I. GENERAL PROVISIONS

Article 1

These Regulations shall regulate the aim, purpose, areas of evaluation and organization of the quality assurance system at the Faculty of Veterinary Medicine of the University of Zagreb, the role of the Faculty Council in the quality assurance system, the organization and work of the Quality Management Committee, the organization and work of the Quality Assurance Office, as well as areas within which the measures and activities of the quality assurance system are performed at the Faculty of Veterinary Medicine of the University of Zagreb.

Article 2

The aim of the quality assurance system is to build mechanisms for promotion and achieve quality in the work of the Faculty. Quality assurance at the Faculty consists of a collection of measures and activities, through which:

- a) the quality of the scientific teaching, scientific research, professional, administrative (office) and auxiliary and technical activities at the Faculty are systematically regulated, planned, monitored, evaluated and improved.
- b) high professional and ethical standards are promoted, and the aspiration for excellence in scientific teaching, scientific research, professional, administrative and office work, and the civil service system within the Faculty.

Article 3

The purpose of the quality assurance system is to establish the principles, criteria and procedures for quality assurance, according to the provisions of the Act on Quality Assurance in Science and Higher Education, the Statute of the University of Zagreb, the Regulations on the Quality Assurance System at the University of Zagreb, the Standards and Guidelines for Quality Assurance in the European Higher Education Area, the current regulations of the Republic of Croatia and ISO norms and standards.

Article 4

All the internal and external stakeholders in educational, scientific, professional and administrative office work participate in the creation and development of the quality assurance system at the Faculty.

The internal stakeholders are: students, associates, teaching and non-teaching staff (public officials and employees, and technical-auxiliary staff) in an employment relationship at the Faculty.

All internal stakeholders of the Faculty are personally responsible for quality assurance in the area of their work and competence.

The external stakeholders are legal and physical persons related to the activities of the Faculty: other institutions of education and science, industry and practice, students who have completed any level of the system (alumni), state and local administration, self-government and others. External stakeholders participate in the quality assurance system as a source of information and opinions for evaluation.

II. QUALITY ASSURANCE AT THE VETERINARY FACULTY

Article 5

1. Policy for quality assurance:

- development and assurance of the quality system at the Faculty, its alignment with the quality assurance system at the level of the University and its continual improvement,
- development of strategic and legal documents, appropriate organizational structures for monitoring the quality of education and scientific and professional work,
- application of procedures in the quality assurance system at the Faculty and cooperation with other components of the University and other universities in the realization of the quality of teaching, scientific, professional and administrative-office business,
- inclusion of students in quality assurance activities.

2. Design and approval of programmes at the Faculty:

- the status of study programmes,
- the criteria and procedures for enrolment of students in specific study programmes and enrolment quotas,
- the content and outcomes of learning, student workload and assignment of ECTS points,
- teaching methods aligned with teaching outcomes,
- the connection of teaching with scientific-research and professional work,
- the availability of appropriate literature, equipment and other means of learning,
- monitoring of the learning and teaching processes and students' achievement,
- monitoring of the advancement and success of students during their courses.

3. Student-centred learning, teaching and assessment in order to achieve the learning outcomes and aims of the study programme:

- student assessment criteria, rules and procedures
 - monitoring the achievement of learning outcomes in subjects and programmes
 - the public nature of assessment and feedback given to students
 - the role of assessment in the process of acquiring knowledge and skills for specific qualifications,
 - the alignment of assessment procedures with the relevant legislation and administrative procedures
- of assessment and the possibility of verification of the regularity of procedures.

4. Student admission, progression, recognition and certification:

- support for students in their learning activities (counselling, mentors, demonstrators etc.)
- support for students in their extracurricular activities (professional practice, professional orientation etc.)
- support for students with disabilities and other under-represented groups, and contacts with former students (alumni).

5. Teaching staff:

- monitoring of their progression in their profession
- the availability of the necessary skills and experience for quality teaching,
- continuous education to improve teaching and learning processes, assessment and self-assessment of the work of teaching staff,
- employment and promotion procedures for teaching staff conducted by the institution to provide for the necessary teaching competences, and the rules for distribution of teaching workload

6. Learning resources and student support

- teaching staff (teachers, assistants, professional associates, mentors, heads),
- the equipping of the Faculty with lecture theatres, laboratories, computing classrooms, teaching equipment,
- the equipping of the library with the necessary literature,
- the student support service,
- office (administrative) and auxiliary and technical staff,
- the availability of equipment to students and staff, and the possibilities for student mobility,
- the wider network of relevant institutions

7. Information management

- internal and external communication,
- sharing information
- informing system stakeholders

8. Public information

- the publication of study programmes and information on study programmes,
- the public nature of the schedule of the study programme,
- information on the options that contribute to the quality of studying,
- publication of the curriculum, instructions and criteria for enrolment, assessment and examinations,
- publication of the general acts and documentation of the Faculty pursuant to the legislation in force,
- information on the competences of teaching staff,
- the public nature of examinations and public defence of seminar, final and degree papers,
- the precise, timely, objective and accessible nature of information and data published on the web pages and in other media and public notifications,
- the systematic implementation of the right of access to information
- the systematic implementation of the protection of personal data.

9. On-going monitoring and periodic review of programmes:

Design and approval of programmes at the Faculty:

- alignment with the needs of the changing labour market and recommendations of professional associations, alignment with similar programmes at other institutions of higher education,
- basic indicators of success of the implementation of the study programme,
- data on the employment of students and comparison with the same and similar faculties in Croatia and Europe.

10. Cyclical external quality assurance:

- assessment procedures undertaken by the Agency for Science and Higher Education,
- assessment procedures by specialized associations (EAEVE),
- self-assessment of the quality assurance system conducted by the University of Zagreb and the Faculty,
- internal audits,
- certification according to the ISO standards.

11. Scientific research and professional activities:

- the effectiveness of the course of research activities
- inclusion in international and national scientific projects,
- cooperation with scientific organizations in this country and abroad,
- the equipment of the Faculty laboratories and equipment for scientific research activities,
- junior scientists, monitoring scientific activities,
- inclusion in international and national professional projects,
- cooperation with professional organizations in this country and abroad,
- the equipment of the Faculty laboratories and equipment for professional activities,

12. Mobility, international cooperation and internationalization:

- the mobility of students and teaching staff towards other places of learning, in this country and abroad,
- inclusion in the international associations of related institutions,
- the conditions for in-coming student mobility and inclusion in international mobility projects for teachers, students and non-teaching staff.

III. THE ORGANIZATION AND ACTIVITIES OF THE QUALITY ASSURANCE SYSTEM

Article 6

The Quality Assurance System at the Faculty consists of the following bodies: The Faculty Council, the Quality Management Committee, and the advisory and professional bodies competent for quality assurance in individual areas.

The bodies responsible for quality assurance are the Quality Management Committee and the Faculty Council.

Administrative and professional support for their work is provided by the Quality Assurance Office.

Article 7

The Faculty Council on the basis of the recommendations and opinions of the Committee:

a) renders decisions on adopting development strategies and procedures for quality assurance in all fields of the Faculty's work.

b) adopts decisions on measures and activities within the framework of quality assurance, especially:

- approval of the periodical plans and reports by the Committee,
- approval, periodical assessment of and amendments to the study programmes,
- amendments to the internal organization and organization of posts pursuant to the needs of teaching and scientific research activities,
- additional requirements for scientific teaching and associate posts,
- measures and activities within the framework of quality assurance in line with its competence and the needs of quality assurance.

The Committee shall adopt recommendations and give opinions to the Faculty Council following prior consultation with and the participation of other competent bodies and committees at the Faculty.

Article 8

The Committee is an advisory and professional body of the Faculty Council and the Dean. The Committee works in sessions.

Sessions are convened by the chairperson of the Committee or the Dean of the Faculty.

A representative of the administration (the Dean or one of the Vice-Deans) may participate in the session when questions that require their presence are being discussed.

The Committee may render decisions when the majority of the members of the Committee are present. The Committee shall render decisions by a public vote, by a simple majority of all its members. The work of the Committee is public.

The Committee shall consist of at least seven (7) members. The members of the Committee shall be:

- representatives of employees in scientific research or teaching posts,
- one (1) student representative
- a representative of external stakeholders
- one (1) representative of the auxiliary and technical staff (Department and Clinics)
- the Faculty secretary as a representative of the office (administrative) staff

The chairperson and members of the Committee shall be appointed by the Faculty Council following a proposal by the Dean at the beginning of his/her terms of office, with the exception of the student representative and the secretary. The student representative shall be elected by the student council of the Faculty.

Article 9

Members of the Committee may be relieved of their duties before the term for which they were appointed has expired, if:

- they no longer hold the post on the basis of which they were appointed to be a member of the Committee
- they request to be relieved
- they do not participate in the work of the Committee or in their activities they do not adhere to the decisions of the Committee and the Faculty Council and the regulations relevant for the quality assurance system.

Following a proposal by the Dean, the Faculty Council shall render a decision to dismiss that member and appoint a new member to the Committee.

The term of office of the newly appointed member of the Council shall last until the end of the term of office of the member who was relieved of their duties.

Article 10

The Committee shall cooperate in its work with the Quality Management Board of the University of Zagreb, the Quality Management Office of the University of Zagreb, the Agency for Science and Higher Education, and internal and external stakeholders in the quality assurance system.

During assessment procedures, following a proposal by the Dean, the Faculty Council may appoint a working group as assistance to the Committee to prepare and implement activities related to the assessment.

Article 11

The Committee shall draw up annual and long-term plans of measures and activities within the quality assurance system, pursuant to the provisions of the valid development strategy.

The annual plan of measures and activities shall be adopted by the Faculty Council, following a proposal by the Committee, at the beginning of each academic year.

The Faculty Council, following a proposal by the Committee, shall also adopt the long-term plans of measures and activities, which shall be drawn up for a period of five years.

The Committee shall send the adopted plans of measures and activities to the Quality Management Office of the University of Zagreb.

The Committee shall submit a report on its work at least once a year to the Faculty Council. The accepted annual reports on the work and achievements in the field of quality assurance shall be sent once a year to the Quality Management Office of the University of Zagreb.

Article 12

The tasks of the Committee are planning, coordinating, implementing, monitoring and assessing measures and activities within the framework of the quality assurance system at the Faculty, and especially:

a) To the Faculty Council it:

- proposes the adoption of strategic documents and regulations for quality assurance,
- proposes the rendering of decisions in the field of quality assurance which are within the competence of the Faculty Council,
- files periodical reports on its work and on measures and activities within the framework of the quality assurance programme, proposes annual plans, measures and activities for the implementation and improvement of the quality assurance programme.

b) it implements measures and activities within the framework of its self-assessment of the level of development of the quality assurance system at the Faculty,

c) it establishes and monitors quality indicators specific to the Faculty (the number of applications in relation to the number of study places available, the number of teachers in relation to the number of students, the success of work on scientific research projects, the in-coming and out-going mobility of students, the quantity and quality of scientific productions by the Faculty etc.).

- d) monitors and aligns the participation of system stakeholders in quality assurance activities,
- e) cooperates in preparation and procedures for external assessment,
- f) monitors and evaluates teaching and other educational processes, their material and organizational conditions, and proposes measures and activities to improve them,
- g) evaluates the general and specific competences achieved through the study programmes,
- h) establishes indicators for improvement of the quality of classes (achievement of planned learning outcomes, application of e-study programs, pass rates, coverage by literature, employment of students),
- i) monitors and evaluates the work of teaching staff and their competences through student surveys and other forms of evaluation, and if necessary proposes measures and activities for their improvement,
- j) monitors and evaluates the effectiveness of studying and proposes measures and activities for its improvement,
- k) monitors the provision and works on the improvement of support to students in classes and extracurricular activities, in cooperation with other competent bodies and committees,
- l) monitors the inclusion of scientific teaching and associate staff in the international exchange programmes available,
- m) monitors and evaluates the work of staff in professional, office (administrative) and auxiliary and technical services, and their competences, and proposes measures to improve their work and life-long learning programmes,
- n) establishes, monitors and evaluates standard procedures aligned with the regulations in force in office (administrative) work and the civil service system at the Faculty, and proposes measures and activities to improve them,
- o) monitors and evaluates the organization and launch of life-long learning programmes in cooperation with other competent bodies and committees,
- p) represents the Faculty in the quality assurance system at the University of Zagreb and exchanges experiences with other components,
- r) monitors the implementation of measures and proposes and aligns measures within the bio-safety system at the Faculty,
- s) undertakes other measures and activities within the framework of the quality assurance system.

Article 13

The Quality Assurance Office provides office and professional support to the Committee and participates in the implementation of decisions by the Faculty Council and the Committee, as well as the measures and activities within the framework of the quality assurance system at the Faculty.

In its work, the Office cooperates with the Quality Management Office of the University of Zagreb.

The manner of work of the Office and the appointment of staff to the Office are regulated by a Decision rendered by the Dean, pursuant to the general acts of the Faculty, which regulate the internal organization and the organization of employment positions at the Faculty.

IV. TRANSITIONAL AND CONCLUDING

PROVISIONS

Article 14

These Regulations shall come into force on the eighth day after they are published on the notice board and on the web site of the Faculty of Veterinary Medicine.

On the day when these Regulations come into force, the Regulations on the Quality Assurance System at the Faculty of Veterinary Medicine (Class: 012-03/11-01/23, reg. no.: 251/-61-01/139-11-1) shall cease to apply. Published on 31st May 2011.