Faculty of Public Policy and Public Administration

Quality management system

One of the strategic orientations of the FPP AND PA is to achieve the quality of services provided by a private College. The main mission of the internal quality system is to develop the importance of quality in all processes of FPP AND PA, to create appropriate conditions for increasing the loyalty and professional development of the faculty staff, to continuously improve the satisfaction of students with the services provided and to achieve recognition of the faculty in the eyes of the public.

The quality of the educational process of FPP AND PA DC is monitored internally at the management level primarily from two planes:

1. According to predetermined criteria, the management of the faculty conducts an internal audit of the existing staffing for a particular study programme in which it mainly monitors that the key subjects of the study programme are adequately and according to the capabilities of the department provided by highly qualified scientific and pedagogical staff.

2. The Faculty is trying to implement an internal system of evaluation of the quality of the educational process, which will consist of several phases:

(a) an opportunity for students to comment anonymously on the quality of the educational process in general as a whole

b) the possibility for students to comment specifically, in predefined compulsory and optional subjects, on the level of individual teaching staff and how they implement them.

In this way, too, the school as a whole strives to raise the demands on its academic staff and, of course, to dynamically increase the quality of the educational process. The use of modern information technology thus achieves the chosen goal. All outputs are the subject of a wider discussion at the level of the school management and, of course, its individual components - faculties.

According to the Act No.131/2002 on Higher Education, § 87a "A higher education institution must have a developed, established, used and functional internal quality system". The aim of the faculty is to train self-assessors from among the faculty staff in this area, to develop a proposal for the implementation of the internal quality system of the Faculty of Public Policy and Public Administration and to implement this proposal at the faculty (analysis of the concept of building the internal quality system of the Danubius College, selection and training of self-assessors, proposal for the procedure of regular evaluation of the study programme Public Policy and Public Administration and International Relations, analysis and proposal for modification of student evaluation criteria and procedures, proposal for standardized evaluation procedures, proposal for criteria and procedures for teacher evaluation and quality improvement, analysis of the current state and needs of material, technical and information resources to support student education and proposal for their improvement, analysis of the possibilities of using the analytical and statistical information of the AIS2 system).

Implementation of an internal quality assurance system for education

Every functional quality management system respects two aspects that complement each other:

- the needs and interests of the faculty
- the needs and expectations of stakeholders.

To ensure a quality management system, the following steps need to be taken:

- Identify and describe faculty quality assurance processes and identify key processes that critically influence the perception and evaluation of quality.

- Identify the stakeholders of the educational process and its requirements. The success and application of graduates in practice (in the labour market) is an important indicator for assessing the quality of their training in the educational process. The priority objective of education is to produce a quality graduate, satisfying the requirements of the labour market. Graduates' employability on the labour market is the concern not only of the school, the state, but also of the graduates themselves, i.e. of all stakeholders.

- Establish a policy and formulate quality objectives.

- Establish responsible persons and competences.

- Establish quality criteria for the educational process.

- Identify, design and manage faculty processes to ensure that stakeholder requirements and expectations are met

- Define indicators and methods for monitoring, measuring and evaluating quality.

- Design content and timeline for quality assessment processes and develop an assessment scenario.

- Develop procedures for corrective and preventive actions for quality improvement.

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