



Pursuant to Article 19, paragraph (2), item 12, Articles 40 and 94 of the Law on Higher Education ("Official Gazette of the Republic of Macedonia", No. 82/2018 and "Official Gazette of the Republic of North Macedonia", No. 178/2021), Article 12, paragraph (1), item 3, Article 45, paragraph (2), item 12, and Article 85 of the Statute of the University of Tetova, the Senate of the University of Tetova, at its session held on 24.11.2022, adopted:

RULEBOOK

on Ensuring and Enhancing Quality at the University of Tetova

I. GENERAL PROVISIONS

Article 1

This Rulebook establishes the standards and procedures for the quality of work, as well as the composition, competence, powers, and manner of operation of the bodies responsible for managing, monitoring, evaluating, improving, and developing the quality of the University of Tetova (hereinafter referred to as: the University).

Article 2

The purpose of establishing an institutional quality management system is to establish and develop quality standards for work and to regulate mechanisms and procedures for managing, monitoring, evaluating, improving, and developing quality, as well as to develop a quality policy and organizational culture in the performance of all activities of the University.

II. BODIES AND UNITS FOR QUALITY ASSURANCE AT THE UNIVERSITY

Article 3

- (1) Quality assurance at the University falls within the specific responsibilities of:
- the Department of Quality Management and Evaluation,
 - the Central Self-Evaluation Commission; and



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- the Self-Evaluation Commissions of the University's units.
- (2) The bodies and unit referred to in paragraph (1) of this Article cooperate with one another and maintain continuous coordination with the governing bodies, other bodies, and units of the University, with the sole purpose of ensuring quality.

Article 4

In accordance with the Rulebook on the Internal Organization of the University of Tetova, the Department of Quality Management and Evaluation is responsible for the following work activities:

- participates in organizing and coordinating administrative activities within the area of quality management and self-evaluation of the University and the units within the University;
- participates in providing administrative and professional support to the University Self-Evaluation Commission and the Self-Evaluation Commissions of the units within the University;
- participates in preparing guidelines for self-evaluation and for ensuring and assessing the quality of higher education institutions at the University;
- participates in publishing the results of the self-evaluation on the University's website;
- submits the results of the self-evaluation to the ministry responsible for higher education;
- participates in and provides administrative support in conducting student surveys as part of the self-evaluation process, in accordance with the manner established by the University's acts;
- participates in and provides administrative and professional support in the procedure for ranking the University and the faculties within the University;
- participates in defining, implementing, and maintaining the processes of the quality management system;
- participates in preparing materials for the self-evaluation procedure, analyses, reports, and other related materials.

Article 5

- (1) Членовите на комисијата за евалуација на Универзитетот ги избира, со тајно гласање, Сенатот на Универзитетот, од редот на наставниците со мандат од четири години и од претставниците на студентите со мандат од една година.



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- (2) In electing the members of the Commission, appropriate representation of all teaching and scientific fields of the University shall be ensured.

Article 6

The Central Self-Evaluation Commission shall perform the following tasks:

1. organizes and coordinates the self-evaluation procedure at the University level;
2. determines the methodology, schedule, and manner of conducting the self-evaluation, in accordance with the established quality standards, criteria, and indicators;
3. coordinates the implementation of self-evaluation at the faculties and other units within the University;
4. monitors and coordinates the activities of the Self-Evaluation Commissions of the faculties;
5. ensures a uniform and consistent approach to the application of standards, criteria, and indicators for self-evaluation;
6. determines and coordinates the data, documents, and other evidence required for conducting the self-evaluation at the University level;
7. collects, systematizes, and analyzes the data and self-evaluation results submitted by the faculties and other unit;
8. assesses the fulfillment of quality standards and criteria at the University level, based on the collected data and evidence;
9. identifies the strengths, deficiencies, and areas for quality improvement at the University level;
10. prepares a draft Self-Evaluation Report of the University;
11. proposes measures and activities to address the identified deficiencies and enhance quality;
12. monitors the implementation of the measures and activities established based on the results of the self-evaluation;
13. cooperates with the bodies and units responsible for quality assurance and enhancement and with the units within the University;
14. where necessary, initiates the collection of additional data, analyses, and evidence from the units within the University;
15. performs other tasks related to self-evaluation, in accordance with this Rulebook and other acts of the University.

Article 7

- (1) The Faculty Self-Evaluation Commission shall perform the following tasks:

1. organizes and conducts the self-evaluation procedure at the faculty level;



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2. applies the established methodological approach, standards, criteria, and indicators for self-evaluation;
 3. coordinates activities related to self-evaluation within the faculty;
 4. determines and collects the data, documents, and other evidence required to assess the fulfillment of the standards and criteria;
 5. verifies the relevance, completeness, and reliability of the collected data and evidence;
 6. analyzes and assesses the fulfillment of the standards, criteria, and indicators at the faculty level;
 7. identifies the strengths, deficiencies, risks, and areas for quality improvement of the faculty;
 8. collects and analyzes the opinions and views of students, teaching staff, professional services staff, and other relevant stakeholders;
 9. prepares a Self-Evaluation Report of the faculty;
 10. propose measures and activities to address the identified deficiencies and enhance the quality of the faculty;
 11. monitors the implementation and effects of the measures and activities undertaken;
 12. submits the Self-Evaluation Report, together with the relevant data and evidence, to the Central Self-Evaluation Commission within the prescribed deadline;
 13. acts upon the requests and instructions of the Central Self-Evaluation Commission concerning the implementation of the self-evaluation;
 14. cooperates with the Central Self-Evaluation Commission and other bodies and units of the University on matters related to quality;
 15. performs other tasks related to self-evaluation, in accordance with this Rulebook and other acts of the University.
- (2) The Faculty Self-Evaluation Commission is responsible for the accuracy, completeness, and timeliness of the data and evidence it submits in the self-evaluation procedure.

III. STANDARDS AND PROCEDURE FOR QUALITY ASSURANCE

Article 8

- (1) In conducting the quality assurance procedure, the University shall be guided by the standards established by the Rulebook on Standards and Procedures for External Evaluation and Self-Evaluation adopted by the National Council for Higher Education, as follows:
 - 1) Standard 1 — Institutional Quality Assurance Policy;



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- 2) Standard 2 — Design, Approval, and Monitoring of Study Programmes;
 - 3) Standard 3 — Learning, Teaching, and Assessment Oriented towards Study Programmes;
 - 4) Standard 4 — Student Admission and Progression, Diplomas and Certificates;
 - 5) Standard 5 — Teaching Staff;
 - 6) Standard 6 — Learning Resources and Student Support;
 - 7) Standard 7 — Information Management;
 - 8) Standard 8 — Public Information;
 - 9) Standard 9 — International Cooperation and Internationalization.
- (2) The standards established under paragraph (1) of this Article shall be implemented, and their fulfillment shall be assessed, in accordance with the Rulebook on Standards and Procedures for External Evaluation and Self-Evaluation adopted by the National Council for Higher Education.

Article 9

- (1) The quality assurance procedure shall be conducted in accordance with the standards defined in Article 3 of this Rulebook.
- (2) The basic procedure for ensuring and enhancing quality shall be conducted based on the established quality standards, criteria, and indicators and shall include systematic monitoring, assessment, and enhancement of quality in the areas covered by the standards.
- (3) The basic procedure referred to in paragraph (2) of this Article shall include:
 - determining and monitoring the fulfillment of quality standards, criteria, and indicators;
 - collecting, verifying, and analyzing data and evidence relevant to quality assessment;
 - determining the degree of fulfillment of the standards and criteria;
 - identifying strengths, deficiencies, and areas for improvement;
 - determining and implementing measures and activities for ensuring and enhancing quality;
 - monitoring the implementation of measures and activities and assessing their effectiveness;
 - documenting and reporting on the results of the procedure; and
 - taking appropriate action based on the results of monitoring and assessment.
- (4) The procedure referred to in paragraph (3) of this Article shall be conducted as a continuous cycle of planning, implementation, monitoring, assessment, and quality enhancement.



Article 10

- (1) At the University and its units, a self-evaluation system shall be implemented to assess the quality of the academic staff and the study programmes of the first, second, and third cycles of university studies.
- (2) Self-evaluation shall be conducted at intervals of no more than three years.
- (3) An integral part of the self-evaluation is a student survey on the quality of the teaching and support staff, which should be conducted during the second half of the semester, i.e. academic year, separately for each course, depending on whether the course is conducted over one or two semesters.

IV. SELF-EVALUATION REPORT

Article 11

- (1) The Self-Evaluation Report shall contain a systematic presentation and analysis of the situation in the areas covered by the quality standards and criteria.
- (2) The Self-Evaluation Report shall, in particular, contain:
 1. general information about the institution, i.e. the unit within the University;
 2. the methodology and course of the self-evaluation conducted;
 3. a presentation of the situation and an assessment of the fulfillment of each standard and criterion;
 4. relevant data, indicators, and evidence based on which the assessment was conducted;
 5. an analysis of the identified conditions, results, and trends;
 6. recommendations and proposed measures for ensuring and enhancing quality;
 7. priorities for improvement and proposed deadlines for their implementation;
 8. a conclusion containing an overall assessment of the situation and the degree of fulfillment of the standards;
 9. annexes containing relevant data, documents, tables, and other evidence.
- (5) The assessment of the fulfillment of the standards and criteria shall be based on objective, verifiable, and relevant data and evidence.

Article 12

- (1) The Self-Evaluation Report shall be prepared in a manner that enables monitoring of changes in quality and comparison of results with those of previous self-evaluation cycles.



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- (2) The Self-Evaluation Report shall be completed using a template established by the Evaluation Board.
- (3) The Report shall also be submitted in English.
- (4) The Self-Evaluation Report shall be published on the official website of the University.
- (5) In conducting the self-evaluation procedure, the other necessary forms specified in the Rulebook on Standards and Procedures for External Evaluation and Self-Evaluation adopted by the National Council for Higher Education shall also be used.

V. TRANSITIONAL AND FINAL PROVISIONS

Article 13

- (1) For all matters not regulated by this Rulebook, the provisions of the Law on Higher Education, the Rulebook on Standards and Procedures for External Evaluation and Self-Evaluation ("Official Gazette of the Republic of Macedonia", No. 153/2022), the Statute of the University of Tetova, the statutes of the University's units, the Guidelines for Quality Assurance, as well as other internal acts of the University regulating this matter shall apply.
- (2) The Guidelines for Quality Assurance shall form an integral part of this Rulebook.

Article 14

This Rulebook shall enter into force on the day of its adoption by the Senate of the University.

President of the Senate,
Prof. Dr. Vullnet Ameti

