



Palacký University
Olomouc

UP POLICY

R-A-21/01

**Rules for quality assurance and internal
quality assessment of education,
creative and other related activities
at Palacký University Olomouc**

Contents: Establishing rules and principles for ensuring and evaluating quality and publishing the results of quality evaluation of educational, creative and related activities of Palacký University in Olomouc in connection with its strategic objectives.

Guarantor: Vice-Rector for Strategy and Regional Affairs

Valid from: August 6, 2021

Effective from: August 13, 2021

On 6 August 2021 pursuant to Section 36 (2) (5) of Act No. 111/1998 Sb., on higher education institutions and on the amendment and modification of other acts (the Higher Education Act), the Czech Ministry of Education, Youth and Sports registered the Rules for Quality Assurance and Internal Quality Assessment of Education, Creative and other Related Activities at Palacký University Olomouc in Olomouc under Ref. No. MSMT-21800/2021-1.

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Mgr. Karolína Gondková, m. p.

Director of the Department of Higher Education Institutions

Rules for quality assurance and internal quality assessment of education, creative and other related activities at Palacký University Olomouc

The Academic Senate of Palacký University in Olomouc approved the following policy of Palacký University in Olomouc at its meeting on May 19, 2021 in accordance with Section 9 (1) (b) (3) of Act No. 111/1998 Coll., on Higher Education Institutions and on Amendments and Supplements to Some Other Acts (“Higher Education Act”), as amended.

Part I

Quality Assurance

Article 1

Subject-matter

The Rules for Quality Assurance and Internal Quality Assessment of Education, Creative and other Related Activities at Palacký University Olomouc (hereinafter the “Policy”) are established in accordance with Section 17(1)(j) of Act No. 111/1998 Coll., on Higher Education Institutions and on Amendment to Other Acts (hereinafter the “Act”), and define the rules and principles for determining, assessing and publishing the results of quality assessment for education, creative and related activities at Palacký University Olomouc (hereinafter referred to as “UP”) in line with its strategic objectives. According to Article 48(2) of the UP Constitution, this policy establishes the principles, rules, scope, method and content of the UP quality evaluation and the evaluation period. Furthermore, this Policy also, according to Article 49 of the UP Constitution, defines quality assurance at UP. The description of the quality management system, the framework of quality assurance tools and tools for assessment of UP activities, key concepts and basic principles of UP quality management are defined in the policy Quality Management at UP.

Article 2

Applicability

This Policy applies to all organizational units of UP and UP employees who are engaged in education, creative or other related activities.

Article 3

Principles of Quality Assessment and Assurance

1. UP uses, develops and updates a quality assessment and assurance system for education, creative and other related activities; the system is governed by the principles described within this article.
2. The general principles are following:
 - a) quality is assured at all levels of education, creative and other activities which are realized at UP and also at all activities linked to it;
 - b) the quality assurance at all levels of education, creative and other related activities at UP always takes into account developments in quality assurance in the previous period provided that such data are available;
 - c) if assessment is carried out by persons other than UP employees, the anonymity of such assessors will be ensured;
 - d) if insufficient quality is determined, steps are taken in line with the subsidiarity principle;
 - e) new activities or changes in realized activities are introduced or implemented only if there is a well-founded possibility of quality enhancement or if the introduction is needed in order to maintain the quality; this rule is not applicable if the changes are caused by force majeure;
 - f) the results of the assessment are only published once they have been finalized;
 - g) the rules for quality assurance and assessment and their application in practice are subject to regular evaluation, and review, if needed.
3. The employee-related principles are following:
 - a) each employee subjected to assessment is entitled to know the full results of their assessment and may respond to such results during the follow-up qualitative assessment;
 - b) information on the results of staff appraisals is available for all managerial employees at all levels through the Information System for Quality (hereinafter referred to as „ISK“), in the case of academic staff in the Information System for the Assessment of Academic Staff (hereinafter referred to as „IS HAP“) and in the case of other staff in the Information System for the Assessment of Other Employees (hereinafter referred to as „IS HOP“),
 - c) information on the results of staff assessment shall be made available through the ISK to responsible managerial employees at all levels;
 - d) the results of comprehensive and continuous staff assessment are one of the key factors influencing the recognition of staff professionalism within the institution, including their remuneration and the impact on their potential career progression;
 - e) form of the assessment and the form and extent of the published information is delimited by the policy *Regular Evaluation of UP Employees*.
4. The principles defining the activities assessment are following:
 - a) each person responsible for an activity subjected to assessment is entitled to know the full results of the assessment of such an activity and may respond to such results during the follow-up qualitative assessment;
 - b) form of the assessment and the form and extent of the published information is delimited by the policy *Procedures and Methods of Quality Assurance at UP*.

Part II

Quality Information Management System

Article 4

Definition and Purpose of ISK

1. ISK is a tool of UP for collecting, recording and analysing data and preparing quality assessment outputs.
2. ISK is composed of individual UP information ISK systems associated by the UP Portal, which provide data necessary for quality evaluation, support the implementation of assessment processes or are

used to store evaluation outputs (SAP information system, STAG information system, OBD professional bibliographic database, UP Evaluation System, IS HAP and IS HOP systems for employee evaluation and other relevant UP systems). The ISK also includes the website of the UP Rector's Office responsible for quality assessment at UP.

3. The results of the quality assessment at UP according to this policy are recorded in the ISK. The ISK collects data, analyses and results of quantitative and qualitative quality assessment for individual assessment periods. These data are used to form the basis for quality reports at all levels of quality assessment. Quality reports and quality improvement measures are also kept in the ISK.

Article 5

Recording in the System

UP employees and other quality assessors are obliged to enter the data required for quantitative and qualitative quality assessment into ISK to the extent and by the deadlines as defined by the academic calendar. Additional quality assessors also use ISK to enter data for quantitative and qualitative quality assessment to the extent and by the deadlines as defined by an implementation standard.

Article 6

Access to ISK

Access to ISK is stratified according to the scope of authorization, taking into account the level of seniority and the role of the person in the quality assessment and assurance system.

Article 7

Development of ISK and Technical Support

1. ISK is developed and maintained by the UP Computer Centre.
2. ISK is administered by authorized employees of UP.
3. The administrators of those ISK components that provide data to other ISK components shall consult the administrators of those ISK components on any changes and modifications to the ISK components they administer that could have an impact on the data transmitted.

Part III

Quality Assessment

Article 8

Principle of Automation

During the processes of data discovery and collection, other UP information systems and relevant public administration systems (e. g. the register of artistic outcomes – RUV, the central register of projects – CEP) are automated to the maximum extent. Only in cases where it is not possible to obtain mass data from other systems, they are recorded manually by the officers who deal with the required agenda. These officers then send the data to the department of the UP Rector's Office responsible for quality assessment at UP.

Article 9

Quality Assessment Areas

1. Quality assessment at UP applies to the following interrelated areas:
 - a) educational activities;
 - b) creative activities;
 - c) other related activities.
2. Educational activities mean all activities related to the preparation and implementation of study programs, lifelong education programs and internationally recognized courses. Creative activities mean scientific, research and development, artistic or other creative activities. Creative activities are reflected in educational activities, international cooperation and cooperation with the relevant industries. Other related activities mean all activities falling under neither educational nor creative activities.
3. Quality assessment also includes assessment of the degree of inter-relatedness of the three areas.
4. In addition to the quality indicators common to the whole UP, a constituent part of UP has the possibility to define its own indicators that it considers crucial for the assessment of the quality of educational, creative and related activities.

Article 10

Basic Forms of Quality Assessment

Two complementary forms are used for quality assessment at UP:

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

Article 11

Quantitative Assessment

1. Quantitative assessment is carried out by measuring or calculating quality indicators for each quality assessment level monitored. The output of the quantitative assessment is a report on the results of the quantitative assessment.
2. Quality indicators are the basic tools for measuring the quality of activities in quantitative assessment. The list of quality indicators of activities, their definition and the way in which they enter into the assessment of each quality area are set out in the policy *Procedures and Methods of Quality Assurance at UP*.
3. Other quantitative investigations are carried out as needed and their structure varies according to the need and depending on the issue currently being addressed (employee satisfaction surveys, questionnaire surveys among alumni, etc.).

Article 12

Qualitative Assessment

1. Qualitative assessment is carried out by the assessors by means of evaluation and self-evaluation reports at all levels of quality assessment. The structure of qualitative assessment for individual assessors and assessment levels
 - a) is determined by the ISK structure;
 - b) is variable according to need and depending on the issue at hand.

2. The outcome of the qualitative assessment at a given level is a report on the results of the qualitative assessment. Qualitative assessment is produced at all levels in the ISK environment.

Article 13

Basic Levels of Quality Assessment

The basic levels (hereinafter the “levels”) for quality assessment at UP include:

a) employee	identifier: employee’s ID number
b) study course or a course of lifelong education (or a whole lifelong education program or an internationally recognized course if not consisting of individual courses)	identifier: abbreviation of the study or lifelong education course (or study program code, lifelong education program code or internationally recognized course code)
c) study program/lifelong education program or an internationally recognized course	identifier: study program code, lifelong education program code or internationally recognized course code
d) field of education	identifier: field of education code
e) a department engaged in education, creative or other related activities (hereinafter the “department”)	identifier: cost centre code
f) UP constituent part engaged in education, creative or other related activities (hereinafter the “constituent part”)	identifier: abbreviation of the constituent part used in the SAP information system
g) Palacký University	identifier: UP

Article 14

Quality Assessors

1. UP uses both internal and external quality assessors.
2. Internal quality assessors include:
 - a) heads of departments: assessment of subordinate non-managerial employees, assessment of subordinate managerial employees, assessment of activities at the level of the department;
 - b) employees engaged in educational activities: assessment of students
 - c) study course guarantors: assessment of study courses
 - d) study program guarantors: assessment of study programs
 - e) Bachelor and Master’s degree program students: assessment of study courses, study programs and UP constituent parts;
 - f) doctoral degree students: assessment of study programs and UP constituent parts;
 - g) participants in lifelong education programs and internationally recognized courses: assessment of study programs (or as the case may be lifelong education programs or internationally recognized courses) and UP constituent parts;
 - h) employees engaged in educational and creative activities: self-assessment, assessment of UP constituent parts and departments engaged in related activities;
 - i) employees engaged in related activities: self-assessment, assessment of UP constituent parts and departments engaged in educational and creative activities.
3. External quality assessors include:
 - a) UP alumni: assessment of study programs;
 - b) employees of organizations involved in hands-on training for students or participants in lifelong education programs or internationally recognized courses: assessment of study programs, lifelong education programs or internationally recognized courses;

- c) employers of study programs alumni, alumni of lifelong education programs or internationally recognized courses: assessment of study programs, lifelong education programs or internationally recognized courses;
- d) employees of other organizations involved in educational and creative activities: assessment of study programs;
- e) representatives of professional organizations and associations, or experts: assessment of study programs, lifelong education programs or internationally recognized courses;
- f) organizations carrying out quality assessment – at the level of UP, or other required levels.

Article 15

Frequency of Assessment and Monitoring of Development

1. Quality assessment is carried out at regular intervals. The standard interval amounts to one year. The intervals may be longer but not longer than 8 years.
2. The intervals for assessment at individual levels are defined by a policy *Procedures and Methods of Quality Assurance at UP*.
3. The assessment takes into account the developments in the previous assessment period. The dates for individual stages of assessment and publication of the results are defined by a guideline issued hereunder.

Article 16

Additional Quality Assessment

The rector or the vice-rector responsible for quality decides on the implementation of other quality assessments that are not anchored in UP policies, while the dean of the faculty or the head employee of the UP constituent part must be informed about the planned assessment at the level of the UP constituent part.

Part IV

Internal Quality Assessment Reports

Article 17

Principles for Compiling Internal Quality Assessment Reports

The report on the internal quality assessment of the educational, creative and related activities of the UP within the meaning of Section 77b(3)(b) of the Act is prepared by the end of the calendar year following the period of the assessed creative activities. The basis for its preparation are partial reports on quality assessment at all assessed levels, which are prepared for each period in the basic areas of assessment on the basis of the data in the ISK.

Article 18

Responsibility for Compiling the Internal Quality Assessment Reports

1. The following persons are responsible for compiling the Internal Quality Assessment Reports (hereinafter the “Reports”) at individual levels:
 - a) a managerial employee for the level of employees;
 - b) study program guarantor(s) for the level of study programs, lifelong education program guarantor(s) for the level of lifelong education program, or internationally recognized course guarantor for the level of internationally recognized course;

- c) jointly guarantors of programs implemented within a respective field of education for the level of fields of education;
 - d) heads of departments for the level of departments;
 - e) deans of faculties or heads of the respective constituent parts for the level of constituent parts of UP;
 - f) The Internal Assessment Board for the level of UP.
2. The guarantor or guarantors of the study course at the level of the study course are responsible for the preparation of the partial assessment which is the basis for the quality assessment report pursuant to paragraph 1 (b), (c) and (f).

Article 19

Automated Preparation of Reports

As far as practicable, ISK is used to compile the reports; only parts which cannot be generated automatically are supplemented.

Article 20

Accessibility and Publication of Reports

The individual reports are permanently available through the ISK. A report can be public or non-public. Public reports are published on the website of the department of the Rector's Office responsible for quality assessment at UP.

Article 21

Report Approval

1. The Reports are approved by:
 - a) the dean of the faculty or the head of the respective constituent part for the level of employees;
 - a) the study program guarantor for the level of study courses;
 - b) the guarantors of the study programs implemented within the respective field of education for the level of study programs; the method for the joint approval by the guarantors of the study programs will be defined by a policy *Guarantor of a study program*;
 - c) the guarantor of lifelong education program or internationally recognized course for the level of lifelong education program or internationally recognized course;
 - d) the UP Internal Assessment Board for the level of fields of education;
 - e) the dean of the faculty or the head of the respective constituent part for the level of departments;
 - f) the UP Internal Assessment Board for the level of UP constituent parts,
 - g) the Academic Senate of UP, after consideration by the Scholarly Board of UP, for the level of UP (Internal Quality Assessment Report of Educational, Creative and Related Activities).
2. The Report may:
 - a) receive unqualified approval;
 - b) receive qualified approval;
 - c) fail to be approved.
3. If the Report receives qualified approval, the qualifications are attached to the Report. If the Report fails to be approved, the grounds for the non-approval are attached to the Report.
4. If the Report receives qualified approval or fails to be approved, the person submitting the Report may challenge the view of the approver. The approver may change the final opinion based on the

challenge made. If the Report fails to be approved, the person submitting the Report must submit the Report again unless determined otherwise by the superior employee of the approver, or by the Rector.

Part V Quality Assurance

Article 22 Consideration of the Quality Assessment Results

1. The results of quality assessment at all levels represent a key management instrument for UP. In planning and organizing activities, the managerial employees at all managerial levels must take into account the results of quality assessment as recorded in the System.
2. In cases where a relevant drop in quality level is detected, the staff responsible shall be obliged to propose measures to improve it when called upon to do so. In the event of a stagnation in the quality level, the staff responsible shall also be obliged to strive to improve it.

Article 23 Responsibilities and Quality Assurance Principles

The principle of subsidiarity applies when taking quality enhancement steps to prevent quality deterioration. The following principles apply to quality assurance:

- a) study course guarantors are responsible for quality at the level of study courses. The guarantors shall take appropriate steps to take the results of the course assessment into account in their implementation;
- b) study program guarantors are responsible for quality at the level of study programs;
- c) the guarantors of the individual study programs implemented in the respective field of education are jointly responsible for quality at the level of the field of education. The guarantor of a study program is obliged to propose to the head of the individual departments or to the head of the UP constituent part such organizational or human resources measures that take into account the results of the quality assessment at the level of individual departments and the UP constituent part;
- d) employees themselves, who must take appropriate steps to take the results of their assessment into account in their activities, and managerial employees, who must take the results of employee assessment into account in remuneration and career advancement, are responsible for the quality at the level of employees;
- e) heads of departments are responsible for the quality at the level of departments. The heads of departments shall propose and adopt such human resources and organizational steps that will take into account the results of quality assessment at the level of departments;
- f) deans of faculties or heads of constituent parts are responsible for the quality at the level of constituent parts. After consideration with the respective heads of departments, they shall propose and adopt such human resources and organizational steps that will take into account the results of quality assessment at the level of individual departments, or constituent parts;
- g) the Rector is responsible for the quality at the level of UP. If there is a decrease in quality, the dean of the faculty or the head of the respective constituent part shall provide the Rector with an explanation of the quality deterioration and provide information about steps taken to enhance the quality for the respective constituent part.

Article 24

Interrelated Activities

The activities in the field of creative activities and in the field of educational activities are interconnected with regard to the type and profile of the study program, in particular with the use of current scientific knowledge for education as well as for increasing the professional level of the study program. Similarly, other related activities are also linked to the educational and creative fields.

Part VI

Additional Rules for Quality Assurance

Article 25

Quality Assurance in Accreditation

In the processes of accreditation, renewal, extension or limitation of accreditation of study programs, procedures for the granting of associate professorship, and procedures for the nomination of a professor, the results of the assessment of the quality of educational, creative and related activities are taken into account. The rules governing the process of establishment, approval and changes to study programs and the authorization to perform procedures for the granting of associate professorship and procedures for the nomination of a professor are set out in the policy *Accreditation and Approval of Study Programs and Accreditation of Procedures for the Granting of Associate Professorship and Procedures for the Nomination of a Professor at the UP*. Furthermore, the policy *Standards for Institutional Accreditation and Standards of Study Programs at UP* sets out a set of requirements for study programs implemented at UP.

Article 26

Conflict-of-Interests Rules

1. If a conflict of interests arises that may jeopardize the objectivity of the assessment of activities in all basic areas of quality assessment at UP, the employee to whom the conflict of interest applies, must inform the respective managerial employee thereof. If the conflict of interests relates to the exercise of powers, such powers are exercised by the superior managerial employee.
2. Paragraph 1 applies with necessary modifications to members of committees and boards who are not employed by UP.
3. Superior managerial employees must adopt such organizational and human resources steps that prevent a conflict of interests.
4. If the conflict of interests cannot be prevented, the activity giving rise to such a conflict cannot be implemented at UP.
5. For the purposes of this Policy, the Rector is the superior managerial employee for the deans of faculties and heads of other constituent parts of UP.
6. If the Rector is involved in the conflict of interests, the Rector must authorize a deputy provided that such an authorization does not violate applicable legislation and UP policies. Otherwise, the activity giving rise to the conflict of interests cannot be implemented at UP.

Part VII
Final Provisions

Article 27
Force and Effect

1. This policy was adopted by the Academic Senate of UP under section 9(1)(b)(3) of the Act on May 19, 2021.
2. Pursuant to Section 36(4) of the Act, this policy becomes valid upon its registration by the Ministry of Education, Youth and Sports.
3. This Policy becomes effective on the seventh day after its registration by the Ministry of Education, Youth and Sports.
4. UP Policy No. R-A-20/02 Rules of the Quality Assurance System for Educational, Creative and Related Activities and Internal Quality Assessment of Educational, Creative and Related Activities of Palacký University in Olomouc dated July 31, 2020 is repealed.

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