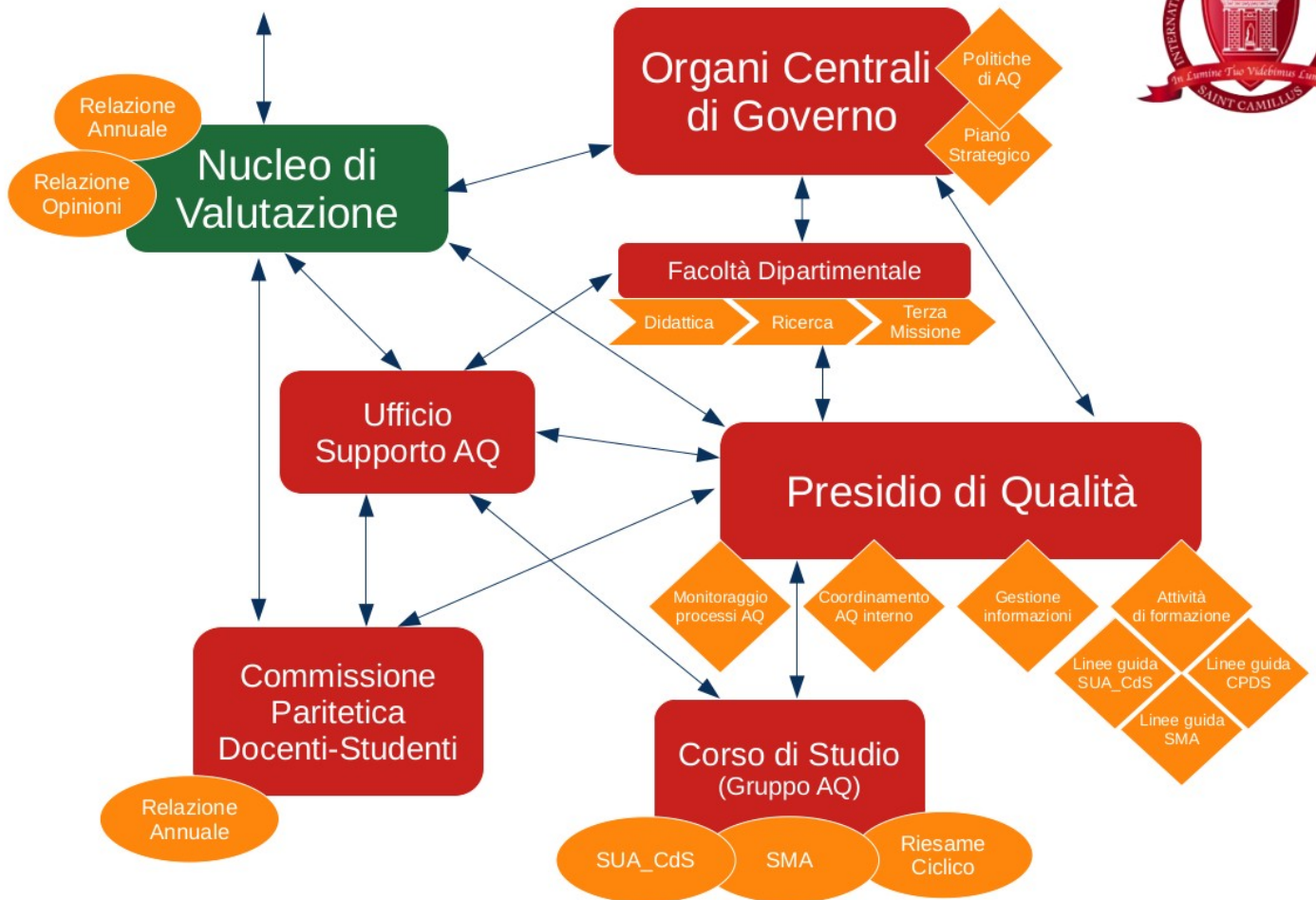


University Quality Assurance System
Roles, functions and procedures



MINISTERO/ANVUR



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Introduction

The aim of this document is to provide a description of the Quality Assurance (QA) system adopted by the Saint Camillus International University of Health Sciences (hereinafter referred to as UniCamillus) and to define the roles and functions of all the actors involved in the internal AQA process. The organization and structure of the University have been designed in accordance with the [European Guidelines](#), the [National Guidelines](#), the Strategic Plan, and the current legislation.

Acronyms:

AY: Academic year

ANVUR: Italian National Agency for the Evaluation of Universities and Research Institutes

QA: Quality Assurance

AVA: Self-assessment, Periodic Evaluation, Accreditation

DCs: Degree Courses

SPJC: Students-Professors Joint Committee

TSC: Technical-Supervisory Committee

QAC: Quality Assurance Committee

LG AVA: AVA Guidelines for the periodic accreditation of university institutions and degree programmes, of Universities and Research Institutes (ANVUR).

EvU: Evaluation Unit

AQA: Academic Quality Assurance

PPR: Periodic Programme Review

AMR: Annual Monitoring Report

ADCD: Annual Degree Course Datasheet

1. The Central and Peripheral bodies

The internal organization of the University is articulated in the Central Government Bodies, which define the QA policies in accordance with the Strategic Plan, and also, the Peripheral Bodies, such as the Departments of the University and the Degree Courses (DCs), with functions relating to areas of teaching, research and Third Mission.

The Central Government Bodies are defined by art. 4 of the [Statute](#) as follow:

- the Board of Directors;
- the President;
- the Chief Executive Officer (if appointed);
- the Rector;
- the Academic Senate;
- the General Director;
- the Evaluation Unit (EvU);
- the Auditors' Board;
- the Executive Board (if appointed);
- the Academic Disciplinary Supervisory Board.

In its early stage the University, in accordance with the provisions of the Statute, the functions and duties of the Board of Directors and the Academic Senate are performed by a special **Technical-Supervisory Committee (TSC)**.

Also, at the central level, **The Academic Quality Assurance (AQA)** has been formed. The AQA has the aim of aligning the quality procedures with the strategic guidelines established by the University Government Bodies, and to coordinate the Central and Peripheral Bodies. In accordance with the AVA Guidelines, the AQA has another task, that is coordinating the Central and Peripheral Bodies, in order to promote any initiative useful to reach the quality objectives. An internal **QA Support Office** has been set up to support the University's activities. The QA Support Office has the aim of facilitating the regular fulfillment of the monitoring and self-assessment actions, as well as ensuring an efficient flow of information between the actors involved. Furthermore, it assists the AQA in promoting and spreading the correct interpretation and application of the guidelines, also through the planning of specific training meetings.

At the peripheral level, the **Departments** have been formed, and they are directly connected to the University. At the same time, they operate in compliance with the indications received from the Central Bodies.

At the level of the Departments, the following bodies are constituted:

- the **Students-Professors Joint Committee (SPJC)**;
- the **Steering Committee**.

According to art. 2, subparagraph 2, letter g) of the Law no. 240/2010, the **SPJC** is competent “to carry out activities for monitoring the educational offer and the quality of teaching, as well as the service activities to the students by the professors and researchers; to identify indicators for

evaluating the results of these activities; to formulate opinions on the activation and suppression of Degree Courses".

The **Steering Committee** plays a fundamental role both in the planning phase of a DC, and in the subsequent consultations with the stakeholders. In order to make the educational offer competitive, and to respond to the demands of the job market, it proposes to the competent bodies to bring specific changes to the Dcs. In other words, it represents a moment of reflection and exchange, which, consistently with the outgoing cultural profiles of the DCs, deepens and offers useful elements for the possible employment opportunities for the graduates.

Finally, at the level of the individual DC, the **Quality Assurance Committee (QAC)** has been formed. The QAC contributes to the planning, implementation and verification of the activities of the DCs, ensuring their correct and regular performance in coordination with the AQA and the other University QA representatives.

In the transitional phase envisaged by the Statue, the QAC also performs the functions that normally pertain to the **Review Group**. Furthermore, for each DC, the **Student Representatives** with consultative and proposal functions are elected and formally appointed by Rector's Decree. In order to maintain the quality of teaching at a level that satisfies the expectations and needs of students, UniCamillus adheres to the **Self-Assessment, Periodic Evaluation and Accreditation (AVA)** system, promoted by ANVUR. The organization and fulfillment of the teaching of each DC offered by the University are continuously monitored by the University Bodies. To ensure the quality of the activities carried out, the competent bodies consider every useful document: the Periodic Programme Review (PPR), the Annual Monitoring Report (AMR) produced by the DCs, the Annual Reports made by the Students-Professors Joint Committee, and the Reports made by the Academic Quality Assurance and the Evaluation Unit. Furthermore, the monitoring of the professors' activities and the quality of the infrastructures available for each DC and for each A.Y. is carried out, in collaboration with the AQA, by the General Director. This one also supports the DCs in the procedures concerning the recruitment of professors from Research Institutions and foreign Universities.

2. Roles and functions

2.1 The University level

The Central Government Bodies (Rector, TSC and General Director) establish the strategic guidelines of the University Policies. The University's mission and vision are defined in the Strategic Plan, through the identification of strategic objectives, actions and indicators for the activities of monitoring and evaluation. The document drawn up in compliance with the current legislation, also complies with the objectives that are determined in complete autonomy and consistent with the University's *mission*.

The University guarantees the application of the QA procedures in compliance with the ministerial operational guidelines. In detail, it ensures:

- the regular drafting of the ADCD and building the management database with information relating to DCs and teaching;

- the drafting of the AMR;
- the publication of the updated educational offer on the University website;
- the drafting of the PPR;
- the collection of the opinions of students, teachers, graduates and undergraduates;
- the student services, and the updating of the database with information relating to the careers;
- the quality of the proposals for the introduction of a new DC.

The EvU, the AQA and the QA Support Office contribute to the articulation of the QA system at a central level. The AQA and the EvU have the task of monitoring that what is decided by the Government Bodies is implemented in compliance with the AVA Guidelines. The AQA also performs activities of support and connection, while the EvU has a purely evaluative role.

A specific regulation approved by the TSC governs the operating procedures of the EvU. In addition, the EvU verifies the progress of the University's management, and the achievement of the policy objectives, by transmitting periodic reports about the results of its audits to the Rector and to the other competent University Bodies. In the event that, during its verification activity, the EvU identifies critical issues, it also provides indications and/or suggestions for overcoming them. The main task of the EvU is to assess the overall effectiveness of the management regarding the QA of the DCs' teaching and research. At the same time, the EvU monitors the compliance of the Initial and Periodic Accreditation requirements of the University premises and the DCs. The Government Bodies of the University can consult the EvU for a counsel on the subject of evaluation, or for improving the efficiency, effectiveness and general quality of the academic activities. Furthermore, the EvU analyzes the proposals for the introduction of new Degree Courses, and it has to express a binding opinion on this matter. In addition, on an annual basis, the EvU has to prepare a report on the quality system of the University, and on the results of the survey of students' opinions. It also provides suggestions and recommendations to the competent bodies, to respond to any critical issues encountered. This report is sent to the Central and Peripheral Bodies of the University, to the Ministry, and to the ANVUR ([See the Law no. 537/1993, art. 5, paragraphs 22 and 23, and the Law no. 370/1999, art. 1](#)). The AQA is appointed by the Rector on the recommendation of the TSC. Its function is governed by specific regulations approved by the TSC. The AQA plays a central role in the University QA, since it contributes to the definition and implementation of the QA processes relating to the teaching activities, the research and the third mission, in accordance with the provisions of the University Governance. The AQA coordinates and supports the implementation of QA procedures for every University activity, in compliance with the ministerial and ANVUR guidelines. With reference to its role as promoter of the QA, it regularly carries out training activities for the University staff. Moreover, the AQA provides the facilities involved in the operational guidelines, to facilitate the understanding and the application of their functions. In particular, it gives indications: to the SPJC about drafting the Annual Report; to the DCs for a correct compiling of the ADCD; to the QACs for an adequate interpretation of the monitoring indicators, in order to elaborate a comment on the AMRs. Finally, it deals with the management of the internal information flow between the Central Government Bodies, the EvU, the SPJC, the DCs

and the QACs, ensuring an efficient exchange of documentation, data and any other information, that can be useful for achieving the University quality objectives. In particular, the AQA monitors the surveys concerning the opinions of the students, graduates and undergraduates. It also collects and analyzes data for the monitoring of quality indicators (both qualitative and quantitative), ensuring the dissemination of the results. Finally, the University has an internal QA Support Office, which assists the main actors in the University QA system. This Office has a fundamental role, that is the organization and management of all the documentation produced relating to the QA procedures. In accordance with the AQA, the QA Support Office also plays the important role of promoter of information initiatives, aimed at the University staff and the stakeholders.

2.2 The Departments

The Departments are the main link with the University's Central Bodies.

They have to perform the following tasks:

- take care of teaching, scientific research and third mission activities;
- consider the observations and indications of the EvU, the Government Bodies and the AQA;
- collaborate with the Government Bodies, the EvU and the AQA for the purposes of monitoring and reporting on its activities;
- discuss and approve the ADCD and the AMR, sent with prior approval by the DCs;
- monitor the activities of the DCs, also through the activities of the SPJC.

At the Department level, the SPJC is appointed annually and it has to monitor the correct performance of the activities. The SPJC draws up an Annual Report. Then, the SPJC sends it to the AQA, the DCs and the Departments. This Report contains its observations and recommendations. In the document, the results relating to the detection of student satisfaction are analyzed. Moreover, the Report contains the SPJC's proposals about the support structures for teaching activities, and its opinion on the effectiveness of the comment contained in the AMR. The Annual Report of the SPJC is sent to the TSC and the EvU by the AQA, which also ensures its publication on the University website.

The Steering Committee, provided for each Department, is established by Rector's Decree and is composed of the Rector (or his delegate), teachers of the Department, representatives of the job market, the cultural and research panorama, acting as interested parties of one or more Degree Programs, and finally Professors of other Universities. The members of the Departments must have a relevant profile at a local and national level, and depending on the context, also at the international level. They usually come from the job market, the cultural and research panorama. In addition, they are identified consistently with the reference professional profiles of each Department. The consultation with the Steering Committee is carried out both in advance, in the case of a new DC which has to be introduced, and in existing DC, in order to assess educational needs and career opportunities. The University ensures the continuity of the Committee's work, with the aim of keeping up-to-date with the job market, which is constantly evolving, and with the professional skills associated with it. In addition to the traditional consultation with the interested parties, in order to provide support in defining the professional figures and the expected learning outcomes of the DCs, the Committee also takes into consideration: ministerial regulations; the educational plans of programs of other reference countries at the international level; the documents

prepared by the professional associations and/or by trade associations and/or by the main stakeholders; studies on integration and employment conditions in certain sectors (consistent with the professional fields of the DCs), the list of professions; surveys on the employment status of graduates; the reference portals specialized in job offers.

2.3 The Degree Courses

In order to ensure the correct running of the self-assessment procedures at the level of the DCs, a Quality Assurance Committee (QAC) is appointed for each course, which is responsible for the quality of the DCs. There is also a Review Group (RG), which has the task of identifying any improvements to be implemented. Moreover, it has to verify the achievement of the target objectives, and drafting the AMR. On a cyclical basis, and at least once every 5 years (See the AVA Guidelines, par. 4.1), the RG has to prepare the Periodic Programme Review (PPR), in which it proposes an in-depth self-assessment of the overall trend of the DCs. The RG identifies the most relevant challenges, and it proposes any initiative that has to be planned during the next cycle of studies. In the transitional phase envisaged at the Statutory level, the University decided to assign the functions pertaining to the RG to the QAC. Chaired by the President or the Didactic Director of the DC, the QAC, also has the task of ensuring the correct and regular fulfillment of the activities related to the DCs, which helps to plan, implement and verify them.

3. Promotion of Quality and continuous improvement, evaluation of the effectiveness of improvement interventions and their actual consequences

The main actors involved in the QA processes (the EvU, the AQA and the QA Support Office) encourage the Government Bodies and the staff to ensure the achievement of the quality requirements established by the standards, as well as, to continuously improve the quality of the activities and services performed. Taking into account the continuous scientific progress and the different needs of the job market, the University aims to verify, and if necessary, to update the didactic organization of the Degree Programs every three years, in compliance with the consultation procedures carried out by the Steering Committee. The University carries out this procedure, also comparing the educational offer with any innovation proposed at national and international level. The educational offer of the University was defined not only considering the scientific validity of each DC, but also evaluating its effectiveness in relation to the world of production, services and professions. For this reason, continuous consultations with the professional and working world have been envisaged, always taking into account the mission of the University.

In order to promote its teaching activities in the best possible way, the University wanted to adopt a communication strategy that is as clear and effective as possible. Every year, in conjunction with the start of the enrolment process in the new A.Y., all information relating to the educational offer provided, the objectives and employment opportunities of each DC are published on the University website (www.unicamillus.org).

In addition, the University has implemented various initiatives for the orientation of new students: i) it has an Admission Office, which helps students in choosing the DC, and also provides them with

assistance during the training course; ii) it organizes dedicated days, in which teachers illustrate the organization and career opportunities of the courses offered to future students; iii) it carries out orientation meetings with secondary schools (also, for possible partnership in training and/or research projects); iv) it organizes open days and participates in students meetings.

A Job Placement service is also active to support graduates and undergraduates in the transition and entry phase into the job market. The goal is to encourage the acquisition of useful tools for job placement, stimulating the meeting between demand and offer of internships/work in companies and structures that can accommodate UniCamillus undergraduates.

Within the facilities of the University there is a private University Library, reserved for teachers, students and staff, where it is possible to freely consult paper material and electronic resources, as well as photoreproductions, printing and scanning; there is also a large study room.

To support students throughout their academic career, there is a Registrar's Office, which carries out the administrative procedures concerning the enrolment, and what they will need up to the graduation session.

A Customer Satisfaction service is also active to report of inefficiencies and student improvement proposals.

The University also has a Coordinator pursuant to art. 16, L. 104/1992 designated by the Rector, who provides assistance to guarantee the right to study for students with disabilities. Given the importance of the voice of students, the University has also entered into an agreement with Valmon s.r.l., in order to make the results of the survey of students' opinions public and available for consultation. Through a dedicated portal, it is possible to view some descriptive data processing and access the detailed results of each DC. Access to the portal is via a direct link on the pages of the individual courses on the University website, in order to promote consultation by students and all stakeholders.