

ORGANIZATIONAL AND OPERATIONAL REGULATIONS



**OF THE
UNIVERSITY OF MISKOLC**

VOLUME IV QUALITY ASSURANCE SYSTEM

EFFECTIVE FROM: 1 NOVEMBER 2023

Based on Decision No. 107/2023 (X.27.) of the Board of Trustees of the
Universitas Miskolcensis Foundation.

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PREAMBLE

- (1) The purpose of the Quality Assurance System (hereinafter: QAS) of the University of Miskolc (hereinafter: University) is to review the core processes of the University from a quality perspective, to establish the foundations for quality improvement opportunities, and to summarize the tasks and tools aimed at continuous development.
- (2) Furthermore, pursuant to the provisions on Quality Management in Volume I Organisational and Operational Order (hereinafter: Order) of the Organizational and Operational Regulations, the objective of the University's quality assurance and management system is:
 - To assure and continuously improve the quality of the University's educational, academic research and development, financial, administrative, and other processes, based on the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).
 - Furthermore, to formulate development proposals to improve operational efficiency and to increase the satisfaction and meet the needs of all partners associated with the institution (prospective, current students, and graduates, lecturers, employees, corporate and external partners, chambers, organisations, etc.).
- (3) In designing and operating its quality assurance and management system, the University takes into account:
 - the provisions of the Act on National Higher Education currently in force;
 - the positions and recommended criteria system of the Hungarian Accreditation Committee (hereinafter: HAC);
 - international recommendations for quality assurance systems, in particular the Standards and Guidelines for Quality Assurance in the European Higher Education Area (the Bergen document adopted in 2015, hereinafter: ESG);
 - as well as the higher education quality management model concepts (UNI-EFQM and UNI-CAF).
- (4) The management of the University is committed to and plays an active role in the operation and development of the quality assurance and management system and expects the same from every organisational unit and employee.
- (5) The quality assurance and management system of the University is a conscious and organized institution-wide activity that serves to achieve the goals set out in the University's Mission Statement and Quality Policy.
- (6) The Mission Statement of the University is the mission statement published in the Institutional Development Plan currently in force.

QUALITY POLICY

The goal of the management of the University of Miskolc—in line with its mission statement—is to become, as a research university, an intellectual centre of the Northern Hungary region characterized by quality awareness, social responsibility values, and the actions and activities embodying them.

In order to achieve these goals, the University of Miskolc:

- updates and harmonizes its quality policy with the sector-specific quality policy of higher education;
- establishes a quality assurance and management system to develop its educational and research activities;
- develops its quality assurance system in accordance with the Act on National Higher Education, HAC requirements, the Act on Adult Education, as well as international expectations and trends;
- closely aligns quality development with human resource management requirements so that its staff become outstanding competency holders in the competition among institutions of higher education for delivering educational, research, and advisory tasks;
- efficiently and effectively integrates institutional strategic elements of quality development and institutional development;
- relies on the responsible behaviour of its citizens.

The university management encourages its staff:

- to familiarize themselves with the quality policy;
- to demonstrate a high level of standards in their lifestyle and work;
- to continuously expand their knowledge and skills;
- to promote the interests of the community through their environmental and social sensitivity.

The management of the University of Miskolc commits itself to and plays an active role in operating and developing the quality assurance system and expects this commitment from all employees.

THE UNIVERSITY ORGANISATION OF QUALITY ASSURANCE

Centre for Quality Assurance

Section 1

- (1) With effect from 1 May 2023, the Centre for Quality Assurance (hereinafter: Centre) was established within the organisation of the University, operating under the direct and joint direction and supervision of the Rector and the Chief Financial Officer.
- (2) The Centre performs quality assurance and quality development tasks related to the educational, service, and core-operation-supporting activities of the University, formulates proposals, carries out activities related to the maintenance and development of the University's quality management system, and coordinates quality assurance tasks relating to institutional accreditation.
- (3) The Centre prepares the University's annual quality development plan, which is adopted by the Senate. The Centre ensures the execution of the Quality Development Plan, supervises and monitors the implementation of measures, and coordinates the work of the Quality Assurance Committee. The Quality Improvement Plan is a document forming part of the Quality Assurance System, which sets out on a scheduled basis for the target year the activities to be implemented to achieve the quality improvement goals derived from strategic objectives.
- (4) The Centre strives to shape the quality mindset and increase the commitment of university citizens, as well as coordinates, supervises, and synthesizes student satisfaction survey activities at the institutional level.
- (5) The Centre launches and evaluates institutional-level surveys, with particular regard to organisational self-assessments. It summarizes unit-level results and contributes to the drafting of the Institutional Development Plan.
- (6) The Centre ensures public access to and publication of results related to the operation of the university quality assurance system.
- (7) The Centre is managed by the Head of Centre, whose work is supported by quality assurance officers.
- (8) Organizational units have an obligation to notify and inform the Centre regarding any questionnaire surveys or other feedback procedures they intend to initiate.

The Quality Assurance Committee

Section 2

- (1) On 15 April 2007, the leadership of the University established the Quality Assurance Committee (hereinafter: QAC) assigned under the direct authority of the Rector.
- (2) The Chairperson of the QAC is appointed by the Rector. The Chairperson works in close cooperation with the Head of the Centre and its staff, contributing to task execution.
- (3) Members of the QAC include the Head of the Centre, quality assurance managers proposed by the management units specified in the relevant Senate decision on QAC membership, and a representative of the Student Union of UM. Proposals for QAC membership composition are made by the Head of the Centre and the Chairperson of the QAC. The Head of the Centre coordinates individual proposals for QAC members with the head of the respective management unit before submitting them to the Rector.
- (4) The QAC consists of voting members and non-voting (invited) members. Voting members

are approved by the Senate. Permanent invited members also possess Senate authorization but do not hold voting rights on behalf of their units. Non-permanent invitees may attend meetings upon committee invitation or delegation.

- (5) QAC members prepare the quality development plans for their respective units based on the university-wide quality development plan.
- (6) The task of the QAC is to participate in defining quality objectives and in operating the quality assurance and management system. The competence of the QAC extends to defining strategic directions and key processes, breaking down goals for specific quality assurance areas, and formulating the University's mission and quality policy. These proposals become adopted upon the decision of the Rector or the Senate.
- (7) In relation to their respective units, QAC members coordinate, supervise, and monitor the progress of quality assurance and development measures, cooperate closely with the Centre, and provide information regarding relevant unit-level information. They participate in coordinating and fulfilling data servicing requests.
- (8) The scope of authority of the QAC includes the validation and content approval of institutional-level questionnaires used by the University. In certain cases—such as rapid response requirements, institutional leader requests/approvals, or updating mandatory questions mandated by the Educational Authority during Graduate Career Tracking Surveys—the Head of the Centre may also decide on modifying or expanding questionnaire content while keeping university interests in mind.

Unit-Level Quality Assurance Managers

Section 3

- (1) Unit-level quality assurance managers are appointed by the Rector upon recommendation by the management unit leaders and following approval by the Senate, in the form of QAC membership.
- (2) Tasks and responsibilities of unit-level quality assurance managers:
 - a) comprehensive operation and supervision of the unit's quality assurance system;
 - b) conducting self-assessments and various surveys of the unit, evaluating results, and submitting development proposals;
 - c) drafting the annual quality development programs of the unit;
 - d) submitting unit self-assessment results to the Centre;
 - e) developing procedural rules for the unit's quality assurance system and verifying their effective implementation;
 - f) assisting accreditation procedures;
 - g) supporting the preparation of annual reports;
 - h) promoting quality awareness;
 - i) maintaining continuous contact and cooperation with the Centre.

Unit-Level Quality Assurance Staff

Section 4

- (1) Unit-level quality assurance managers fulfil unit-level quality assurance and development tasks jointly with staff members designated by the management unit leaders.
- (2) Tasks of unit-level quality assurance staff:
 - a) participating in the comprehensive operation of the unit's quality assurance system, executing tasks assigned by unit-level quality assurance managers within set deadlines;
 - b) conducting self-assessments and various surveys of the unit, participating in result evaluations and formulation of development proposals;
 - c) executing tasks necessary for implementing the unit's annual quality development program;
 - d) assisting accreditation procedures;
 - e) supporting the preparation of annual reports;
 - f) promoting quality awareness.

Management of the Quality Assurance System

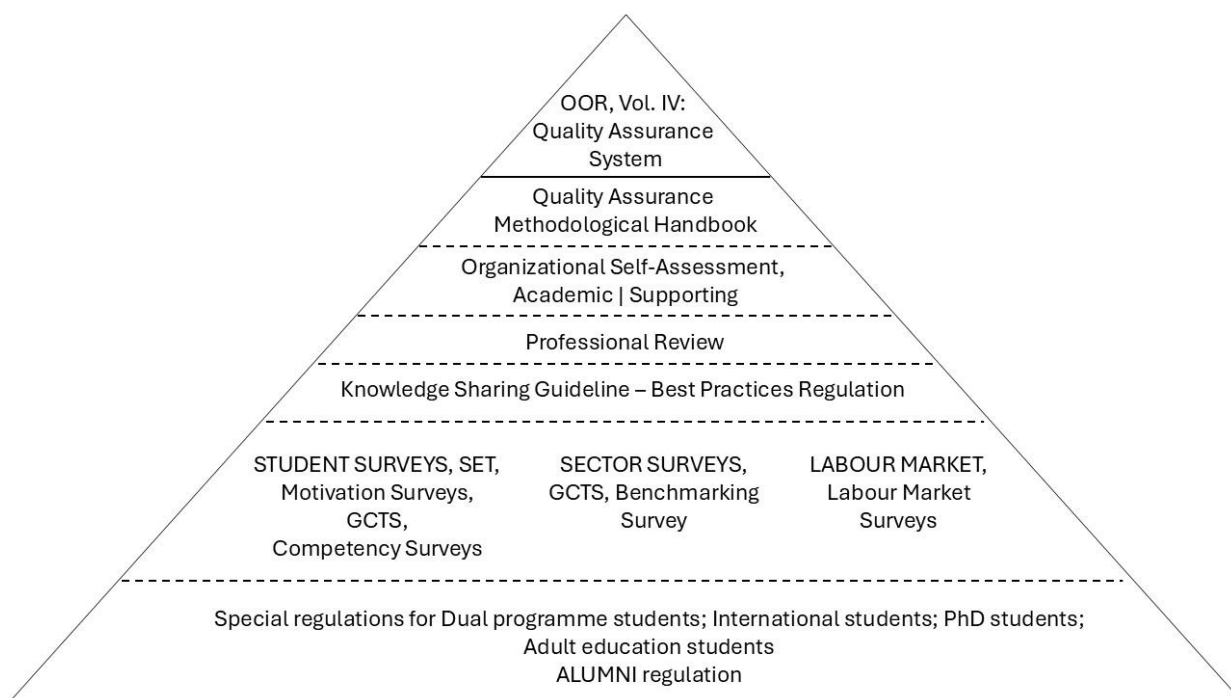
Section 5

- (1) The QAS applies to the entirety of the University, its full domain, and its overall operations. It serves as the primary informational document regarding the University's quality-related activities, containing all basic principles and practical tasks required for the operation of the quality assurance system.
- (2) This regulation is prepared by the Head of the Centre, reviewed by the Senate following approval by the QAC, and subsequently adopted by the Board of Trustees based thereon.

Document Structure of the Quality Assurance System

Section 6

- (1) The fundamental goals and core rules of the Quality Assurance System are contained in this regulation. Methodological guidelines and contents/topics related to methodological solutions for operating the quality assurance system are set out in the Quality Assurance Methodological Handbook. The hierarchy of documents is illustrated in Figure 1. The Quality Assurance Methodological Handbook and the regulations listed therein are standalone regulations adopted by the Senate upon submission by the Chairperson of the QAC.



1 1: Document Structure of the Quality Assurance System

Miscellaneous and Closing Provisions

Section 7

- (1) This regulation was adopted by the Board of Trustees of the Universitas Miskolcinensis Foundation by Decision No. 107/2023 (27 October), entering into force on 1 November 2023.
- (2) Upon the entry into force of this regulation, the document Quality Assurance Regulations of the University of Miskolc, effective from 20 October 2017 pursuant to Senate Decision No. 210/2017, is hereby repealed.

Miskolc, 30 October 2023

On behalf of the Maintainer:

Fükö László, Chairman of the Board of Trustees

Based on Decision No. 107/2023 (27 October) of the Board of Trustees, I hereby order its issuance as an employer's regulation and the application of its provisions:

Prof. Dr Horváth Zita

Rector

Kalmár Zsolt

Chief Financial Officer