Regulations on Ensuring the Quality of Educational Activities and the Quality of Higher Education at the National University of Ostroh Academy

Approved by the order of the rector of the National University Ostroh Academy
No. 75 dated September 27, 2019

Approved by the Academic Council of the National University Ostroh Academy
Protocol No. 2 dated September 26, 2019

1. GENERAL PRINCIPLES

- 1.1. These regulations define the principles and processes of the internal quality assurance education system at the National University of Ostroh Academy and regulate the Commission on Educational Quality activities.
- 1.2. The Regulations have been developed by the requirements of The Standards and Guidelines for Quality Assurance in the European Higher Education Area (2015), the Law of Ukraine on Education (2017), the Law of Ukraine on Higher Education (2014), the Law of Ukraine on Scientific and Scientific-technical Activity (2015), the Resolution of the Cabinet of Ministers of Ukraine on Approval of Licensing Conditions for the Conduct of Educational Activities of Educational Institutions (2015), the Statut of the National University of Ostroh Academy (the University, NaUOA), the Development Strategy by NaUOA for 2017-2026, the Concept of Educational Activities of NaUOA.
- 1.3. All concepts in this Regulation are used in the meanings corresponding to the abovementioned regulatory legal acts.
- 1.4 The fundamental principles of ensuring the quality of education at NaUOA are based on academic and cultural awareness of the importance of research and innovations in education for the development of the University. They are reflected in its mission, expressed in the slogan: "A tradition that creates the future".

NaUOA implements the quality of educational activities and higher education through practical:

- 1) Development Strategy by NaUOA for 2017-2026;
- 2) internal Quality Assurance System;
- 3) external Quality Assurance System.
- 1.5. The internal Quality Assurance System of education aims to provide high-quality educational services to meet the needs of the labour market, the demands of Ukrainian society, and modern trends in research development.
 - 1.6. The main tasks of internal Quality Assurance at NaUOA:
 - 1) training highly qualified specialists by the requirements of the labour market;
- 2) combining education, research and innovation with proper material, technical, informational and methodological support;
- 3) meeting the needs of employers, higher education applicants and other interested parties;
 - 4) increasing the position of the University in international and all-Ukrainian rankings.
 - 1.7. The internal Quality Assurance System includes the following components:
 - definition of principles and procedures for ensuring the quality of higher education;
- optimal distribution of powers and coordination of the organisation of educational and scientific processes;
 - student-centred learning, high-quality teaching and impartial assessment;
- constant updating of methodological materials to ensure the quality of the educational process and support for higher education applicants;
 - introduction of innovative teaching methods and learning technologies;
 - monitoring and periodic review of educational programs and introduction of new ones;
- conducting surveys on the quality of teaching and learning, the effectiveness of educational programs;
 - review of the effectiveness of research, staffing and management processes;
- enrollment, training, annual assessment, expulsion of higher education applicants, publication of the results of the annual assessment on the official website of the NaUOA;
- annual assessment of researchers and teachers of the University; publication of the results of the annual assessment on the official website of NaUOA and in the UMsys;
- hiring, ensuring advanced training of researchers and teachers, dismissal of University employees

- awarding/recognition of qualifications of higher education applicants and other University employees;
 - cooperation with partners and other interested parties;
 - ensuring publicity of information;
- ensuring compliance with academic integrity by NaUOA employees and higher education applicants, in particular, the creation and functioning of an effective system for preventing and detecting academic plagiarism;
 - internationalisation of the University;
- cyclical external Quality Assurance of higher education, in particular communication with the accreditation bodies of the Ministry of Education and Science of Ukraine and the National Agency for Higher Education Quality Assurance.

2. DEFINITION OF PRINCIPLES AND PROCEDURES FOR HIGHER EDUCATION QUALITY ASSURANCE

- 2.1. The policy for ensuring education quality (hereinafter referred to as the policy) is the University's activity aimed at the effective implementation of the mission of NaUOA and the fulfilment of the tasks stipulated by the Ostroh Academy 450 Development Strategy, continuous development and improvement of the quality culture in all processes through compliance by participants in educational activities with the principles specified in this Regulation. The policy on the quality of NaUOA affirms the University's aspiration to achieve the level of activity without any comments regarding its quality and the quality of education.
 - 2.2 The basic principles of the internal education quality system include:
- 1) Autonomy the right of the subject of educational activity to self-government, which consists of its independence and responsibility in making decisions on academic (educational), organisational, financial, personnel and other activity issues carried out in the manner and within the limits specified in the legislation.
- 2) Academic Freedom the autonomy and independence of participants in the educational process during the implementation of pedagogical, research and/or innovative activities, carried out on the principles of freedom of speech, thought and creativity, dissemination of knowledge and information, free publication and use of research results, taking into account the restrictions established in the legislation.
- 3) Academic Integrity a set of ethical principles and rules defined in the legislation, which participants in the educational process should guide during training, teaching and conducting research (creative) activities, fulfilling the duties assigned to them to ensure trust in the results of training, research (creative) achievements, as well as managing the educational process.
- 4) Mutual Tolerance and Trust the principles of relationships in the academic community, external partners, and other stakeholders. Responsibility is a moral principle of involvement in implementing the University's mission.
- 5) The relationship between research and educational process educational activities aimed at the effective participation of higher education students in research through work in laboratories, conferences, and other scientific events, writing scientific papers, and studying real cases and situations to analyse the scientific component.
- 6) Openness and Transparency ensuring the ability of educational entities to have free access to information about the implementation of academic activities at the University in the manner and within the limits specified in the legislation.
- 7) Responsibility for Quality forming among participants in educational activities a high level of awareness of the requirements for the education quality at NaUOA, their responsibility for the decisions made and the work performed.
- 8) Compliance with European and National Standards conducting educational activities by the requirements of national legislation and European standards of higher education quality.

- 9) Initiative involving all participants in the educational process to improve the quality of academic activities and accept new ideas and measures.
- 10) Inclusivity of the Educational Environment a set of conditions, methods and means of their implementation for joint learning, education and development of higher education applicants, considering their needs and capabilities.
- 11) Leadership is a management method implemented through vision, planning, decision-making, analysis, control, and motivation to direct subordinates' activities to achieve set goals.
- 12) Non-illusionism is an educational activity aimed at achieving results through fundamental mechanisms and procedures that ensure the possibility of satisfying the academic needs of all participants in the educational process.
- 13) Lifelong Learning is a process of personal, social and professional development of higher education students and University employees throughout their lives to improve the quality of individual life and social environment (according to the English scientist R. H. Dave).
- 14) Continuous quality improvement is an activity that analyses and evaluates educational processes to take preventive and corrective actions.
- 15) Systematicity in Management a mechanism for managing the educational process based on coordination and well-established cooperation, contributing to proper communication of all participants in academic activities.
- 16) Student-centered Learning a way of organising learning and teaching, which involves developing educational and training programs based on a competency-based approach; innovative teaching methods aimed at improving knowledge in the process of interaction between teachers and higher education students, and sees the latter as critical active participants in their learning; forming transferable skills in higher education students and the ability to independently and creatively apply them, solving applied problems.
 - 2.3. Quality Assurance.
 - 2.3.1. To ensure the quality of management processes, the University determines:
 - the quality of implementation of educational and research processes;
- the quality of material and technical, educational and methodological, information, personnel support, environmental research and career guidance, international cooperation;
- the ability of heads of structural units to make management decisions to improve the development of the University's quality management system.
 - 2.3.2 To ensure the quality of students' training:
 - the quality of educational programs and educational and methodological support;
 - the quality of teaching;
 - the quality of training;
 - the compliance of graduates with qualification requirements for specialities.
- 2.3.3. NaUOA determines the quality of education based on external and internal monitoring results, considering indicators and criteria defined by the University.

3. DISTRIBUTION OF RESPONSIBILITY FOR THE INTERNAL QUALITY SYSTEM IN NaUOA

- 3.1. All employees of the University are responsible for the quality of educational services and activities. The Quality Guidelines determine responsibility.
 - 3.2. Responsibility for educational activities in NaUOA is assigned to:

- during the development and implementation of educational programs:

Commission on Education Quality	Examines educational programs, recommends new ones for approval or amendments to existing ones, monitors their implementation, and suggests ways to improve the educational process.
Dean/Director, Faculties/Institute	Monitors educational programs and industry labour market needs and improves the quality of teaching at the faculty/institute.
Head of the department, department	Develop working curricula, working programs of academic disciplines, internship programs, and methodological guidelines (advice). Ensure the quality of teaching. Recommend ways to improve educational programs.
Head of the support group and the speciality support	The group monitors and periodically reviews educational programs and resource availability to organise each academic program's educational process. Develop recommendations for improving the organisational and methodological support of the educational process, in particular regarding the content of working curricula. Develop a cross-curricular internship program.
The educational program guarantor and working group	Develop and implement the educational program and curriculum, make changes, and are responsible for accreditation. Involve students and employers in cooperation.
Higher education students studying under the program	Evaluate the quality of teaching of disciplines and the educational program in general, participate in the development and changes of programs, and initiate changes through student councils of faculties/institutes.

- during the making of university-wide decisions on the formation of quality assurance strategy and policy, approval of regulatory documents, programs, approval and closure of educational programs:

Academic Council	Determines the strategy and promising directions for the development of educational, scientific, and innovative activities of the higher education institution; determines the system and approves the procedures for internal quality assurance. Academic Council approves educational programs and curricula. Makes decisions on issues of organising the educational process.
Rector	Organises the activities of a higher education institution, ensures the organisation and controls the implementation of curricula and programs of academic disciplines, and ensures the quality of work of scientific and pedagogical, scientific, and other employees.
Vice-Rector for Research and Teaching	Vice-Rector for Research and Teaching organises educational and research processes; carries out licensing, accreditation, educational and methodological information support, advanced study and pedagogical staff training.
Rector's Assistant for Strategy and Educational Quality Assurance	Develops a policy for ensuring education quality, conducts surveys of students and employers regarding the quality of teaching and educational programs at the University, and participates in improving educational programs, curricula, teaching quality, and compliance with academic integrity standards.
Student Brotherhood	Promotes student initiatives, participates in quality assurance, and supports academic integrity.

- during the implementation of the internal education quality assurance system, the following are involved:

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Vice-Rector	for	Organises the educational work of higher education students, creates
Teaching	and	opportunities for developing their competencies outside the educational
Student's Affairs		process, promotes student self-government and employment of higher
		education students, and cooperates with university graduates.
International		The International Relations Department organises the academic mobility
Relations		of higher education students, teacher relations, and the university's
Department		participation in international rankings.

3.3. Coordination of the organisation of educational and research processes:

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Academic Council	Rector
	Vice-Rector for Research and Teaching
	Vice-Rector for Teaching and Student's Affairs
	Rector's Assistant for Strategy and Educational Quality
	Assurance
	Commission on Education Quality
	Student Brotherhood
	Department of International Relations
Faculty/Institute Level	Faculty/Institute Council
	Dean/Director
	Student Brotherhood
Department level	Department meeting
	Head of the Department
	Educational Program Coordinator
	Educational Frogram Coordinator

- 3.4. The Commission on Education Quality is a permanent working body of the University, established for expert coordination of the actions of structural units on issues of education quality at NaUOA
 - 3.4.1. The Commission includes:

Chairman - Rector's Assistant for Strategy and Educational Quality Assurance;

Members - Deputy Deans/Director for Education Quality, Head of the Educational and Methodological Department, Representative of the Student Brotherhood.

The Secretary elects from among the members of the Commission at its first meeting.

In the event of consideration of a question of violation of academic integrity, an expanded meeting of the Commission was held with the involvement of the Vice-Rector for Research and Teaching, the Vice-Rector for Teaching and Student's Affairs, and the Head of the Legal Department.

Experts on the issues under consideration may be involved in its work to improve the efficiency of the Commission.

The Rector's order is approving the composition of the Commission.

3.4.2. The Commission works in the form of meetings, at which it considers issues within its competence.

To organise and conduct monitoring activities to improve educational activities and higher education quality, the Commission may form working groups involving experts.

- 3.4.3. Functions of the Commission:
- 1) consideration of draft internal documentation that affects educational activities and higher education quality; providing recommendations for improving documents;
 - 2) consideration of draft educational programs and curricula, providing recommendations

for their improvement;

- 3) initiating consideration of educational program, curricula, work programs, and internship programs changes;
- 4) monitoring the higher education quality, in particular, the quality of educational programs for training higher education applicants; compliance of work programs of academic disciplines, their educational and methodological support with the requirements of higher education standards; quality of training of higher education applicants; quality of teaching of academic disciplines; monitoring the provision of publicity of information on the organisation of the educational process, etc.;
- 5) consideration of applications, complaints, and recommendations of higher education applicants, student self-government bodies, researchers and pedagogical staff, employers, and graduates on improving the educational process and improving education quality at the University;
- 6) discussion of the current state, opportunities for implementing innovative experiences in the educational process at the University, improving the information, educational and methodological, material, and technical support of educational process organisation;
- 7) consideration of issues regarding compliance with academic integrity and applications, reports, and letters regarding violations of academic integrity;
- 8) analysing the results of implementing educational programs and identifying proposals for their improvement.
- 3.4.4. The Commission holds meetings on its approved work plans at least once a month. The meeting is valid if at least 2/3 of the total membership is present.
- 3.4.5. Documents on issues submitted for consideration by the Commission must be submitted no later than three days before the meeting and no later than one day in the case of an extraordinary meeting.
- 3.4.6. The Commission considers applications that contain issues not provided for in its activity plan within 5 days, notifying the applicant of a reasoned decision based on the results of the consideration.
- 3.4.7. The Commission's decision is valid if at least 2/3 of the members at the meeting voted for it.
- 3.4.8. The Commission's decisions are recorded in minutes, which the chairman and Secretary sign.
- 3.4.9. Based on the request of the head of the support group to make changes to educational programs and curricula or introduce new ones, the Commission submits a request to the University's Academic Council for a recommendation for their adoption.
- 3.4.10. Based on the results of monitoring educational quality at NaUOA, discussing current issues of higher education quality and strategic matters to the University's development, the Commission provides conclusions and recommendations, which it submits to the University's Academic Council for approval.

4. IMPROVEMENT OF THE EDUCATIONAL PROCESS

- 4.1. The quality of teaching and learning at NaUOA is a collaborative effort, ensured by the Concept of Educational Activities.
- 4.2. Student-centered learning, high-quality teaching, and impartial assessment are the responsibility of all teachers. These issues are considered by the departments at least once a year. Regular surveys of higher education applicants on the quality of teaching and learning ensure that the educational services and the educational process are continuously improving. Interested students are invited to such meetings, ensuring their voices are heard regularly.
- 4.3. The teacher is responsible for distributing tasks, proving the requirements for performing independent work, control measures, fair assessment, applying innovative teaching methods and learning technologies, providing methodological recommendations, and supporting

higher education applicants in studying the academic discipline.

- 4.4. At least once a year, the councils of the faculties/institute consider issues related to the quality of teaching, the use of innovative teaching methods and learning technologies, support for students, and determine the priorities for change.
- 4.5. By the Regulations on Educational and Methodological Support of the NaUOA, there is a constant update of methodological materials to ensure the educational process, in particular, the development and improvement of work programs of academic disciplines, educational and methodological materials, recommendations for internships or completion of course and qualification works. The head of the department is responsible for the quality of methodological support at the department to which the educational disciplines or other types of work are assigned. The speciality support group is responsible for improving methodological materials. The Educational and Methodological Department regularly analyses the work programs of disciplines and educational and methodological materials.
- 4.6. The Regulations on Educational and Methodological Support of the NaUOA carry out monitoring, periodic review, and implementation of new educational programs. These issues are considered at meetings of departments, speciality support groups, faculty councils, the Commission on Education Quality, and the University's Academic Council at least once a year. Students, employers, graduates, and other interested parties are not just involved but are integral to considering these issues. Changes are initiated based on the teachers' recommendations, survey results, and proposals of higher education applicants and employers, ensuring that all stakeholders have a say in the educational process.
- 4.7. The Rector's Assistant for Strategy and Educational Quality Assurance conducts a semester-long survey on the quality of education and teaching and a periodic study of the quality of educational programs. The online "Feedback" system is used for surveys on the day of the last lecture and a separate practical session for each teacher. The evaluation results are taken into account when rating teachers. Teachers have access to the results of the evaluation of their academic disciplines. Deans/directors receive summary assessments and recommendations on teaching subjects at their faculties/institutes. The Rector and Vice-Rector receive information about all university teachers. The general report is published on the University website. The Commission considers the results of the surveys at its meetings.
- 4.8. Faculties/Institutes, Vice-Rectors, Educational and Methodological Council, Educational and Methodological Department, Rector's Assistant for Strategy and Educational Quality Assurance, and Commission on Education Quality may initiate new, revise, and change existing documents to ensure the educational process.
- 4.9. In cooperation with the Student Brotherhood, The Rector's Assistant for Strategy and Educational Quality Assurance considers material and technical, informational, educational and methodological issues and personnel support of the educational process at the University at least once a year.
- 4.10. Ensuring education quality at NaUOA is heard at least once a year at the University's Academic Council meetings.

5. ENROLLMENT AND ANNUAL ASSESSMENT OF HIGHER EDUCATION GRADUATES

- 5.1. Admission of persons to study at the University is carried out based on the results of entrance examinations following the Admission Rules at the National University of Ostroh Academy in the current year. The University determines the programs for additional entrance examinations and the methods of their conduct (oral, written, testing, etc.). All admission information is posted on the official website of the National University of Ostroh Academy.
- 5.2. The academic achievements of higher education applicants in each academic discipline are assessed by the Regulations on the Assessment of Students' Knowledge at the National University of Ostroh Academy and by the requirements of the work programs of

academic disciplines based on current and semester control. Recommendations for the certification of graduates are set out in the Regulations on the Qualification (Diploma) Work of a Higher Education Applicant of the NaUOA and the Regulations on the Examination Commission of the NaUOA.

5.3. The annual assessment results (by quantitative and qualitative indicators) are announced at a meeting of the administration and published on the official website every semester.

6. QUALITY OF TEACHING STAFF OF THE UNIVERSITY

- 6.1. The quality of teaching staff is determined based on the following indicators:
- the level of knowledge, skills, abilities, and other competencies acquired by students by higher education standards;
- the level of organisation of the educational process, an organic combination of training with research work; the use of innovative forms of training that meet the higher education standards and contribute to the acquisition of higher education quality; the creation of new knowledge;
- taking into account modern labour market requirements and the ability to respond promptly by adjusting and revising conceptual approaches and teaching methods;
- the correspondence of research and professional interests to the content of academic disciplines; the availability of scientific publications on the subject of disciplines in professional publications; and relevant methodological developments.
- 6.2. The procedure for the selection of persons by competition for vacant positions of scientific and pedagogical employees of the University (Rector, Director of the Institute/Deans of Faculties, Heads of Departments, Director of the Scientific Library, Professors, Associate Professors, Senior Lecturers, Teachers) is regulated in the Statute, the Regulation on the Procedure for Holding a Competition for Filling Vacant Positions of Research and Pedagogical Employees of the NaUOA and the Regulation on the Procedure for Holding a Competition for Filling Vacant Positions of Deans of Faculties/Directors of Institutes, Heads of Departments, Director of the Scientific Library at the NaUOA.
- 6.3 The results of research and pedagogical employees and individual structural units of the University are annually summed up using the Quality Analysis Rating System (UMsys) by the Regulation on the Reporting System and Rating of the Teaching Staff, Departments, and Faculties. The results are also published on the official website once a year.

7. PROVISION OF ADVANCED QUALIFICATIONS OF TEACHING STAFF

- 7.1. The purpose of advanced training and internships of Teaching Staff is the formation of high-quality personnel for the University, aimed at solving personnel problems, implementing mechanisms for employees' career growth, and their motivation for high-quality professional activity.
- 7.2 The Regulations on Advanced Training and Internship of Teaching Staff of the NaUOA regulate the procedure for organising advanced training and internships of employees. The University provides advanced training and internships for employees with and without interruption from their primary job, no less than once every 5 years, while maintaining the average salary.
- 7.3. The University operates a School of Educational Innovations to review positive teaching experiences, apply new teaching and learning methodologies and technologies, conduct research, develop and implement research and educational projects, and explore opportunities for their internationalisation.

8. COOPERATION WITH PARTNERS AND OTHER STAKEHOLDERS

- 8.1. To ensure high-quality professional training of higher education students, the University has introduced cooperation with stakeholders, which are applicants, academic environment (higher education students, teachers, management, governing bodies), graduates, and employers, by clarifying opinions on key development issues, combining intellectual potential, material, financial and corporate resources of partners.
 - 8.2. The main tasks of such cooperation are:
- collection and analysis of information for the development and improvement of educational programs;
- involvement of higher education students in real practical (production) and research activities;
 - analysis and forecasting of labour market needs and ensuring employment of graduates;
- organisation of advanced training and internships for researchers and teachers of the University on the basis provided by the partner parties;
 - involvement of partners in the process of assessing higher education applicants;
- joint implementation and resource support of educational programs, industrial and pregraduate practices, and assessment of the quality of graduate training;
- implementation of projects to equip educational facilities, research laboratories, and provision with other educational resources;
- organise and hold joint scientific and educational events, such as conferences and school seminars for higher education applicants, young scientists, etc.
- 8.3. Structural divisions, management, and teaching staff provide the University's interaction process with stakeholders. The databases of stakeholders at the University are formed and maintained according to the following distribution:
- databases of applicants and general and vocational education institutions that prepare potential applicants for higher education responsible for Career Guidance Work;
 - databases of higher education applicants Student Personnel Department;
 - databases of NaUOA employees HR Department;
 - databases of graduates and employers Student Employment Department;
 - databases of national partners Legal Department;
 - databases of foreign partners International Relations Department.
- 8.4. The Rector's Council determines the Strategic Partners of NaUOA, posting information about them on the official website.

9. ENSURING PUBLICITY OF INFORMATION

- 9.1. The University carries out its activities transparently and publicly, which provides for:
- 1) publication on the official website (as well as on information stands, in the media, and in any other way) information about the procedures and results of decision-making during the educational process, except for information with limited access, the list of which is established by the Law of Ukraine on Access to Public Information;
- 2) posting information subject to mandatory publication on the official website, by the requirements of the Law of Ukraine on Education and the Law of Ukraine on Higher Education;
- 3) systematic updating of relevant, truthful, transparent, and accessible information subject to publication on the official website;
- 4) publication of draft decisions of the University, institute/faculties, or departments that may affect the rights and obligations of a wide range of participants in the educational process, with the opportunity to discuss and make proposals regarding such decisions.
- 9.2. Information on the organisation of the educational process for training specialists is posted on the official website of the NaUOA http://www.oa.edu.ua, in particular, descriptions of

academic programs, the ECTS information package, schedules of the educational process for training specialists in full-time and part-time forms of study by specialities and courses (years of study), the cost of educational services provided by the University, etc. In addition, the websites of individual structural units have been created and operate at the NaUOA, which provide detailed information on their activities.

10. ENSURING ACADEMIC INTEGRITY

- 10.1. To consolidate the general principles, values, principles, and norms of academic integrity, as well as to determine the rules of conduct of participants in the educational process and employees of the NaUOA, which they must follow during training, teaching, conducting research (creative) activities, performing the tasks and duties assigned to them, as well as to determine the policy and procedures for ensuring academic integrity in the NaUOA and types of liability for violation of academic integrity, the University has a Codex of Academic Integrity.
- 10.2 The system for preventing academic plagiarism in higher education applicants is based on a comprehensive check for plagiarism of qualification works in the institutional repository of electronic educational resources. Qualification works are checked using special software based on agreements on cooperation in anti-plagiarism checking.
- 10.3 Authors of works are responsible for the presence of academic plagiarism according to the procedure specified in the Codex of Academic Integrity.

11. INFORMATION SUPPORT OF EDUCATIONAL ACTIVITIES

- 11.1. NaUOA operates a website that contains basic information about the activities of the University, regulatory documents, academic programs, admission campaigns, educational process schedule, assessment of higher education applicants and teaching staff, and others by the requirements of the legislation.
- 11.2 To improve the provision of educational activities, in particular, independent work of students, the following are used:
 - Moodle information system;
 - LitPro information system for providing literature to higher education applicants;
 - E-prints repository for storing publications.
 - 11.3. For effective management of the educational process, information systems are used:
 - UMSys educational process management system;
- Information and Analytical System for managing the financial resources of the Ministry of Education and Science of Ukraine;
 - information system help.oa.edu.ua to provide technical means of education;
 - Koha Software Resources is used to manage book resources.

12. CYCLIC EXTERNAL QUALITY ASSURANCE OF HIGHER EDUCATION

- 12.1. The University ensures the cyclical nature of external Quality Assurance System through:
 - 1) effective interaction of structural units in the processes of:
 - standardisation;
 - educational license;
 - accreditation of a study program;
 - institutional accreditation;
 - public accreditation of the University;
 - institutional audit;
 - education quality monitoring;
 - determining the University's place in various ratings, etc.;

- 2) taking into account recommendations and implementing corrective actions based on the results of any feedback received from the external Quality Assurance System;
 3) analyse and improve the internal Quality Assurance System based on European and
- National Higher Education Standards.