



**INTERNATIONAL  
UNIVERSITY OF SARAJEVO**

## **Book of Rules**

**on the establishment and development of the internal system of  
quality assurance and quality management at the International  
University of Sarajevo (IUS)- QA Rule Book**

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In accordance with the Framework Law on Higher Education in Bosnia and Herzegovina („Official Gazette of B&H“, No. 59/07), the Decision on the Criteria for Accreditation of Higher Education Institutions in BiH („Official Gazette of BiH“ No. 96/16), the Decision on the Criteria for Accreditation of Study Programs of the First and Second Cycle of Studies in BiH („Official Gazette of BiH“ No. 47/17), Article 39 of the Law on Higher Education (Official Gazette of Sarajevo Canton No. 33/17), Article 175 of the Statute of the International University of Sarajevo, No.: IU-SENAT-11-1980/2018, and the Quality Management System – Requests (EN ISO 9001:2015, IDT, July 2017), following proposal by the Senate, the Board of the International University of Sarajevo, at the meeting held, on 25 December, 2019, issues the following:

## **Book of Rules**

# **on the Establishment and Development of the Internal System of Quality Assurance and Quality Management at the International University of Sarajevo (IUS)**

### **I INTRODUCTION**

Establishing a system of internal quality assurance and management is a strategic decision of the International University of Sarajevo (hereinafter: IUS), and it is grounded in legislation, mission and vision of the university, IUS Strategy as well as in the adopted Declaration of Quality Policy at IUS.

The system of internal quality assurance and management aims to improve the functioning of IUS and to ensure continuous development with the involvement of all internal and external stakeholders. With the adoption of the on the Establishment and Development of the Internal System of Quality Assurance and Quality Management at the International University of Sarajevo (IUS), (hereinafter: QA Rule Book), IUS aims to build on the existing system of internal quality assurance in accordance with the development of guidelines and policies in the field of quality assurance in higher education, both at the European and BiH level.

### **II DECLARATION OF THE IUS QUALITY POLICY**

The Declaration on the IUS Quality Policy, established by the Rector's Decision on February 11 2015, reads as follows:

*„Quality Policy of the International University of Sarajevo expresses the commitment of the management and all employees of the university to continually improve the quality of studies and scientific research and artistic work with the aim of educating people capable of critical thinking and further training for their own benefit and the welfare of society as a whole. IUS Quality Policy provides a framework for the effective achievement of strategic goals of the University and the fulfillment of the mission and vision of the University. Therefore, the IUS quality system is focused on*

*students and creation of an academic environment of excellence through the internationalization of the University, interdisciplinary approach to education, student participation in scientific research, artistic work and decision-making processes, cooperation of the University with the labour market, mobility and ensuring employment of highly qualified academic staff.*

*The established quality system is implemented within a clearly defined and transparent legal and organizational framework that includes documents, processes and people responsible for the functioning of the system.*

*The IUS quality system is based on the principles of the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (EHEA), the applicable standards and legal framework in Bosnia and Herzegovina and Sarajevo Canton. The IUS quality system meets the requirements of ISO 9001 standards.*

*IUS implements a continuous and planned evaluation of the quality policy, and if necessary, revises it."*

### **III GENERAL PROVISIONS**

#### **Article 1**

##### **The purpose of QA Rule Book**

The purpose of the QA Rule Book is a continuous quality improvement in all aspects of IUS functioning - educational, scientific, artistic and professional and administrative activities.

QA Rule Book defines the objectives of the system of internal quality assurance, as well as activities, processes and indicators involved. It also appoints implementers of activities to make the system more efficient in terms of having the management continuously informed, which is followed by an analysis and adopting corrective measures to improve the situation.

#### **Article 2**

##### **Basis for QA system at IUS**

The IUS quality assurance system is focused on students and it is based on the principles of the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (EHEA), the applicable standards and legal framework in Bosnia and Herzegovina and Sarajevo Canton, and it meets the requirements of ISO 9001 standards. The established quality system is implemented within a clearly defined and transparent legal and organizational framework that includes documents, processes and people responsible for the functioning of the system.

#### **Article 3**

##### **Importance of Stakeholders**

Every internal and external stakeholder participates in the establishment and improvement of the quality assurance and management system at IUS. Internal stakeholders are students, professors, teaching assistants, administrative and technical staff employed at IUS. External stakeholders are natural and legal persons connected to the activities of the University, such as the representatives of the industry, educational institutions, governmental and non-governmental sector, graduates, parents, prospective students, and so on.

## **IV BODIES RESPONSIBLE FOR ENSURING THE ESTABLISHMENT AND MANAGEMENT OF THE QUALITY SYSTEM AT IUS**

### **Article 4 QA Bodies**

The system of internal quality assurance and management involves all employees at IUS. It is implemented by the following bodies:

- i. The Board of Trustees
- ii. IUS Management with advisory support of the Internal Quality Assurance Committee (IQAC)
- iii. Quality Assurance Office

All organizational units as well as permanent or ad hoc committees are required to provide support with requests for the submission of data, creation of action plans and reports, and the like.

### **Article 5 The Board of Trustees and the Senate**

(1) As part of its strategic management, IUS determines the Policy of internal quality assurance and ensures an effective internal system for its implementation.

(2) The Decision on the adoption of this Book of Rules is reached by the IUS Board of Trustees, following the proposal of the Senate.<sup>1</sup>

### **Article 6 IUS Management with advisory support of the Internal Quality Assurance Committee -IQAC<sup>2</sup>**

The Internal Quality Assurance Council is a professional advisory body that reports to the Rector and has the following functions and responsibilities:

1. maintains and enhances the quality and efficiency of teaching, research and other activities of the International University of Sarajevo;
2. adopts the annual plan of activities at the university level;
3. implements a periodic assessment of quality assurance at IUS following the instructions provided in Section VII of this document;
4. evaluates the efficiency of the processes for addressing student complaints and makes recommendations for improvements;
5. discusses the deans' reports on the academic staff performance evaluation;
6. discusses the ethical issues and makes proposals for corrective action (e.g. the cases of plagiarism);
7. monitors the involvement of internal and external stakeholders in the decision making process (stakeholders such as students, employers, governmental and non-governmental organizations), and makes recommendations for improvements;
8. monitors and analyzes the professional training of staff and makes suggestions for improvements;
9. carries out other activities related to the processes of quality assurance on the Rector's demand.

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<sup>1</sup> Statute of International University of Sarajevo, No.:IUS-SENATE-11-1980/2018, Article 175

<sup>2</sup> Decision No.: IUS-REC 01-1053/2018

IQAC may use the instruments of the Bologna process directly, i.e. it can rely on its internal resources and processes, or where appropriate, and with the prior approval of the Rector, may engage external experts for the implementation of certain activities.

IQAC composition is defined by the Statute of the University.<sup>3</sup>

### **Article 7** **Quality Assurance Office (QAO)**

The IUS Board of Trustees set up the QAO as a constant and independent body which functions within the Rectorate.<sup>4</sup> The main responsibilities of the QAO are as follows:

- Drafts suggestions of internal acts related to the area of quality assurance in accordance with updates of European Standards and Guidelines in Higher Education (ESG) and laws of Bosnia and Herzegovina and Sarajevo Canton.
- Follows the changes of regulations in the area of quality assurance and informs the rector in timely fashion.
- Coordinates activities related to external quality assurance (accreditation) of the institution and study programs
- Spreads the culture of quality by organizing workshops, lectures, information dissemination on the topics related to assuring quality in higher education.
- Processes the requests for changes of study programmes' curricular according to the established procedure
- Conducts and/or processes the surveys of internal and external stake holders, and reports the results to the rector or Board of Trustees.
- Sets up and manages the Register of Study Programs
- Ensures continuous support and cooperation for all internal and external stakeholders in the field of quality assurance.
- Maintain records of study program changes.
- Collects statistical data and disseminate them in accordance with the Rector's instructions

## **V MAIN PROCESSES OF QUALITY ASSURANCE SYSTEM**

### **Article 8** **PDCA**

The main processes of the quality assurance system are conducted in accordance with Plan-Do-Check-Act cycle:

**PLAN:** Planning of the activities is conducted on an academic and professional- administrative level. Risk assessment is conducted by the management. The work instructions for planning and reporting are listed in APPENDIX 1. of this document.

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<sup>3</sup> International University Of Sarajevo Statute, No.: IUS-SENAT-11-1980/2018, Article 49

<sup>4</sup> The board of trustees, Decision No IUS-U008-32/2011, 22.6. 2011

**DO:**The realization of activities is conducted in accordance with the accepted annual Work Plans, Financial Plan, etc.

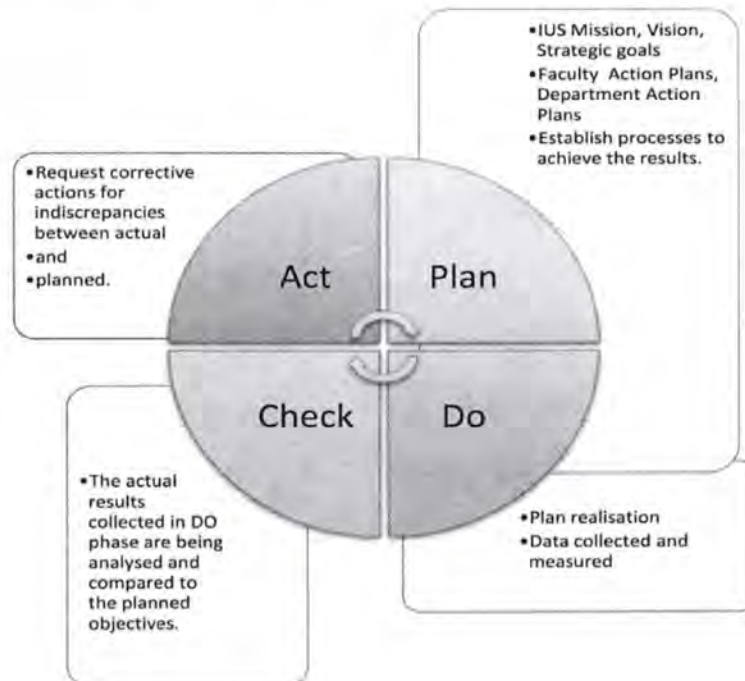
**CHECK:** Check means collecting feedback (surveys, data analysis, success analysis, self – evaluation, internal /external evaluation, annual reports).

Checking of the adopted work plans implementation is conducted through following main processes:

- a) Adoption of semiannual and annual plans/reports about University performance by the Board of Trustees. These reports are submitted by the Rector.
- b) Adoption of semiannual and annual plans/reports about University performance by the Faculty Councils and the Rector. These Reports are submitted by the Deans.
- c) Adoption of semiannual and annual plans/reports about the performance of administrative services by the Rector. These reports are prepared by the General Secretary.

**ACT:** After the checking procedure, corrective measures are considered and implemented at the levels of organizational units which may include:

- a) Adopting measures for teaching and learning improvement.
- b) Adopting measures for research output improvement.
- c) Adopting measures for professional development.
- d) Initiating, re-examining and suggesting amendments for syllabi and the curricula of all study cycles.
- e) Processes/Procedures update.
- f) Rule Books updates.
- g) Risk assessment of all suggested actions.



## **VI OPERATING GUIDELINES FOR EFFICIENT IMPLEMENTATION OF INTERNAL QUALITY ASSURANCE SYSTEM AT IUS**

### **Article 9 IUS Strategy**

Within the framework of its strategic management, the University establishes the policy and system of internal quality assurance and provides efficient internal system for its implementation. The Board of Trustees adopts a five-year Strategy of International University of Sarajevo, with its assigned budget approved by the founder. The Management regularly monitors the implementation of the Strategy and adopts corrective measurements if deemed as necessary or works on altering the Strategy.

### **Article 10 Self – evaluation and Accreditation**

Pertaining to mandatory external quality assurance, the University has an obligation to realize self-evaluation as well as form a self –evaluation report and also submit an appeal to the authorities for the purpose of acquiring accreditation (both institutional and study programs accreditation) by the Agency for higher education and quality assurance in accordance with the law. Aside from the mandatory, IUS can form self-evaluation report with the purpose of acquiring accreditation (both institutional and study programs accreditation) by the selected local and foreign agencies for quality assurance.

### **Article 11 Annual Work Plan**

IUS Management has an obligation to adopt an annual Work Plan for each calendar year, which is based on the current IUS Strategy, its Mission and Vision. Within the program, for each activity the following is defined: 1. the expected results, 2. general guidelines, 3. person/body in charge, 4. means (budget) 5. Deadline, 6. Measurable success indicators, and 7. Risk assessment. In accordance with the Annual Work Plan, organizational units are obligated to adopt their Work plans which support the realization of the annual University Work Plan and report accordingly.

### **Article 12 Implementation of Activities**

The cycle of activities suggested by this rulebook entails implementation of main quality assurance systems in two levels which are as follows:

- 1. Academic activities (main activities)**
- 2. Administrative activities (support activities)**



The IUS Management defines:

- i) Person in charge.
- ii) To whom the data is delivered, which type of data, who analyses them and what is done with the data afterwards.
- iii) Recurrence interval, how many times a year a certain activity is repeated.
- iv) Information dissemination – information accessibility, who can see the information.
- v) Suggests dates for data delivery.
- vi) The content of the forms for certain types of survey/analysis/plan/report.

In order to enable the Management to have continuous monitoring over the application of quality assurance system and the implementation of this Rule Book, all departments and employees within IUS are obligated to deliver data in a way that is thoroughly defined in ANNEX 1.

## **VII GUIDELINES FOR INTERNAL AUDIT OF QUALITY ASSURANCE SYSTEM AT IUS**

### **Article 13**

#### **Internal audit of the QA System**

Internal audit of quality assurance system by the management is a periodical procedure by which it is determined whether the activities implemented by the university as well as the results of those activities are in accordance with BH and ESG standards of higher education. By internal evaluation of quality assurance system the following is established:

- The achieved level of quality of academic activities according to BH accreditation criteria (APPENDIX 4)
- Quality performance and the results achieved in every organisational unit.
- The efficiency of established and comprehensive quality assurance system in terms of improvement of quality of education.

The internal audit of quality assurance system is a precondition for external evaluation of quality assurance system of a higher education institution and the study programs conducted within its framework.

IUS is obligated to demonstrate its conformity with the mandatory criteria listed below:

1. Quality assurance policy
2. Drafting and approving study programs
3. Student- oriented learning, teaching and assessment
4. Student registration and advancement as well as nostrification and certification
5. Teaching staff
6. Learning resources and student support
7. Managing information
8. Informing the public
9. Continuous monitoring and periodical revision of study programs

10. International cooperation
11. Providing for periodical external quality assurance

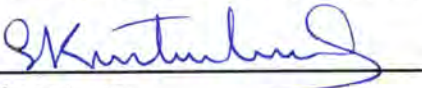
The guidelines for internal assurance quality and management according to the criteria are thoroughly defined in APPENDIX 4 of this document.

## **VII FINAL PROVISIONS**

This rulebook is effective on the day of its enactment and will be published on IUS webpage and university notice boards, by which the rulebook on assurance quality number IUS SENAT – 11-819/11 and the internal quality assurance Procedures, number IUS –SENAT -11-1064/11 are replaced along with all other general acts that have regulated the issues concerned contrary to this Rulebook.

**Adopted by: Prof. Dr. Sevgi Kurtulmuş**

**The President of the Board of Trustees**

  
*Signature*

Date: 25 December, 2019

### **Annexes**

- Annex 1: PLANNING AND REPORTING SCHEDULE**
  - Annex 1.1 UNIVERSITY MANAGEMENT**
  - Annex 1.2 ADMINISTRATIVE and TECHNICAL ACTIVITIES**
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