



Internal system of quality assurance of higher education at the School of Management

The School of Management (hereinafter also "VŠM") in accordance with § 48 par. 1 letter b) Act no. 131/2002 Coll. on higher education institutions and on amendments to certain laws, as amended, an internal regulation "Internal system for ensuring the quality of higher education at VŠM" is issued.

Art. 1

Legislative abbreviations

- a) For the purposes of this internal regulation "Internal system for ensuring the quality of higher education at VŠM", the following legislative abbreviations are used:
- b) a) Act No. 131/2002 Coll. on universities and on the amendment of certain laws as amended (hereinafter referred to as the "Law on Universities");
- c) b) Act No. 269/2018 Coll. on ensuring the quality of higher education and amending Act no. 343/2015 Coll. on public procurement and on the amendment of certain laws as amended (hereinafter referred to as the "Quality Assurance Act");
- d) internal regulation in accordance with § 48 par. 1 letter b) the law on higher education institutions entitled "Internal system for ensuring the quality of higher education at VŠM (hereinafter referred to as "internal regulation");
- e) the internal system of ensuring the quality of higher education at VŠM (hereinafter referred to as the "internal system");
- f) The School of Management (hereinafter referred to as "school" or "VŠM");
- g) Rector of VŠM (hereinafter referred to as "Rector");
- h) Academic Senate of VŠM (hereinafter referred to as "academic senate");
- i) Scientific Council of VŠM (hereinafter referred to as "Scientific Council");
- j) Administrative Board of VŠM (hereinafter referred to as "Administrative Board");
- k) Standards for the internal system of quality assurance of higher education (hereinafter referred to as "standards for the internal system");
- l) Standards for the study program adopted by the Slovak Accreditation Agency for Higher Education (hereinafter referred to as "educational quality standards");
- m) Statute of VŠM from 2 February 2022 (hereinafter referred to as "statute");
- n) Council for internal quality assurance system at VŠM (hereinafter referred to as "quality council");

Art. 2

Basic definitions

For the purposes of the internal regulation on the internal system of VŠM, the terms listed in this article are used in the sense of the following definitions:

- a) standards for the internal system mean a set of requirements for the school's internal system and the method of its implementation in accordance with § 2 letter a) the Act on Quality Assurance;
- b) the criterion of the standard for the internal system of the school is a specific requirement of the standard or its partial aspect, the fulfillment of which to the required extent is a prerequisite for the overall evaluation of the fulfillment of the relevant standard;
- c) education quality management is the continuous regulation of processes in the areas of higher education, creative activities and other related school activities through monitoring, ensuring, evaluating and improving the quality of education with the aim of achieving compliance of these school activities with the criteria of standards for the school's internal system.

Art. 3

Subject of modification of the regulation on the internal system of VŠM

- (1) The regulation on the internal system of the school regulates the way of fulfilling the mission of the school and its strategic goals in the field of higher education.
- (2) The regulation on the school's internal system regulates the rules
 - a) ensuring the quality of education, creative activity and related activities of the school,
 - b) internal evaluation of the quality of education, creative activity and related activities of the school.
- (3) The regulation on the school's internal system regulates in accordance with European standards, the law on quality assurance and standards for the internal system:
 - a) policies for ensuring the quality of higher education, the quality of the creative activities of the higher education institution and the quality of other related activities,
 - b) processes of ensuring the quality of higher education, the quality of creative activity and the quality of other related activities,
 - c) the principle of connection between higher education and creative activity,
 - d) methods of evaluating the quality of education,
 - e) the structure of the school's internal system.

Art. 4

Applicability of the internal regulation on the school's internal system

This internal regulation is binding for all employees, students and interested persons performing educational, creative and related activities at the school.

Art. 5

Principles of ensuring and evaluating the quality of education

- (1) The school ensures and evaluates the quality of its higher education, creative activity and other related activities based on the following principles:
 - a) quality is ensured and evaluated in all educational, creative and other related activities,
 - b) when ensuring and assessing quality, assessments regarding the quality of educational, creative and other related activities for the previous period are taken into account,
 - c) independence, impartiality, objectivity, expertise, transparency and fairness are emphasized in the evaluation by all interested parties.

- d) when insufficient quality is detected, remediation is ensured according to the principle of subsidiarity,
- e) the results of the evaluation are published only after its complete completion,
- f) the rules for quality assurance and assessment and their application in practice are regularly evaluated and, if necessary, revised.

Art. 6 **Internal system of VŠM**

(1) The school's internal system is an integrated set of policies, structures and processes regulated by a set of rules governing its activities, through which the school ensures and develops the quality of fulfilling its mission in the areas of higher education, creative activities and other related activities.

(1) The school ensures the quality of the higher education provided by the creation and implementation of the school's internal system and its continuous development.

(2) The school's internal system has been systematically built and innovated for a long time, and its main goal is the continuous improvement of the quality of activities performed by the university and the development of a culture of quality at all levels of the school.

(3) The internal system of the school at the national level is based on the generally binding legal regulations of the Slovak Republic, in particular the Act on Quality Assurance, the Act on Universities, as well as education quality standards.

(4) The school's internal system includes periodic monitoring and evaluation of the quality of all its activities.

(5) Indicative indicators determine the degree of compliance of the implementation of the school's internal system with the standards for the internal system.

(6) Evaluation of compliance with standards for the internal system is a systematic, independent and documented process of providing and obtaining evidence of compliance with the criteria of the standard and objective evaluation of the degree of compliance.

(7) Management of the quality of education consists of

- a) in receiving and updating the school's strategic documents,
- b) in the application of generally binding legal regulations, European standards, education quality standards, as well as own specific and development criteria and tools,
- c) in the application of relevant methods of quality assurance, improvement and assessment,
- d) in the annual monitoring and evaluation of the fulfillment of education quality standards,
- e) in responding to feedback from key stakeholders on identified problems and risks,
- f) in adopting and implementing measures to eliminate identified deficiencies,
- g) in monitoring, subsequent elimination of deficiencies and control of the implementation of corrective measures.

(8) VŠM requests the Slovak Accreditation Agency for Higher Education to assess its internal system at least once every six years, the first time by 31.12.2022 and the second time by 31.12.2030.

Art. 7
Policies of the school's internal system

(1) VŠM has established policies of the internal system by which, through a set of principles and procedures, it systematically manages and improves all its activities so that it fulfills the strategic goals contained in the long-term plan of the school and fulfills its mission.

(2) Specifically, it concerns the following policies:

- a) Primary responsibility of the school for the quality of the provided higher education with an emphasis on scientific integrity and academic ethics.
- b) Permanent improvement of the school's activities, primarily in the field of education, through innovative forms of education and other related activities.
- c) Connecting education and creative activities.
- d) Placing great emphasis on student-oriented education.
- e) Involvement of interested parties in ensuring and evaluating the quality of education and related activities (students, employers, foreign institutions) based on open and fair communication.
- f) Provision of education in a language other than the mother tongue (English), which deepens the internationalization of the school (foreign teachers, foreign students, foreign database of textbooks...).
- g) The principle of equal access to everyone, zero intolerance and discrimination.
- h) Clearly established and transparent mechanisms for review of initiatives, or complaints from students.
- i) Through established structures, regular evaluation of the fulfillment of the principles of the internal system, analysis of strengths and weaknesses and provision of measures to improve the system.
- j) Decision-making based on proven facts with an orientation to results.
- k) Application of usable quality management methods for achieving and increasing the quality of education (process approach, philosophy of total quality management, Deming's circle, etc.).
- l) Ensuring compliance of all school activities with generally binding legal regulations, relevant laws and decrees, education quality standards and internal school regulations.

Art. 8
Processes of the school's internal system

(1) For the purpose of implementing its mission, strategic goals and policies, the school has established processes through which it ensures and evaluates the quality of education.

(2) The processes of the school's internal system are groups of interconnected activities in the fields of education, creative activities and other related activities that the school identifies, plans, implements, monitors, evaluates and improves through the structures and policies of the school's internal system in order to fulfill its mission and strategic goals.

(3) The school has established quality assurance and internal assessment processes in interrelated areas:

- a) education,
- b) creative activity,
- c) activities related to them.

(4) Processes in the field of education are:

- a) Implementation and adjustment of study programs.
- b) Selection of teachers for individual study program subjects.
- c) Admission procedures, course of study, recognition of education and awarding of academic degrees.
- d) Approval of final thesis supervisors.
- e) Evaluation of students so that unjustified differences do not arise in similar cases.
- f) Continuous monitoring, periodic evaluation and adjustment of study programs with the involvement of students, employers from the relevant sector of the economy or social practice and other interested persons.
- g) Examining the initiatives by which the student seeks protection of his rights or legally protected interests, as well as pointing out specific shortcomings in the school's activities.
- h) Student-centered learning, teaching and assessment.
- i) Preservation of scientific integrity and compliance with academic ethics, ensuring protection against any kind of intolerance and discrimination of students, employees and applicants.
- j) Support of the internationalization of educational, creative and other related activities.

(5) Processes in the field of creative activity are:

- a) Carrying out the creative activity of the college and fulfilling the requirements for the level and scope of the creative activity of the college with regard to its mission.
- b) Delineation of assessment areas and period of assessment of creative activity.
- c) Evaluation of persons in connection with accreditation requirements.
- d) Submission of outputs of creative activity and other materials for evaluation.

(6) Processes in the field of activities are:

- a) Selection of university teachers and other school employees.
- b) Ensuring the professional development of university staff of the school.
- c) Support for the development of professional, language, digital skills, transferable skills and personal development of all employees.
- d) Spatial, material, technical, information and personnel provision of study programs.
- e) Creation and effective use of financial resources to ensure study and student support.
- f) Cooperation with practice institutions.
- g) Collecting, processing, analyzing and evaluating information for strategic, tactical and operational management and development of study programs and creative activities of the school.
- h) Regular publication of current information on study programs.
- i) Publication of current information about the implementation and functioning of the school's internal system, about the new version and the adopted ones.
- j) Creating, implementing, monitoring and revising the school's internal system.
- k) Regular external quality assurance.

Art. 9

The principle of connecting higher education and creative activity

(1) Creative activity and education are closely interconnected activities of the school.

(2) A university teacher working at the school carries out an authentic educational activity in close connection with his own research activity, in which he effectively involves the student, especially in the framework of final theses.

(3) The student has the right to participate in the research activities of the school applying the principle of student-oriented education.

Art. 10 **Tools of the internal system**

The following tools ensure the functionality of the internal system in all implemented processes and activities of the school:

- a) current internal regulations, decisions and guidelines of the rector, with which all school employees must be familiar,
- b) regular assessment of feedback from interested parties (rector, vice-rectors) on the level of implementation of the processes defined in the school's internal system and internal evaluation report,
- c) evaluation and analysis of conclusions resulting from feedback, formulation of corrective measures and determination of concrete means for improvement,
- d) monitoring the implementation of measures to improve the system (according to the philosophy of the PDCA cycle and the philosophy of Kaizen),
- e) ensuring the transparency of the internal system and its implementation towards the academic community and the public,
- f) support for continuous improvement of the quality of all activities by the school management.

Art. 11 **Methods of evaluating the quality of education**

(1) The basis for ensuring the quality of the school is the internal evaluation of the processes referred to in Art. 8.

(2) Management of quality assurance is the responsibility of the school's academic management (rector, vice-rectors).

(3) Monitoring the school's internal system and deciding on evaluation reports in the area of the school's internal system, including proposals for measures to these decisions, are within the competence of the quality board. Proposals for measures of the quality council have a substantive nature and are also acts of methodical management of ensuring and evaluating the quality of education.

(4) The methods of ensuring and evaluating the quality of the school are based on the concepts of comprehensive quality management. The school defines the indicative indicators that it applies for improving the quality of processes and evaluation resources (evaluated results of all activities).

(5) In the field of ensuring the quality of education, the evaluation resources of the school are relevant statistical data and other sources, in particular:

- a) assessment of teaching by students,

- b) evaluation by graduates,
- c) assessment by external partners,
- d) assessment by employees,
- e) evaluation of teachers' performance in the field of educational activity,

(6) In the field of ensuring the quality of creative activity, evaluation resources at the school are relevant statistical data and other sources, in particular:

- a) assessment by external partners,
- b) evaluation of the results of creative activity,

(7) Quality assessment is carried out at the school in two mutually complementary forms:

- a) quantitative assessment,
- b) qualitative assessment.

(8) Quantitative assessment is carried out by measuring or calculating quality indicators.

(9) The output of the quantitative evaluation is a report on the results of the quantitative evaluation, which is the basis for the processing of periodic evaluation reports at the school level.

(10) The report on the results of the quantitative assessment is drawn up by the vice-rector and the Study Department.

(11) Further quantitative investigations are carried out as needed and their content is flexible depending on the currently solved issue.

(12) Qualitative assessment is carried out by examining phenomena, analyzing their causes, relationships and connections, which are not partially or completely measurable.

Art. 12

Evaluation reports

The types of evaluation reports are:

- a) Periodic evaluation reports of the school,
- b) Internal evaluation report on the implementation of the internal system according to § 24 par. 1 or 3 in connection with § 24 par. 4 letters b,
- c) Reports on the evaluation of the school's level during ongoing supervision according to § 24 par. 2 of the Act on Quality Assurance.

Art. 13

Periodic evaluation reports

(1) In order to evaluate the school's internal system, the following periodic evaluation reports are accepted:

- a) Evaluation report for the field of education, i.e. j. evaluation report on the provided study programs, study results and study success of the school and on the fulfillment of quality requirements according to the standards for the study program.
- b) Evaluation report for the field of creative activities.

- (2) Evaluation reports according to par. 1 contain an evaluation of the processes referred to in Art. 8 par. 4, 5 and 6 of this regulation.
- (3) Part of the evaluation reports according to par. 1 are proposals for measures to improve the identified deficiencies.
- (4) Elaboration of a proposal for a periodic evaluation report for the field of education according to par. 1 is provided by the Vice-Rector for Pedagogical Affairs; preparation of a proposal for a periodic evaluation report for the field of creative activity according to par. 1 is ensured by the vice-rector for scientific research activity;
- (5) Proposals for periodic evaluation reports according to par. 1 are drawn up once a year. The respective vice-rectors submit them to the rector of the university by April 15 for the previous calendar year.
- (6) Proposals for periodic evaluation reports according to par. 1 is submitted by the rector of the university to the academic council of the school for approval.
- (7) The academic council of the school, the quality council and the academic senate may request additional information to the submitted reports from the rector.
- (8) Periodic evaluation reports according to par. 1 is approved by the academic senate after prior discussion by the school's academic council and the quality council.
- (9) The result of the discussion of the school's regular evaluation reports according to par. 1 is the basis especially for the monitoring and decision-making of the quality board in the area of the school's internal system.
- (10) The Quality Council receives internal feedback on the periodic evaluation reports of the school and delivers it to the rector of the school.
- (11) On the basis of internal feedback, the rector of the school adopts appropriate measures and improvement action plans.

Art. 14

Internal evaluation report on the implementation of the internal system

- (1) In accordance with the law, the school accepts the Internal Evaluation Report on the implementation of the internal system within the deadlines specified by the law, namely until December 31, 2022 and until December 31, 2030.
- (2) The report on the implementation of the internal system includes a list of all accredited study programs.
- (3) The report on the implementation of the internal system contains information on the analysis of the set rules, standards, methods and procedures for quality assurance and assessment in the field of education, creative activity and related activities, including an overview of identified deficiencies and proposals for measures leading to their elimination.

(4) The report on the implementation of the internal system is approved by the quality board after discussion in the academic board of the school.

(5) The Quality Council receives internal feedback on the report on the implementation of the internal system, which it sends to the rector of the school.

(6) The internal feedback to the report on the implementation of the internal system contains the statement of the quality board on the application of the internal system, its functionality and a proposal for improvement measures.

(7) Internal feedback to the report on the implementation of the internal system is the basis for the school's academic management to adopt and implement measures and action plans for improvement.

Art. 15

Reports on the assessment of school level during ongoing supervision

(1) The Agency performs ongoing supervision of the fulfillment of standards for the internal system at least once every two years based on data from reports on

a) evaluation of the level of the university in educational activities and in the field of science and research discussed by the scientific council of the university and approved by the academic senate,

(2) Reports on level assessment according to par. 1 are based on periodic evaluation reports of the school according to Art. 13.

(3) Receipt of reports on the evaluation of the school's level during continuous supervision is governed by analogous rules relating to the receipt of periodic evaluation reports according to Art. 13.

Art. 16

Structures of the school's internal system

(1) For the purpose of implementing its mission, strategic goals and policies, the school has established structures through which it ensures and evaluates the quality of education.

(2) The structures of the school's internal system are a set of its bodies, departments, job positions and external partners and their relationships with specified competences, powers, scope and responsibility for the defined scope of implementing the policies of the school's internal system.

(3) Powers, scope and responsibility within the school's internal system to the extent determined by the Act on Higher Education Institutions, the Act on Quality Assurance, the school's statute, these internal regulations and other internal regulations of the school mainly belong to the following structures of the school:

a) rector,

b) vice-rectors,

c) quality council,

d) scientific council,

- e) academic senate,
- f) the board of directors.

Art. 17
The rector of the school

In accordance with the Act on Higher Education Institutions, the Act on Quality Assurance, the quality standards of education, the statute of the school, the rector of the school:

- a) is responsible for the creation and functioning of the school's internal system,
- b) ensures compliance of the school's internal regulations and governing acts with the school's internal system,
- c) determines the scope and responsibility of the school's internal system structures,
- d) appoints and dismisses members and officials of the quality council and study program council and entrusts them with coordinating the activities of the council in the areas of the school's internal system.

Art. 18
School vice-chancellors

Vice-rectors responsible for coordinating activities within the school's internal system carry out quality assurance and internal assessment activities in designated areas and are responsible for their implementation to the rector.

Art. 19
Quality Council

- (1) The quality council is a permanent academic body of the school and an advisory body of the rector, which, in terms of education quality standards, is an independent structure of the school's internal system with competences and responsibilities in the scope of binding norms and education quality standards.
- (2) Members of the Quality Council are appointed and dismissed by the rector of the school after approval by the Scientific Council of VŠM. The council has a chairman and members, while the principle of independence is preserved, i.e. j. the board members are not school employees.
- (3) The status and activities of the quality council are governed by this internal regulation.
- (4) The meeting of the quality council is convened as necessary by the chairman of the council and manages its activities in such a way as to ensure compliance of the internal system with the Standards for the internal system of quality assurance of higher education, the Standards for the study program issued by the Slovak Accreditation Agency for Higher Education, according to Act no. 269/2018 Coll. on ensuring the quality of higher education and amending Act no. 343/2015 Coll. on public procurement and on the amendment of certain laws, as amended.
- (5) The rector and vice-rectors of the school, or other employees or students, may be invited to the meeting.

(6) The Quality Council monitors and evaluates the internal system of the school, its study programs and related activities in relation to their compliance with the Act on Higher Education Institutions, the Act on Quality Assurance and other generally binding legal regulations, education quality standards, European standards, as well as the statute school and its long-term intention.

(7) The quality council proposes corrective and preventive measures to the rector of the school related to the construction, evaluation and correction of the internal system and submits suggestions for improvement with the aim of increasing the quality and performance of controlled processes.

(8) The Quality Council approves:

- a) the school's request for a decision by the Slovak Accreditation Agency for Higher Education on the compliance of the school's internal system with the standards for the internal system and receives internal evaluation reports regarding the creation, functionality, implementation and use of the school's internal system and its compliance with standards for the quality of education,
 - b) proposals regarding study programs before their submission to the Slovak Accreditation Agency for Higher Education by the rector of the school (the so-called "SPE descriptions"),
 - c) internal regulation "Council of the study program at the School of Management", as well as its amendments as an integral part of the internal regulation Internal system for ensuring the quality of higher education at VŠM,
 - d) internal regulation "Rules for continuous monitoring, periodic evaluation and periodic approval of study programs at VŠM", as well as its amendments as an integral part of the internal regulation Internal system for ensuring the quality of higher education at VŠM
 - e) the internal regulation "Rules for the design and approval of a new study program, adjustment and cancellation of the study program at the School of Management", as well as its amendments and additions, as an integral part of the internal regulation Internal system for ensuring the quality of higher education at VŠM,
 - f) proposals regarding study programs before the decision of the rector of the school, if the restrictions to create, implement and modify these study programs in individual fields and degrees of study have been lifted based on the decision of the Slovak Accreditation Agency for Higher Education on the compliance of the internal system of the school with the standards for the internal system.
- d) an internal evaluation report on the implementation of the internal system.

(9) The quality council discusses the school's internal regulation governing the internal system of quality assurance of higher education, as well as its amendments, before deliberation in the scientific council and before approval in the academic senate of the school.

(10) When establishing the quality council, the principle of independence and involvement of interested parties as actors of the school and the principle of ensuring independent, unbiased, objective and professional assessment and evaluation, as well as the drafting and approval of all resolutions adopted in the areas of creation and implementation of the internal system, are applied in the personnel area schools and the creation, changes, modifications and cancellation of study programs.

(11) Decisions made by the quality council in the area of quality assurance and internal system management are binding for all employees of VŠM.

Art. 20
The school's scientific council, the school's academic senate and the school's administrative board

The powers of the school's scientific council, the school's academic senate and the school's administrative board in the field of ensuring and internal evaluation of the school's quality are regulated by the Act on Higher Education Institutions, the school's statute and other internal regulations.

Art. 21
Final provisions

- (1) The regulation on the school's internal system, including its amendments and additions, is approved by the Academic Senate of VŠM on the proposal of the rector of the school after discussion in the Quality Council and after the opinion of the Scientific Council of VŠM.
- (2) The regulation on the school's internal system, including its amendments and additions, becomes valid and effective after being signed by the school rector and the chairperson of the school's scientific council on the day of its publication on the school's official bulletin board.
- (3) The regulation on the school's internal system, including its amendments and additions, is published in the Slovak language and other languages in which study programs are conducted at the school, while the text in the Slovak language is considered the authentic text.
- (4) Internal regulation in accordance with § 48 par. 1 letter b) of the law on universities entitled Internal system of quality assurance of higher education at VŠM, which was discussed by the quality council on August 5, 2022 and the scientific council on August 11, 2022, and which was approved by the academic senate of the school on August 26, 2022, thus entering into force.
- (5) Internal regulation The internal system for ensuring the quality of higher education at VŠM entered into force on September 1, 2022.

Dr.h.c. prof. Ing. Edita Hekelová, PhD.

rector and chairwoman of the scientific council of school 1

¹ The original of the signed internal regulation The internal system for ensuring the quality of higher education at VŠM is stored and can be viewed at the rectorate of VŠM.