

Internal Quality Assurance System

0. Preamble

The EUNEIZ University Internal Quality Assurance System (IQAS) aims to establish a systematic process for the management and continuous improvement of all aspects of the official qualifications included in its educational offer. This is the means used to carry out the continuous monitoring and periodic evaluation of programmes to ensure that the objectives and the needs of students and society are met.

The IQAS enables the university to obtain quantitative and qualitative information, to make decisions regarding the training offered and its internal management, thus supporting continuous improvement. This system integrates various mechanisms and procedures, relating both to the collection and analysis of information on the different aspects of the curriculum, and how this information will be used for monitoring, review and in decision-making.

The defined structure of the Internal Quality Assurance System (IQAS) and the definition of the procedures that will govern its operation are in accordance with:

- Article 25. Quality assurance of official university teaching defined in Royal Decree 822/2021, of 28 September, which establishes the organisation of university teaching and the procedure for ensuring its quality.
- Part 1: Criteria and guidelines for internal quality assurance contained in the [*“Standards and Guidelines for Quality Assurance in the European Higher Education Area \(ESG\). \(2015\). Brussels, Belgium”*](#). Approved by the Ministers responsible for Higher Education in the European Higher Education Area in May 2015).
 - Criterion 1.1 Policy for Quality Assurance.
 - Criterion 1.2 Design and Approval of Programmes.
 - Criterion 1.3 Student-centred Learning, Teaching and Assessment.
 - Criterion 1.4 Student Admission, Progression, Recognition and Certification.

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- Criterion 1.5 Teaching Staff.
- Criterion 1.6 Learning Resources and Student Support.
- Criterion 1.7 Information Management.
- Criterion 1.8 Public Information.
- Criterion 1.9 On-going monitoring and Periodic Review of Programmes.
- Criterion 1.10 Cyclical External Quality Assurance.
- The provisions set forth in section 8 of Annex II “Report model for the application for verification of the curriculum of an official university qualification” included in the aforementioned Royal Decree 822/2021.

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1. Internal Quality Assurance System.

1.1. General Framework

Internal Quality Service (IQS)

This is the service which gathers together and organises the necessary information for the operation of the IQAS, to ensure the quality of the university studies and to support the work of the Quality Committees.

In addition, it will be the service responsible for channelling the process of design (or modification) of the University's programmes, ensuring that relevant and up-to-date public information about EUNEIZ University and its qualification is provided, as well as the correct implementation of the IQAS.

Quality Committees (QC)

Quality Committees will have the role of developing and managing the institution's competencies in quality assurance. Analysis, discussion and debate takes place on the development and monitoring of official qualifications within this body. All its members get to voice their opinion and vote. In the event of a draw, the Chair will have the casting vote.

The Quality Committees will analyse the information and studies from the Internal Quality Service and put forward proposals for improvement for consideration and approval, where appropriate, by the Board of Trustees.

The IQAS has the following structure:

- Internal Quality Service.
- Quality Committees.
- Board of Trustees.
- The Dean.

Also considered to be involved in the IQAS are:

- The management team and the coordinators of each official university qualification being taught.
- The teachers.
- The administration and service staff.

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- The students.
- The graduates.

The purpose of the Internal Quality Service (IQS) will be to collect and organise the necessary information for the operation of the Quality Committee. It will consist of representatives of the administration and service staff of each qualification.

This Service is responsible for providing advice and assistance in the collection of data to identify aspects of the organisation that work well and those that require greater attention.

The Quality Committees (QC) will be responsible for the on-going monitoring and periodic evaluation of EUNEIZ University's official qualifications. They have the ultimate responsibility for guaranteeing and improving the quality of each programme taught, they will monitor all external quality assurance processes such as the verification, modification, monitoring and renewal of the accreditation.

Each of the Quality Committees will consist of:

- The qualification coordinators.
- Representatives of the teaching staff who deliver each qualification, elected by the Board of Trustees from among the Teaching and Research Staff.
- Student representatives (at least one per qualification) elected by the Board of Trustees from among students who present themselves as candidates.
- Up to a maximum of five representatives chosen from professionals related to the qualifications taught by the University, and/or graduates. They will be elected by the Board of Trustees at the proposal of the qualification directors.
- A representative of the administration and service staff.

The Chair will be one of the directors of the corresponding official qualifications and the secretary will be the Internal Quality Service Manager.

The duties of the Quality Committees are:

- a) To interpret the quality objectives of each qualification and monitor its level of achievement.

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- b) To inform all those involved of the quality policy and objectives as well as the agreed actions.
- c) To design review and improvement actions for each qualification.
- d) To establish and analyse the catalogue of quality indicators, including the graduation rate, the drop-out rate, the efficiency rate, the performance rate and the average duration of the studies.
- e) To analyse the satisfaction results of both students and teachers with regards the teaching activity.
- f) To analyse the satisfaction results of all stakeholders (students, teachers, administration and service staff and graduates).
- g) To analyse the suggestions and complaints received.
- h) To schedule and agree on the frequency, scope and duration of the completion of the students and teachers' evaluation surveys on the teaching activity.

A Quality Monitoring Report as a periodic and cyclical assessment of the programmes will be prepared annually by the Quality Committees for each qualification. This review will be based on at least the following sources of information:

- The verification reports, as well as their modifications.
- The external evaluation reports carried out by the leading quality agency (verification, modification, monitoring and renewal of the accreditation).
- Teaching guidelines.
- Academic performance indicators.
- The satisfaction survey results.
- Teacher evaluation reports on their teaching performance.
- The analysis results of the graduates' integration into the employment market.
- Information gathered from complaints and/or suggestions.
- Proposals for improvement.
- The minutes of the Board of Trustees meetings and of the various Quality Committees.
- Information published on the University's website.

These monitoring reports should be analysed and approved by the University Directorate.

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The Quality Committees meetings will be held at least once a year in order to analyse the development of the implementation of the qualifications being taught.

Student Admission, Progression and Certification (ESG Criterion 1.4)

Through its governing bodies and Internal Operational Rules, EUNEIZ University has clearly defined and approved procedures for the admission, recognition and completion of studies.

In turn, through its different bodies and/or services the University offers guidance to students (future and present) about the institution and on any of its programmes.

Through its management tools, EUNEIZ University gathers current and consistent information on the students' progress, which is made available to both the Quality Committees as well as the Internal Quality Service, teaching staff and other bodies involved in order to facilitate analysis and subsequent decision-making.

EUNEIZ University has specific regulations on the proper recognition of qualifications, study periods and prior learning, including the recognition of non-formal and informal learning, as essential components to ensure the students' progress in their studies and thus facilitating mobility. This regulation is in line with the principles of the Lisbon Recognition Convention on the recognition of qualifications.

In turn, EUNEIZ University has established regulations on the issuance of the qualification, as well as the procedure through which students may request documentation relating to the qualification obtained which includes, at least, the learning outcomes achieved and the context, level, content and status of studies followed and successfully completed.

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Public Information (ESG Criterion 1.8)

EUNEIZ University publishes clear, accurate, objective, up-to-date and easily accessible information about its activities and programmes.

The information on the activities of the institutions is useful for current and future students, as well as for graduates, other stakeholders and the general public.

Institutions should therefore provide information on their activities, including their programme offer and their selection criteria, the expected learning outcomes of the said programmes, the qualifications which they lead to, the teaching, learning and evaluation procedures used, pass rates and learning opportunities available to their students, as well as employment information for the graduates.

1.2. General procedures of the internal quality assurance system

P1. Student information of the “life cycle” procedure (ESG Criteria 1.4 and 1.6)

The University will provide information on student admission, assessment, recognition and certification.

The specific information on the qualification will be offered, in the first instance, through the EUNEIZ University website, where the list of courses that can be studied there can be accessed. In addition, information will be included on access, admission and pre-enrolment procedures, admission criteria, the enrolment process, academic rules: recognition and transfer of credits, students' progress and continuance of studies, the issuance of the qualifications, etc. Similarly, information is provided on the support and guidance services, including support services for students with special needs, the complaints procedure, quality and performance indicators, the internal quality assurance system, contact telephone numbers, etc.

For each qualification, detailed information will be offered at least on:

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- The official name of the curriculum.
- The study mode(s).
- The number of new-entry places.
- Language(s) in which the qualification is taught.
- Presentation and expected learning outcomes.
- Competencies, abilities and/or skills.
- Curriculum: structure, allocated credits, etc.
- Calendar, timetables, etc.
- Teaching staff.
- Student profile and admission criteria.
- Services and facilities allocated for the learning and how to access them.
- Information on external work placements.
- Information about the mobility programme.

The publication of this information is the result of joint work carried out by the Internal Quality Service, the Academic Secretariat and Website Service. The published information will be reviewed at least annually.

Similarly, it will also offer:

- Guidance on university pre-enrolment through the Academic Secretariat.
- Information provided remotely via the network, e-mail or telephone by the Academic Secretariat or the qualification coordinator, as appropriate.
- Information on specific aspects of enrolment and support services available prior to enrolment.
- Guidance during the enrolment process from the Academic Secretariat.
- Specific tutorials conducted by the course manager and/or administration staff, where appropriate.
- Employment information for graduates.
- Information on the expiry of any qualification and its regulations.

P2 Quality assurance policy procedure (ESG Criteria 1.1)

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Quality in the field of training and processes that allow for continuous improvement to be made to the qualifications is an essential commitment of the University and will be reflected in the quality assurance policy.

The quality assurance policy is established and approved by the dean's team and will reflect the relationship between research, teaching and learning. This is communicated, understood and applied throughout the institution and will be available to all stakeholders (teaching, administration and services staff, students and other interested parties) both on the website and in any other medium considered appropriate.

The implementation of the quality assurance policy is the responsibility of the entire educational community at EUNEIZ University. The Quality Committees will be responsible for its review and will decide whether it needs updating. This review will be carried out annually and approved by the Dean.

P3 Design and approval of programmes procedure (ESG Criterion 1.2)

The need to update the University's training offer means that an orderly process must be followed for the design, review and final approval of a degree qualification, university master's degree and doctoral programme.

The application for the design or modification of a programme may originate from any university body, but the formal application must be sent to the quality service in order to process it correctly.

The design or modification of a programme must take into account:

- The institutional strategy and expected learning outcomes, which should be explicit.
- The opinion of the students and other stakeholders through consultation procedures or other opinion forums designed for this purpose.
- Expertise and external references related to the programme.
- The four purposes of higher education of the Council of Europe.
- The continuous progression of the students.

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- The expected student workload (in relation to the ECTS).
- The inclusion, where appropriate, of external work placements.

In turn, when designing (or modifying) a qualification, programmes should be considered to be delivered in a way that encourages students to take an active role in the creation of the learning process and that student evaluation reflects this student-centred approach (ESG Criterion 1.3). Thus, the following aspects must be taken into account:

- The diversity of students and their needs, enabling flexible learning paths.
- The study modes, where appropriate, and the flexible use of various pedagogical methods.
- The encouragement of autonomy, support and guidance to students, as well as mutual respect between students and teachers.

The proposal for the design or modification of a programme will be processed by the Internal Quality Service with final approval from the Board of Trustees with the ratification of the Governing Board.

P4 Evaluation of the teaching and teaching staff procedure (ESG Criterion 1.7).

The evaluation of the quality of teaching is a fundamental tool to guide the training activity in the contexts in which it takes place. The need to have studies and outcomes in this regard, to promote the evaluation of the teaching staff by all those involved is a major element in the improvement processes and the classification of universities. Therefore, this is one of the University's priorities. For this reason, an evaluation of the learning outcomes obtained in each qualification will be made compared with the objectives set and the methods established for the students' learning based on the following information:

- The key performance indicators. This must contain the graduation, drop-out, efficiency, and performance rates along with the average duration of the studies.

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- The distribution of the final grades in each subject.
- The results of the satisfaction surveys.
- Teacher evaluation reports on their teaching performance.
- The results of the educational activity evaluation surveys completed by the students.
- The results of the evaluation surveys relating to external work placements (completed by students and tutors).
- Data on integration into the employment market and graduates' employability.
- The structure and characteristics of the teaching and support staff.
- Data regarding enrolment of new-entry students.

The Quality Committee will evaluate the satisfaction of the training activities used and the evaluation systems applied in relation to the learning outcomes obtained for each academic year based on the information provided by the Internal Quality Service. Along with this evaluation, for each qualification, each Quality Committee will pay special attention to the dissemination carried out, the student tutorial plans, the coordination of the teaching staff, the guidance given to students with regards their training, the information provided on career opportunities for graduates and the resources and infrastructures that have been used.

When facing specific situations or problems that have been highlighted, it will be the Quality Committees who will propose any revision and improvement plans to resolve them and they will forward them to the Board of Trustees for final approval. The Quality Committees are responsible for monitoring the implementation of improvement plans.

The annual report prepared by the Quality Committees will be distributed to the entire university community.

P5 Collection of the evaluation of the teaching staff by students and teachers procedure (ESG Criteria 1.5 and 1.7).

The evaluation of the quality of the teaching staff and their performance will be based on:

- The students' evaluation of the teaching received.

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- The evaluation of the teaching delivered by the teachers themselves.
- The qualification coordinator's evaluation of the teachers' performance.

The specific instruments which the evaluation of the quality of the teachers and their teaching performance will be based on are as follows:

- **Students' evaluation** of the teaching-learning process and the performance of their teachers in their delivery of the course. At the end of each subject, students will complete a survey to evaluate the subject matter as a whole as well as the teaching performance of each teacher.
- **Teachers' evaluation** of their work in relation to the objectives set at the beginning.
- **The qualification coordinator's evaluation.** The coordinator of each qualification should complete an overall evaluation of the development of the academic course. The core features required for this analysis will be the coordination, the learning outcomes, any deficiencies detected and any possible room for improvement.

In addition to these evaluations, each year, the Board of Trustees (or the person delegated by the Board) will:

- Establish and follow clear, transparent and fair processes for the recruitment of staff and conditions of employment that recognise the importance of teaching.
- Offer opportunities to promote the professional development of the teaching staff.
- Encourage scholarly activity to strengthen the link between education and research.
- Encourage innovation in teaching methods and the use of new technologies.

P6 Ensuring the quality of external work placements procedure (ESG Criterion 1.7).

Based on the specific regulations, students who do external work placements will be assigned two tutors: a professional tutor, who will guide and evaluate them within the

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work placement, and the academic tutor at the university, responsible for the final evaluation, the coordination tasks with the professional tutor and the ongoing monitoring of the student.

In the monitoring of these work placements, on the one hand, the Quality Committee will request reports from the students to ask them about the degree of suitability of the activity with regards the qualification they are studying and, on the other hand, from the external tutors to express the degree in which the students fulfil the activities. Based on this monitoring, each Quality Committee will issue proposals for the review and improvement of the qualification's curriculum with the aim of achieving continuous improvement in the quality of work placements and in the fulfilment of their objectives. These proposals will be forwarded to the management team and/or those responsible for the work placements for their consideration.

P7. Quality evaluation for mobility programmes procedure (ESG Criterion 1.7).

Degree students will have the opportunity to do an international training period in some of the options available through the different partnership agreements maintained by the University.

The University will establish the management of student mobility with information and advice to the university community on the various international partnership programmes in the field of higher education, based on the qualifications' Academic Committees, which may be coordinated in a cross-cutting committee composed of all of the University's qualification coordinators. The Committee will also coordinate the implementation and development of the international training activities which the University participates in, and the management of student mobility programmes.

The Quality Committee will submit the mobility programmes for continuous review and improvement through proposals arising from the analysis of the information provided by the student satisfaction surveys on the mobility programme. The information will be gathered and organised by the Internal Quality Service.

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P8 Satisfaction of the stakeholders involved in the qualifications (ESG Criterion 1.7) and the management of suggestions and complaints procedure

The Internal Quality Service is responsible for submitting and compiling the satisfaction surveys. Information on the overall evaluation and on specific aspects of the qualifications will be obtained annually through digital surveys completed by the various stakeholders involved (students, teachers, administration and services staff and graduates) in the corresponding academic year.

A complaints and suggestions box will be enabled on both the website and the Virtual Campus. Similarly, it will be possible to submit a complaint or suggestion by e-mail or any other method.

The Internal Quality Service will be in charge of analysing the complaints and suggestions submitted by any person linked to the University. It will also analyse its nature and then classify and distribute it to the department involved, which will reply or take the appropriate action arising from the said complaint or suggestion.

The data on complaints, suggestions and satisfaction will be reflected statistically in the EUNEIZ University's annual report. The response time for complaints received will be a maximum of one month from it being received.

Similarly, any stakeholders in EUNEIZ University will be able to send their comments and criticisms through the transparency channel set up via the website, which will be channelled to the corresponding departments.

P9 Integration into the employment market study and the employability of university graduates procedure (ESG Criterion 1.7).

The University will provide comprehensive support to the professional development of students and alumni, and it will encourage the building of solid bridges between academia and the business world. For this reason, the Internal Quality Service

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will carry out a study on the integration into the employment market and employability of its graduates, two years after completion of their studies.

This study will focus on an evaluation questionnaire that will be sent by the Internal Quality Service to graduates and their results will be analysed by the Quality Committees.