POLICY FOR QUALITY ASSURANCE AND QUALITY MANAGEMENT

Version: 2.0

Date: 12.06.2022

Modifications regarding previous version:

	Prepared:	**Monitored:**	**Approved:**
1.	Zoran Ivanovski Vice-Chancellor for International Cooperation	Zoran Gjorgjeski Secretary General of UTMS	Chancellor’s board
	25.06.2009	25.06.2009	26.06.2009
2.	Zoran Ivanovski Vice-Chancellor for International Cooperation	Jana Ilieva Secretary General of UTMS	Chancellor’s board
	21.06.2022	21.06.2022	25.06.2022
3.			
4.			

Based on Article 18 of the Low for Higher education (Official Gazette of R. Macedonia No. 35/08, 103/08, 26/09, 83/09, 99/09, 115/10 и 17/11) and article __, paragraph __, point__ of the Statute of the University of Tourism and Management in Skopje, on the meeting held on _____, the Chancellor's board has approved the following document:

POLICY FOR QUALITY ASSURANCE AND QUALITY MANAGEMENT

Preamble

Quality is at the center of all activities at the University in which the quality is seen like culture and a system for overall quality assurance in developed. University aims to perform the work in accordance with national and international standards and best practices, especially regarding the trends in the European Higher Education Area and the Bologna guidelines.

Article 1

This Policy describes the quality assurance system of the University.

Article 2

While creating, developing, implementing, monitoring and evaluation of policies, procedures, structure and quality initiatives, the University will undertake an integrated approach which will include quality assurance, defined as follows:

- Quality assurance focuses on academic issues, teaching and learning and cooperates with those services which directly support students, such as the library, the Student service and the Career center.

- Quality management aims at effective development, implementation and monitoring of policies, procedures and the quality of administrative parts and services.

Article 3

Quality policies, procedures, processes and initiatives focus on continuous improvement through regular self-evaluation of objectives, standards/performance criteria, review of the progress and summary of the evaluation. At institutional and unit level, responsible for the academic and administrative units, give priority to their strengths, weaknesses and priorities in development and action plans that are moderated, widespread and actively used.

University promotes a culture in which every faculty, department and individual considers the quality improvement as personal and collective responsibility. All stakeholders are informed on this, in order to ensure that everyone is involved in developing culture of quality in which achievements are recognized and rewarded, and the performance and sub-performance are effectively managed. Data and other analytical materials and proofs are used to ensure that evaluations and decisions are open, transparent and clearly supported by relevant information.

Article 4

University maintains and regularly reviews internal quality structure which is in line with the target.

This includes the following entities and roles:

- Chancellor's board of the University adopts strategic plan, in which important sections are ensuring quality and quality control and it has the ultimate responsibility.
- The Chancellor leads quality process and is responsible in front of the Chancellor's board. He is responsible for the preparation of an Action plan of quality self-evaluation, associated with the priorities in different areas. This is presented in front of the Chancellor's board and the Senate and is supervised by (CPQM).
- Commission for providing and quality management (CPQM) consisting of the Chancellor, Vice-Chancellors and the Secretary General, prepares, implements and supervise The Annual action plan for quality self-evaluation. They also prepare an annual report for critical review for the Senate and the Chancellor. Technical support provides the officer for quality assurance. The Commission meets at least twice each academic year.
- Teams for quality assurance of each faculty/ center and teams of the departments of administration/support are responsible for the processes of self-evaluation and implementation of the action plans to ensure quality within their area. Teams of the faculties consist of The Dean, Vice-Dean, representatives of the academic staff, representatives of students and external member (stakeholder) elected by the Faculty Council for a term of one year which may be renewed. Teams for administration / support consist of responsible staff. They regularly report on the progress to the Commission for providing and quality management. They meet at least twice a year.
- The office for quality assurance coordinates the functioning of activities for quality assurance and ensures that information are spread and culture for quality assurance is promoted through different communication mechanisms.
- Academic and administrative staff, students and stakeholders are encouraged to actively participate in development of modules for evaluation and in their review and functioning.

Article 5

In order to develop a culture quality, the University uses various internal mechanisms that are compatible with external, including but not limited to the following:

- Development of curriculum and approval takes place under strict guidelines. National Board for Accreditation and Evaluation adopts and reaffirms the curriculum and students are assessed in accordance with these guidelines.

-Quality of learning and teaching is maintained and developed through the scheme for observation of teaching, students' annual evaluations, individual evaluation of staff, and opportunities for professional development.

- Annual procedure for evaluation of the staff provides a valuable measure for evaluation of individual performance as a basis for the contract renewal, improvement and promotion. UNWTO standards for policies and procedures are monitored by trained teams for internal revision at annual level and they are approved by the UNWTO external validation. Finances of the University are monitored by internal reviser and the external revision Office which is internationally accredited.

The use and development of capacities and resources is planned and supervised through the processes of planning and annual self-evaluation in accordance with the priorities stated in the strategic plan.

- The staff and students pleasure are also reviewed through the evaluation of students and staff surveys.

Article 6

In order to develop a culture of quality, the university used various external mechanisms, including but not limited to the following:

-TEDQual which provides objective external evaluation in the four cycle.

- Responsible for quality assurance at UTMS provides at least twice a year revisions with recommendations for improvements and next steps.

- The Ministry of Education and other national bodies such as the National Board for Accreditation and Evaluation is responsible for conducting an external revision and evaluation, accrediting new programs and re-adoption of the same.

- External revisions of the programs are conducted over a period of four to six years to provide the faculties and/or academic units with analysis and recommendations to support of their development.

- External UNWTO standards are applied with annual re-validation, in order to verify the effectiveness of key policies and procedures.

Article 7

The policy of providing and quality management is reviewed annually by the Commission for providing and quality management and the Teams for quality of the faculty / department.

Article 8

This policy enters into force on _______ year.