

Rules of Procedure for Quality Assurance

Accepted at the 13th meeting of Board of Directors of Fizioterapevtika, 27. 02. 2017

1. INTRODUCTION – TERM QUALITY AT HIGHER EDUCATIONAL INSTITUTION FIZIOTERAPEVTIKA

1.1 Starting points

Higher educational institution Fizioterapevtika (from here on Fizioterapevtika) is a private higher educational scientific-research and educational institution, based on autonomous and creative community of teachers, researchers, students and other associates. Fizioterapevtika is committed to strive for high academic excellence, which is distinguished by quality execution of study programmes, permanent interaction with the field of physiotherapy in everyday practice in the fields of health care, social care as well as the economy and with quickly evolving dynamic profession.

Social responsibility of Fizioterapevtika is firm support of ethics in the field of physiotherapy and health care, respect of legal norms and protection of patients rights.

The institution acts accordingly to valid regulations and is responsible for conducting its business to third parties with all its assets.

The Rules of Procedure for Quality Assurance Fizioterapevtika are based on the following documents:

- Law of Higher Education
- Criteria for the accreditation and external evaluation of higher education institutions and study programmes (NAKVIS)
- Statute and Strategy of Fizioterapevtika

1.2 Purpose and use of Rules of Procedure for Quality Assurance

Rules of Procedure for Quality Assurance of Fizioterapevtika (from here on Rules of Procedure) is a document, which defines the system of quality management with the purpose of providing continuous following and improvement of quality, competitiveness and effectiveness of Fizioterapevtika in its educational, scientific, research and professional activities. Rules of Procedures for Quality are available on website of Fizioterapevtika and in the administration office.

In Fizioterapevtika, we understand the system of quality as a tool for systematic improvement in all aspects of our work. The mission of system of quality is to ensure collective procedures and mechanisms for accomplishing higher quality, systematic and unified collection of data and the analysis and evaluation of achieving goals and taking suitable actions for improvements.

1.3 Commitment of Fizioterapevtika to quality

Quality represents a fundamental value for Fizioterapevtika. The institution is aware of the meaning of developing a organisational culture, inside which much attention is given to quality

and responsibility in all fields of work of Fizioterapevtika. These fields include the fields of education, research, professional work, support and management. Leadership, along with associates, both employees and students, is permanently committed to continuous quality improvement.

1.4 Responsibility for quality

The person responsible for preparing and changing the Rules of Procedure for Quality Assurance is the dean. On deans proposition, the Board of Directors confirms the content of Rules of Procedure and all propositions, changes and completions regarding it.

In compliance to Statute of Fizioterapevtika, the dean is responsible for regular work of monitoring mechanisms and quality assurance, for reporting results of regular selfevaluation to the Board of Directors and inner and outer public.

All employees, external collaborators and students of Fizioterapevtika are responsible for monitoring and ensuring quality. Management, Senat and its organs, the Board of Directors and Student Council have a big part in monitoring and ensuring quality in Fizioterapevtika.

1.5 Committee for Quality and its assignments

The Committee for quality works accordingly with the Law of Higher Education, Statute of Fizioterapevtika and this Rules of Procedure. For its work, it follows guidance, council and recommendations of the Senate and other acts of Fizioterapevtika.

Assignments of the Committee for quality are:

- Preparation of the yearly self evaluation report of the institution
- Incorporation in the Annual report of the institution with the emphasis on quality and recommendations for improvement
- Consideration and evaluation of work done by the mechanism for monitoring and ensuring quality in Fizioterapevtika and designing suggestions for their improvement
- Monitoring of execution and analysis of student and other surveys, preparation of recommendations for improvement of their execution and usage
- Cooperation in occasional in-depth self evaluation and external evaluation
- Reporting to the Senate about achievements in the field of quality and preparation of suggestions for improvement
- Analysis of strategic aspects and strategic operations of Fizioterapevtika

2. PROCESS OF QUALITY GUIDANCE

2.1 Planning of quality

Circle of quality represents the focal methodological principle of wholesome quality guidance (with four phases: planning, execution, checking, intervention). The circle of quality is to encourage a systematic approach to the development of a system of quality. By planning quality, Fizioterapevtika hopes to ensure that changes will be controlled and that by implementing changes the wholesomeness of the system of quality guidance will be preserved. The task of Fizioterapevtika and its bodies is to plan the process systems, necessary resources and continuous improvement of the system of quality guidance.

2.2 Goals of quality

Fizioterapevtika strives to design goals of quality in individual areas of work. To achieve this, Fizioterapevtika has chosen and defined representative indicators and standards along with criteria and procedures for evaluation of accomplishing goals of quality. Indicators of quality provide information on the state of higher educational institution, enable the use of benchmarking – comparison with similar institutions, contribute to transparency and public nature of Fizioterapevtika's operations. Fizioterapevtika has designed a collection of indicators of quality compliant with the legislation (Appendix 1).

2.3 Process approach

Basic processes and support processes, which ensure uninterrupted conducting of business, have to be defined and documented at Fizioterapevtika. Processes are defined if they have set: purpose of process, their organization, responsibility, authorization, course of activity in the process, instructions for conducting activities, documents in the process, participants in the process, integration with other processes, information support and entries and exits of process.

Leaders or owners of processes are responsible for ensuring results of the process and for constant improvement of processes (organization, technology, competence of contractors). For this purpose they set goals of improvement, measures for full filling those goals and set standards, by which they monitor the advancement towards goals.

Leaders of fields, units or processes ensure the following: clearly defined and documented demands for results, way of work, conditions for execution, way of checking demand fulfillment, monitoring and recording all deviance's, treatment of deviance, deciding on correctional measures for improving and monitoring the realization and effects of correctional measures.

2.4 Principle of documentary quality

Concept of document and data mastery includes processing, setting, acting and responsibility, which are bound to the formation, control, improvement, division and management of changes in document system management. Documents and data are managed by a system, which ensures, that they are valid, true, perfect and that there is a clear accessibility and acquaintance with them.

Documentation is divided in to following levels:

- Rules of procedure for quality
- Organizational regulations
- Instructions for work and forms
- Incoming and outgoing process documents
- External regulation, documentation and standards.

2.5 Mechanisms for monitoring and ensuring quality

Basic mechanisms for quality insurance in Fizioterapevtika are: goal and priority setting process, planing, execution, evaluation and grading of performed activities, planed measures, which also represent some of the goals of future cycles and reporting them.

Processes for ensuring quality are constantly running on all levels an at all activities (educational, research and professional activities). In all phases, all the key elements are cooperating , including students. Employees and students must be informed with their role in the process, with the content and course of evaluation procedures and with the results of every evaluation and measure taken. The following instruments are used for data gathering:

- student polls (student opinion poll at first enrollment, student opinion poll about the conduct of the pedagogical process, poll of actual student strain with study, opinion polls of graduates)
- higher educational teachers and associates polls (conducted yearly, after the finish of individual study unit)
- opinion poll for professional associates, student mentors for clinical practice in study institutions (conducted yearly)
- a poll about employee satisfaction and organizational culture.

Analysis for the field of study programmes are conducted yearly:

- Student data and enrollment analysis
- Student successfulness during study analysis
- Actual student strain with study analysis
- Student transitivity between study years analysis
- Regular student polls analysis (comparison between multiple years)
- Graduate employment analysis
- Competence achievement analysis

2.6 Disparity management

In the process of quality judgment in Fizioterapevtika, discrepancies between planned and achieved results must be determined. The causes for found discrepancies must be identified. Correctional measures are predicted with the programme and time plan.

3. SELF-EVALUATION

3.1 Definition of intents, goals and fields of self-evaluation.

Self-evaluation is the first step of the internal evaluation process.

The intent of self-evaluation of educational and research activities of Fizioterapevtika is constant encouragement and quality raising of educational and research work. It provides an important basis for professional decisions and further development planning. It also provides the foundation for quality improvement in Fizioterapevtika.

The goal of self-evaluation procedures of Fizioterapevtika is providing help with planning and further improvement of institution quality. Goals are directed in a way, that both the institute and the programme include the following activities:

- functioning of the institute in accordance with its vision,
- connectedness and cooperation of the institution with its environment,
- financing, planning and realization of planned management,
- organization and execution of research activities,
- organization and execution of pedagogical activities,
- enrollment, notification, counseling, cooperation and study execution,
- teachers and associates,
- care of space, equipment, library, laboratory,
- discovering pros and cons and suggestions for improvement.

Successful performance of self-evaluation is of essential meaning for all employees and participants in the study process of Fizioterapevtika and for all contract workers. They are informed about the goals of self-evaluation, most importantly, they need to understand the goal of it. The dean and the Senate of Fizioterapevtika are responsible for perfect informing and promotion of self-evaluation.

3.2 Self-evaluation report

The self-evaluation report is the key part of the self-evaluation process. It contains status grade and critical analysis, analysis of advantages and disadvantages and suggestions of the report for the removal of disadvantages along with suggestions for raising the quality.

Self-evaluation report is enclosed with the necessary documents and recommendations for further quality upgrade. Recommendations refer to those individuals, who are responsible for quality fulfillment in accordance to the Statute of Fizioterapevtika.

Results of self-evaluation are the Fizioterapevtika`s basis for the preparation of a strategic plan for ensuring and improving the system of quality in the future, which also include a made time schedule of estimated activities.

The Committee for quality prepares the self-evaluation report for each year separately and is obliged to turn it in until the month of January, for the past year.

4. ACCREDITATION

4.1 National accreditation

For ensuring the public validity of student programmes and degrees, Fizioterapevtika has to ensure accreditation of study programmes and the extension of institutional accreditation with the national agency (NAKVIS) in a law prescribed time limit and in a law prescribed way.

4.2 International accreditation

Fizioterapevtika can ask for a external evaluation, which is performed by foreign authorized agencies for accreditation in an international environment. In such cases accreditation and evaluation is conducted according to internationally accepted standards and procedures, which are used by a concrete foreign agency, which is conducting the accreditation and evaluation.

5. INFORMATION PROTECTION

5.1 Confidentiality of data and documentation storage

For data gathering and publication, confidentiality of information is respected and protection of personal data and secret business data is ensured, compliant with the applicable law. Fizioterapevtika keeps evaluation reports permanently. Documents (analysis), which were made during the preparation of the evaluation report, are kept for five years. Annual self-evaluation reports are published on the web page of Fizioterapevtika.

6. FINAL PROVISIONS

These Rules of Procedure are valid, when the Board of Directors accepts it and is published on Fizioterapevtika`s website. With the same day, the Rules of Procedures for Quality ensurance from 25. 07. 2014 stop being valid.

Changes and completion of this Rules of Procedures are accepted by the same procedures as the Rules of Procedures

Medvode, 27. 02. 2017

prof. dr. Janez Kresal

I.r.

President of the Board of Directors

A: Indicators of quality for monitoring the educational activities in Fizioterapevtika

Number	Indicator name	Indicator description
1.	Study interes	Ratio between available enrollment places, registered candidates, and accepted students in to the 1st study year in first and second study year in the cuurent study year. Two indexes are calculated: number of applicants in the 1st deadline with their 1st wish / available enrollment places and the number of accepted students (whitout repeaters/ available enrollment places. Data about interes is also showed based on citizenship (Slovenian citizens, EU cizitens, other foreigners).
2.	Ratio between students and higher educational teachers	Ratio between students and higher educational teachers in study programmes
3.	Student transitivity	Transitivity of students from the first in to second study year in the past study year. Ratio is calculated on names of students. If that data is unavailable, it is calculated by the following forumla: number of first time enrolled 2nd study year students, whitout enrolled by standards of transitivity, in the year n/ number of students of 1st study year in the year n-1

4.	Succesfullness of study completion	<p>1. Number of graduates, for whom in the year n from their enrollment in to the study programme the number of years past is equal to the number of years of study programme lenght + 1, (t + 1) , is divided by the number of students enrolled in the study programme in the year n – t -1. If the study year has not been conducted long enough that the first generation could finish its study, this indicator in not evaluated.</p> <p>2. Avarage number of years of studying of a student in the study programme: (Σgraduate * number of years since first enrolment in to 1st study year) / number of graduates</p>
5.	Student sadisfaction	General grade of sadisfaction with the study in the study programme, gained by the student poll
6.	Connection with work environment	<p>1. Share of first level diplomas, in the calendar year by the study programmes, which were prepared in cooperation with the environment (private and publiy sector)</p> <p>2. Number of guest experts from the enviorment, involved in the study process: counted are those, who are compliant with the defition of 62nd article of ZviS) (Higher education institutions can invite acknowledged teachers, scientists, experts and artists, to conducti a part of a course for a certain period of time regardless of the conditions, that are set for election in to a title.</p>
7.	Level of uneployment 9 months after graduation	Level of uneployment of graduates from study programme 9 months after graduation (information is provided by SURS once per year

8.	Inclusion of TDOU content (for example ethics) in the study programme	Share of study units in the study programme, whose content are from the field of sustainable development and social responsibility (TDOU).
9	Internationalization	<ol style="list-style-type: none"> 1. Number and share of graduates, which are foreign citizens, by study programmes. 2. Number and share of all foreign citizens, who are enrolled in to the study programme for the whole study. Data does not include students with all exams finished and without diploma. 3. Share of students of full-time study without students with all exams finished and without diploma, that leave for student exchange abroad.

B: Documents for the preparation of system of quality, procedures and indicators of quality

Instruments and procedures	Documents for system of quality	Indicators of quality
Poll of quality of pedagogical work – first level study programme	Poll of quality of pedagogical work – first level study programme	<ul style="list-style-type: none"> - Analysis of pedagogical work based on contractors; comparison between contractor`s subjects; Comparison between subjects inside the programme; Comparison in the study year Qualitative student commentary

Committees	Records of committee meetings, which are composed of students and teacher representatives; reports are discussed by the Senate and taking measures, which were given by Committees and the Committee for Quality of Fizioterapevtika.	Analysis of programme content; Discussion of student polls about pedagogical work; Discussion of teacher polls; grading of subject – practise connectedness: discussion of student problematics
Board of Directors	Body of institution management	Recommendations and directions for further development