



ALMA MATER
EUROPAEA

— INSTITUTUM STUDIORUM HUMANITATIS —
FAKULTETA ZA PODDIPLOMSKI HUMANISTIČNI STUDIJ

QUALITY RULES

**Alma Mater Europaea - Faculty of Humanities,
Institutum Studiorum Humanitatis Ljubljana**

The Rules of Procedure represent a synthesis of the contents of the Rules on Monitoring and Evaluation of the Quality of Study and Research Work, adopted by the ISH Senate and the AMEU - ECM Quality Rules at its 124th session on 8 July 2008 (First Edition, 2011, by Andreja Rakuša and Prof. Dr. Ludvik Toplak) with amendments and supplements.

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In accordance with the revised higher education legislation, the Council for Higher Education of the Republic of Slovenia adopted on 10 September 2004 the Criteria for Accreditation and External Evaluation of Higher Education Institutions and Study Programs (hereinafter: Criteria), which define the procedures for accreditation and re-accreditation of higher education institutions and study programs. On 18 November 2010, the Council of the Slovenian Quality Agency for Higher Education (SQAA) adopted new Criteria, which set out procedures and minimum criteria for assessing the fulfilment of conditions for accreditation of higher education institutions and study programmes, by respecting the agreed standards and guidelines for quality assurance applicable in the European Higher Education Area. These criteria also assess the fulfilment of the minimum conditions for granting consent to the transformation of higher education institutions and changes to study programmes. Quality management system requirements, self-evaluation report, school criteria, continuous improvement of all processes, meeting the expectations of all those associated with the higher education institution, etc. are defined within the requirements of the quality management system.

On May 15, 2014, the SQAA Council adopted new Criteria, which stipulate in Article 13, paragraph 2, that the Rules of Procedure clearly set out self-evaluation procedures that will enable regular monitoring and improvement of the quality, competitiveness and efficiency of education, scientific research, artistic as well as professional work, stakeholders who they will be involved in this, and their role.

The quality management system implemented at the higher education institution is in accordance with the SQAA Criteria. In case of adoption of new criteria or their amendments, we intend to update and harmonize the rules of procedure.

In the 2010 Criteria, the SQAA defines in Article 3 the following terms:

Quality assurance system - all processes that are important for the quality functioning of the higher education institution and the quality of the implementation of study programs.

Quality culture - a positive attitude of employees, students and other participants with the higher education institution towards continuous improvement of the implementation of activities and their incorporation into the identity and strategy of the higher education institution.

Criteria - a basis for evaluating, comparing and assessing quality domains and measuring relationships between them.

Audit - covers accreditation and external evaluation, evaluating whether the criteria for first and any further accreditation are met.

Areas of assessment - cover key activities of the HEI in terms of organization and implementation of study programs; areas are judged in terms of inputs, processes, achievements.

Accreditation - Determination of the fulfilment of the conditions stipulated by the law and assessment of the fulfilment of the Agency's criteria for performing higher education activities and the quality of higher education institutions and the implementation of study programs; accreditation is first and extended (maximum every 7 years) and refers to a higher education institution or study program.

Evaluation - a set of activities to monitor the implementation of plans for the functioning of a higher education institution and the involvement of the institution in the development of the environment and the evaluation of achievements; evaluation is self-evaluation or external evaluation.

Self-evaluation - carried out by the higher education institution itself with the purpose of evaluating achievements (reviews, analyses) and preparation and implementation of measures for further development of its activities.

Self-evaluation report - a report of a higher education institution on self-evaluation, which documents and analyses the findings on the achievements and shortcomings of the institution's activities, as well as proposals for the elimination of errors or improvements.

External evaluation - the process of assessing the performance of a higher education institution in the areas defined by these criteria; includes a comparison with the accredited conditions for its establishment and study programs; one of the key elements for carrying out external evaluation is a self-evaluation report as evidence of self-evaluations carried out.

Quality Rules - a regulation by which a higher education institution defines self-evaluation procedures, competences, method of work, and measures for monitoring and improving quality.

1 PRESENTATION OF THE HIGHER EDUCATION INSTITUTION AMEU - ISH

1.1 LEGAL IDENTITY

Institutum Studiorum Humanitatis - Faculty of Graduate Humanities, Ljubljana, was established in accordance with the Higher Education Act: The decision on approval to establish was adopted at the 17th session on November 24, 1995 on the basis of Article 49 of this Act of the Republic of Slovenia. The Faculty was registered as an independent higher education institution in the records of higher education institutions at the Ministry of Education and Sport; on entry was issued decision no. 601-736 / 95.

On January 1, 2014, ISH, Faculty of Humanities, Ljubljana, joined under the auspices of the owner of Alma Mater Europaea - European Center Maribor (AMEU - ECM) and on April 30, 2014 became an independent organizational unit under the name Alma Mater Europaea - Institutum Studiorum Humanitatis, Faculty of Graduate Studies in Humanities, Ljubljana (AMEU - ISH). AMEU - ISH is thus a member of AMEU - ECM, but its legal subjectivity is given as an independent legal entity within the meaning of an independent higher education institution. Due to the commencement of undergraduate studies, the name of the faculty was renamed in September 2019 and is now called Alma Mater Europaea - Faculty of Humanities, Institutum Studiorum Humanitatis, Ljubljana.

AMEU - ISH pursuant to the decision on extension of accreditation no. 6033-27 / 2012/15, issued on 21 March 2013 by SQAA, operates as an independent higher education institution. The Institute, as a single legal entity under private law, operates in accordance with applicable law and is responsible for its obligations with all its assets.

AMEU - ISH was an independent higher education institution by decision no. 6033-359 / 2015/2 entered in the register of higher education institutions at the Ministry of Education, Science and Sport, and under code 0433 is also entered in the register of research organizations at the Public Agency for Research of the Republic of Slovenia.

Name of independent higher education institution: Alma Mater Europaea – Faculty of Humanities, Institutum Studiorum Humanitatis, Ljubljana

Abbreviated name: AMEU - ISH

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Director: prof. dr. Jurij Toplak

1.2 THE DEVELOPMENT OF AMEU - ISH

1.2.1 The establishment of (AMEU -) ISH

ISH - Institutum Studiorum Humanitatis, then called the European Center for the Humanities, was established on 17 March 1992, based on Art. The Institutions Act and the founder of ISH doo, a company, which was then the only form of institution founding under that legislation. On June 3, 1992, the institute of that name was entered in the court register (No. 3268/92) and, before the beginning of the 1992/1993 academic year, issued the first brochure announcing its own study programs, which the institute could not verify at that time.

On January 18, 1995, the Annex to the Establishment of the ISH Institute, Institutum Studiorum Humanitatis - European Center for the Humanities was approved to change its name and seat: ISH, Institutum Studiorum Humanitatis - Institute for the Humanities Ljubljana. Pursuant to the Higher Education Act (OJ RS 67/93), with the consent of the Council for Higher Education of 3.1.1996, the decision of the founder of 6.5. 1997 and the Founding Act of 6.5. 1996 ISH Faculty entered on 27.1. 1997 in the court register as an independent higher education institution ISH, Institutum Studiorum Humanitatis - Faculty for the Graduate Study of Humanities, Ljubljana.

The status of a legal entity has since been the same, and the founder, title and seat of the establishment has changed. On 30 April 2014, Alma Mater Europaea - Institutum Studiorum Humanitatis, Faculty of the Graduate study of Humanities, Ljubljana (AMEU - ISH) became an independent organizational unit under this name, since on 1 January 2014 the Faculty entered under the auspices of the owner of Alma Mater Europaea - European Center, Maribor (AMEU - ECM).

AMEU - ECM, the founder of AMEU - ISH, was established as an academic community of institutions and individuals in the Danube Region in 2007 with the support of local communities, the economy and national institutions. In 2011, the European Academy of Sciences and Arts (EASA) awarded Alma Mater an institutional patronage. included Alma Mater in the newly established Alma Mater Europaea University for the Danube Region.

1.2.2. The status definition of AMEU - ISH

AMEU - ISH is a private scientific research and educational institution operating under the Constitution, the Higher Education Act, its own statutes and adopted regulations and other applicable legislation.

The Faculty is one legal entity. The legal subjectivity of AMEU - ISH is determined by the Statute in accordance with the Founding Act, the Higher Education Act and the SQAA decision on the extension of accreditation. AMEU - ISH is a member of AMEU - ECM, but its legal subjectivity is given as an independent legal entity within the meaning of an independent higher education institution. AMEU - ISH is thus a unified legal entity under private law, acting in its own name and on its own account.

The higher education institution operates in accordance with the regulations in force and is responsible for its operations to third parties with all its assets.

AMEU -ISH operates according to the principles of autonomy, providing in particular:

- freedom to explore, create, and impart knowledge,
- independent regulation of internal organization and operation in accordance with the law and the founding act,

- adopting the criteria for election to the title of higher education teachers, research workers and higher education associates,
- Elections to the titles of higher education teachers, research workers and higher education associates,
- the selection of higher education teachers, research workers and higher education staff to fill the posts,
- preparation and acceptance of study and scientific-research programs,
- determining the study regime and determining the forms and periods of assessment of students,
- the award of professional and scientific titles in accordance with the law, and the award of the honorary doctorate and the title of Honorary Professor,
- election, appointment and recall of bodies in accordance with the Articles of Incorporation, the Statute and other acts,
- independently deciding on forms of cooperation with other organizations,
- Asset management in accordance with the purpose for which it was acquired.

1.2.3 Organizational units

A faculty may have one or more internal organizational units (OU), such as a research team, a research center, a secretariat, a library, publishing house, etc., which are set up according to the need and scope of work. Unless an OU leader is appointed, his job is headed by the Dean.

1.2.4 Representation of the institution and appointment of acting officials

In legal transactions, the Faculty is represented by the Director. During the temporary absence of the director of the faculty and in other cases, he is replaced by a specially authorized person from the director of the institution, to whom the director of the faculty may delegate all his or her powers or only a part. The director may also authorize other persons to represent or represent the faculty in particular matters. Pursuant to Article 43 of the Statute of the AMEU - ISH, the Director is appointed and dismissed or dismissed by the Founder of the Faculty.

2 AMEU – ISH BODIES

The authorities of the AMEU - ISH are determined by Article 8 of the Foundation Act:

- the Senate,
- Academic Assembly,
- Governing Board,
- Dean
- The Student Council,
- Director and
- International Scientific Council

2.1 The Senate

The Senate AMEU - ISH is a professional academic body of the faculty whose competence is determined by Article 10 of the Founding Act of AMEU - ISH, and in detail also by Article 18 of the Statute of AMEU - ISH.

2.1.1 Powers of the Senate

The Senate discusses and decides on professional issues of educational and research work, and in particular:

- accepts study programs,
- adopts a program of research and development work,
- adopts the Faculty's annual work plan,
- elects higher education teachers, academic staff and higher education associates to a title in accordance with the Higher Education Act and the Statute;
- takes care of monitoring the quality of the faculty's educational and research work,
- discuss and decide on the opinions of the Faculty's Student Council in the area of its competence,
- as a second-instance body, makes final decisions on student complaints about student affairs,
- appoints committees and working bodies of the Faculty's Senate,
- discusses the Faculty Statute and gives opinions and proposals for changes and amendments to the Faculty Statute to the Faculty Board,
- loves oz. proposes candidates for Dean / Dean and Vice-Dean / Faculty Vice-Dean,
- determines the number of enrolment points or decide on enrolment restrictions,
- makes proposals on the need for new higher education teachers and researchers,
- performs other tasks in accordance with HEA, the Foundation Act, the decisions of the founder, the Statute and the general acts of the Faculty.

2.1.2 Composition of the Senate

The Senate AMEU - ISH is composed in such a way that all scientific disciplines and academic fields of the faculty are equally represented. Higher education teachers may be elected as members of the Faculty Senate, who, on the basis of the relevant contract, participate in the study program or scientific research work carried out by the faculty.

According to his function, he is a member of. Member of the Senate Dean / Dean of the Faculty. Faculty members are also members of the Student Council, representing at least one fifth of the members in the Senate.

2.1.3 Commissions and Senate Working Bodies

The Senate may, where necessary, appoint standing or ad hoc commissions and working bodies to assist in its work. The area of work, composition and competence of each committee or working body is determined by the act appointing such a body.

2.2 ACADEMIC ASSEMBLY

2.2.1 Responsibilities of the Academic Assembly

The Academic Assembly elects the members of the Faculty's Senate, proposes to the Board of Directors candidates for the Dean, discusses reports on the work of the Faculty, submits proposals and initiatives to the Senate and performs other tasks in accordance with the Foundation Act, the Statute and other general acts of the Faculty. The competences, tasks and manner of work of the academic assembly and the participation of students in the academic assembly of the faculty are determined in accordance with the Statute or the Higher Education Act and by the general acts of the faculty.

2.2.2 Composition of the Academic Assembly

The academic assembly of a faculty or an independent higher education institution is composed of all higher education teachers, researchers and higher education associates who participate in the study or research work at the faculty on the basis of an appropriate contract. Students' representatives also participate in its work, on an equal footing with teachers.

2.3 GOVERNING BOARD

The governing board is the governing body of the faculty.

2.3.1 Powers of the Governing Board

The powers of the Governing Board are laid down in Article 13 of the Foundation Act AMEU - ISH (and Article 31 of the Statute of the AMEU - ISH). In addition to the tasks stipulated by law, the Board of Directors decides on matters of a material nature and takes care of the smooth material operations of the faculty.

The Board of Directors decides on matters of a material nature, and in particular:

- adopts criteria for drawing up the faculty's financial plan,
- adopts an investment plan,
- accepts the final account of the faculty,
- appoints a director,
- appoints and dismisses the Disciplinary Board,
- adopts the starting points for the systematization of faculty positions,
- appoints a commission for the protection of the rights of workers,
- adopts decisions on the amount of tuition fees and pricing of other services,
- on the basis of the prior consent of the founder, adopts the statute of the faculty or amendments to this Statute,
- Appoints the Dean / Dean of the Faculty on the basis of the previous application procedures
- make other decisions in the field of material operations and acts for which it is competent pursuant to the law and this act.

2.3.2 Composition of the Governing Board

The Governing Board is composed of three members; two representatives of the founder and one representative of the workers. The work of the Board of Directors is governed by the Statute and by-laws of the Faculty. The Founder's representative on the Board of Directors is appointed by the Founder by his decision. The term of office of the members of the Governing Board is 4 years and they may be reappointed upon expiry of this term, and the term of office of the student representative shall be one year, with the possibility of renewing the term of office. The Board of Directors is chaired by the Chairperson of the Board of Directors, who is elected by the members of the Board of Directors from among themselves at the constituent meeting.

2.4 DEAN

The Dean is the professional body and the professional head of the faculty and has powers and responsibilities to perform the following tasks:

- represents the faculty in the professional field of its activity,
- convenes and, as a rule, holds meetings of the Faculty Senate,

- coordinates the professional aspects of educational, scientific research and other work,
- in performing the professional work of the Dean, he / she is obliged to regularly coordinate with the management body in such a way that the managerial decisions of the faculty director are respected and implemented,
- takes care of and ensures and supervises the implementation of study programmes and scientific research activities of the Faculty,
- directs international faculty cooperation,
- is responsible for monitoring, determining and assuring the quality of the faculty, study programmes, scientific research and professional work and preparation of the annual quality report (self-evaluation),
- takes care and responsibility for the lawfulness of its activities in the areas for which it is responsible,
- reports at least once a year on the work to the senate, the board of directors and the founder and
- initiates research and educational development initiatives on its own initiative,
- promotes the Faculty on its own initiative and encourages the study in accredited programs,
- encourages teachers to do research at the faculty on their own initiative and monitor student involvement in research projects,
- monitors the affiliation of teachers and researchers with the Faculty and
- performs other tasks in accordance with the law, other regulations and the faculty statute and general acts.

The Dean of the Faculty may be appointed by the Management Board of the Faculty on the basis of proposals from the Faculty Senate. The proposals of the Faculty Senate for the Dean are determined so that several candidates for the Dean may be nominated.

The dean of the faculty ensures the legality of the work and the efficiency of the faculty's operation within the limits of its powers and for its work, it is accountable to the Management Board of the Faculty.

The Dean is a member and president of the Faculty Senate. The Dean is appointed and dismissed by the Faculty Board of Directors in accordance with the Faculty's Statute. The term of office of the Dean is 4 years. He/she may be reappointed after the end of his term of office.

2.5 STUDENT COUNCIL

The Student Council is formed by the students of the faculty and has at least three members. The term of office of the members of the Student Council is one year, with the possibility of renewal.

The work of the Student Council is led by a President, who is appointed by the Student Assembly of the members of the Council. The members of the student council are nominated by the students of the faculty at the assembly of students. The Student Council makes decisions at meetings and makes decisions by a majority vote of its members. Discusses issues related to the rights and duties of students. The Student Council gives the competent authorities an opinion on the faculty statute, as well as an opinion on the candidate for the dean and vice-dean of the faculty.

2.6 DIRECTOR

The director is the management body of the Faculty, which manages its business and concludes legal transactions in the field of legal transactions, and is responsible for the legality of the

Faculty's operations. The director is appointed or dismissed by the faculty founder. The Director is appointed for a term of four years and may be reappointed after the term of office expires.

The Director has the following responsibilities:

- takes care of the legality of the work of the faculty,
- represents the Faculty and signs it in accordance with its powers,
- organizes, manages and supervises the work and business of the faculty,
- keep the secretariat of the Faculty,
- reports on operating results,
- executes the decisions of the Management Board, the Senate and other bodies of the Faculty,
- adopts general and individual acts in accordance with its competence pursuant to the law and in accordance with this act,
- adopts general acts of the Faculty in the field of labour relations and general and other acts on the organization and systematization of work,
- decides on employment relationships on the basis of the procedures envisaged,
- reports and reports on its work and business to the board of directors of the faculty and the founder,
- suspends the decisions of the faculty bodies in order to ensure the economy and lawfulness of the faculty's business and inform the founder and such decisions about such decisions.
- performs other tasks in accordance with the laws and the founding act and the faculty statute and general acts.

2.7 INTERNATIONAL SCIENTIFIC COUNCIL

The International Scientific Council may be appointed on the basis of a decision by the Governing Board, which shall also determine its tasks and responsibilities.

The International Scientific Council shall draw up guidelines for international scientific research cooperation and make proposals for new programs and policies and strategy for international cooperation.

Members of the International Scientific Council may be proposed to the Governing Board by a Senate, Dean or Founder of internationally recognized scientists and experts and representatives of domestic or foreign natural or legal persons from the academic, public or economic spheres.

2.8 EMPLOYEES AT THE HIGHER EDUCATION INSTITUTION

Employment relations, participation of employees in the management and exercise of trade union rights of employees of AMEU-ISH are regulated by the Faculty in accordance with the laws and other general regulations in the field of labour law.

Employment shall be concluded only for jobs that are systematized by the act of organizing and systematizing the jobs of the higher education institution. On the proposal of the director of the faculty, the act on the organization and systematization of the posts of the institute is adopted by the board of directors of the higher education institution.

The satisfaction and workload of faculty employees is determined by interviews and annual surveys, which also identify suggestions for improvement.

3 MANAGEMENT SYSTEM AND MANAGEMENT RESPONSIBILITY

3.1 GENERAL DESCRIPTION OF THE GUIDANCE SYSTEM

AMEU - ISH is managed by the director, who is the individual management body of the Faculty, which manages its business and concludes legal transactions in legal transactions, and is responsible for the legality of the Faculty's operations. He is appointed and dismissed or dismissed by the founder of the faculty for a term of four years and may be reappointed after the term of office expires. The powers of the director are defined in Article 25 of the Articles of Incorporation and Article 44 of the Statute.

The dean who the authority and responsibility to perform the tasks specified in more detail in Article 34 of the Statute of the AMEU - ISH (and also Article 17 of the Foundation Act). One of the responsibilities of the Dean is also to monitor, determine and ensure the quality of the faculty, study programs, scientific research and professional work and prepare an annual quality report (self-evaluation). The dean is appointed by the Board of Directors on the basis of proposals from the Faculty Senate and the term of office of the Dean lasts for four years, with the possibility of reappointment after the term of office expires.

The quality management system at AMEU - ISH documents and determines:

- the basic processes and their interconnectedness, in terms of the impact of these processes on the satisfaction of students, employees, lecturers and others,
- criteria and methods for ensuring proper functioning and control of effective processes and, accordingly, appropriate measures to achieve the objectives set; and
- provision of adequate resources and information to support and monitor specific processes and their continuous improvement.

The management system applies to the entire AMEU - ISH system, as well as more broadly, at the level of Alma Mater (AMEU – ECM).

3.2 DOCUMENTATION OF THE GUIDANCE SYSTEM

3.2.1 Quality Rules AMEU - ISH

The Quality Rules AMEU - ISH (hereinafter referred to as the Rules of Procedure) is a systematic document describing the quality management system of the faculty in order to ensure the ongoing monitoring, assessment and improvement of the quality of the AMEU - ISH educational, scientific and professional activities. In this way, the Rules of Procedure thus determine the self-evaluation procedures, competencies, method of work and measures for monitoring and improving quality at AMEU - ISH.

The responsible person for the preparation and amendment of the quality rules is the director of AMEU-ISH. At the proposal of the Director, the Senate OF AMEU - ISH shall approve the content, amendments and amendments to the AMEU - ISH Quality Rules. The Senate-approved copy of the Rules of Procedure shall be signed by the Director of the AMEU - ISH and shall be kept by the secretariat of the Faculty.

The rules of procedure in force are always available to employees of the Secretariat AMEU - ISH. The content of the Rules of Procedure is structured in such a way that a link to the lower level

documents can be obtained by accessing a document or a list of valid documents. In this section, reference documents are given separately for each chapter.

3.2.2 Document and data management

The concept of document and data management covers the management and responsibilities related to the creation, control, approval, distribution and management of changes to the management system documents. Documents and data are managed by a system that ensures that they are valid, correct and complete, that the documents and data are clearly accessible and familiar.

3.2.2.1 Approval and issuance of documents

The AMEU - ISH director is responsible for the preparation of the instructions and internal policies applicable to the AMEU - ISH and the forms related to the implementation of specific instructions or the study or research process. All approved documents are stored in the AMEU - ISH Secretariat.

3.2.2.2 Document changes

Amendments to a document or form may be submitted to the director of AMEU - ISH, the AMEU - ISH Senate or the AMEU - ISH Board of Directors by staff and students. Shall the director of AMEU - ISH or the body which received the initiative to change the form at the first ordinary meeting consider the change to be reasonable, the director shall arrange for the change to be implemented.

The changes are handled in the same way as the preparation of the new document described above. The signed document shall be kept in the secretariat of AMEU - ISH.

The responsible person for the updating and removal of invalid documents from use (including the website) is the authorized person of the AMEU - ISH Secretariat.

3.2.2.3 Data management

AMEU - ISH operates with different data related to different processes:

- study process,
- the extracurricular process,
- research activity,
- development of new study programs; and
- other information.

The AMEU - ISH Secretariat is responsible for all faculty-level records and lists in accordance with the Alma Mater Secretariat's Guidance and Information Support Guidelines and Implementation Regulations, which apply to the entire Alma Mater system (AMEU - ECM and AMEU - ISH).

All records generated by the operation of the AMEU - ISH must be in electronic form and kept and kept as required by the Alma Mater or AMEU - ISH Privacy Policy.

3.2.2.4 Management of documents of external origin

The work of AMEU - ISH is related to a series of legal acts and policies. Monitoring and intervention is ensured through regular review of the legislation adopted by the AMEU - ISH management and informing the competent persons. Lecturers, the secretariat and other staff monitor changes in legislation in their field of work and are personally responsible for proper implementation. The director of AMEU-ISH periodically checks that legislation, policies and instructions are being

effectively implemented. According to the decision of the founder of AMEU - ECM, employees of AMEU - ECM may participate in the work of AMEU - ISH.

3.2.4 Records

The records represent data or evidence of the required quality and performance of the quality management system. They present evidence of the activities performed and the results of the work. The records are therefore linked to the educational process, the research process, the development process as well as to the whole management system. We also include in the record group all reports showing the work done or the results.

The records specified as forms in these Rules of Procedure shall be kept by the AMEU - ISH Secretariat.

Employees who hold certain records are required to keep records in a manner that prevents the record from being damaged, tampered with, destroyed or disposed of. All records are marked with the record name, date of creation and signature of the author or authors.

3.3 MANAGEMENT RESPONSIBILITY

3.3.1 Management commitment

Management demonstrates commitment to quality:

- emphasizing the importance of a proper attitude towards all employees (including contract employees), students and other interested groups, by providing the necessary resources and setting clear goals and striving to satisfy all those groups,
- by following the vision of AMEU - ISH, with defined short- and long-term goals,
- by emphasizing the importance of meeting legal and other legal requirements,
- by providing the necessary resources for the operation of the AMEU - ISH,
- by periodic self-evaluations and quality improvement measures,
- by direct, personal control of the system's performance, including the performance of internal audits (control over the annual work program, lectures, lecture and exercise logs, interviews); and
- by setting clear quality goals.

3.3.2 Mission and vision of AMEU - ISH

The mission of AMEU - ISH is to carry out higher education, scientific and research and development activities in the field of humanities and related scientific disciplines and new frontier sciences, and to serve the domestic and international community as an educational and scientific research center, complementing the offer of other universities and colleges in the field with complementary programmes and knowledge.

With its organization and manner of work, the Faculty provides the link between pedagogical and scientific-research work, since the specificity of its activity is the direct link between the educational and scientific-research process, which means the continuous flow of scientific results into the teaching content. In this way, the Faculty strengthens the development of scientific disciplines and professional fields in the domestic and international environment and promotes the flow of knowledge and methods from the most developed humanities centres to the Slovenian and Central European area.

AMEU - ISH's vision is to build on the visibility, elite and specific role of an institution with a long tradition in the field of humanities and related disciplines, by involving top lecturers and researchers in the teaching and research process, by offering excellent undergraduate and graduate programs, as well as strengthening research work and by organizing visible events.

The most prominent intellectual vision of AMEU - ISH is thus the integration of education and research, whilst constantly monitoring the development of the humanities and introducing new approaches and a new mindset.

3.3.3 Development planning at AMEU - ISH

The vision and specific goals of AMEU - ISH are realized by clearly outlined framework goals in the faculty development program and by the concrete goals and tasks that are part of the annual work plan.

Specific objectives are defined through measurable indicators that are monitored over a period of time and according to needs. The monitoring of objectives is intended to improve performance in a particular area.

The faculty development program and annual work plan are aligned with the vision of AMEU - ISH. The vision is realized through the set goals, other works and tasks that are necessary for the realization of life and work of AMEU - ISH.

3.3.3.1 Long-term faculty development program

The Faculty Development Program (strategic plan) plans and defines basic guidelines and development processes, conditions for the realization of long-term goals, the introduction of new projects, and staffing. The program is in line with the vision of the AMEU - ISH and contains objectives that are more specifically defined in the annual work plans.

The preparation of the program is led by the Director in cooperation with the Dean of the AMEU - ISH, with the participation of the Academic Assembly and other staff.

The Faculty Development Program is adopted by the Senate on the proposal of the Director.

The institution's development program shall be kept in the secretariat.

3.3.3.2 Annual work plan

The faculty development program is adopted by the Senate on the proposal of the Dean in the form of an annual work plan.

When drawing up the annual work plan, all findings from self-evaluation, comments from the student council and other bodies, relevant legislation and regulations should be taken into account. The performance of the implementation is constantly monitored and improved and modified as necessary. The changes will be taken into account in the future and will affect the functioning of the AMEU - ISH. The performance of the students, the satisfaction of the students, the lecturers and other employees and other external stakeholders, the success of the projects completed, etc. are monitored.

3.3.4. Monitoring and reporting

The Dean of AMEU - ISH is responsible for the implementation of the annual work plan. The report on the implementation of the annual work plan shall be adopted by the Senate. The report also

contains information on quality - findings of internal audits and feedback from participants. The measures and timeframes resulting from the results and analyzes are also outlined.

3.3.5 Organization, responsibility, authority and communication

3.3.5.1 Responsibility and powers

Realizations

o All goals are made possible by appropriately trained employees who are aware of their responsibilities, powers and tasks. These are enshrined in the Alma Mater Job Classification Act, which also applies *mutatis mutandis* to AMEU - ISH.

3.3.5.2 Management Representative

The Dean of the AMEU - ISH, regardless of other responsibilities and powers, also has the responsibilities and authority to establish, implement, maintain and to review and continually improve the quality management system.

3.3.5.3 Internal and external communication

Procedures and forms of internal and external communication are established at AMEU - ISH.

MAIL - The handling of mail is also part of internal and external communication. The post is recorded and classified by an authorized employee of the secretariat and handed over to the competent person. Mail addressed to a designated professional is sent to his / her mailbox.

E-MAIL - The e-mail sent to the AMEU-ISH's e-mail is inspected at least twice a day by the authorized employee of the Secretariat and forwarded to the person for whom it is intended.

INTERNAL COMMUNICATION

LEADERSHIP AMEU- ISH – EMPLOYEES:

- Senate sessions,
- Academic Assembly meetings,
- monitoring and evaluation of pedagogical work (introductory lectures, analysis of performance),
- Interviews as necessary and other meetings,
- daily informal talks.

LEADERSHIP - STUDENTS:

- introductory days for students,
- AMEU - ISH website and message board,
- Student Council meetings,
- Extracurricular activities,
- student survey,
- emails.

EXPERT WORKERS:

- professional meetings,
- Commissions,
- Informal daily conversations.

STUDENTS - STUDENTS:

- e-classroom,
- Student Council meetings,
- group interviews during lectures,
- AMEU - ISH website and message board,
- individual interviews by agreement with the employee,
- emails,
- student survey,
- extracurricular activities.

EXTERNAL COMMUNICATION

Communication with external institutions depends on the needs, characteristics, characteristics and offer of the particular institution:

- communication and cooperation with the Ministry of Education, Science and Sport,
- written and oral communication with those responsible for the implementation of research programs, research projects and other calls for proposals (ARRS),
- communication and cooperation with partner institutions and the environment: participation in the implementation of research and scientific projects, agreements on the implementation of the research program, joint application and implementation of research projects and other forms of scientific research work,
- organization of scientific symposiums, seminars, conferences for higher education teachers, researchers, AMEU - ISH students and interested public.

Adequate information for employees is implemented through various forms. The most common communication channel is through various forms of meetings, the AMEU - ISH website (as well as the Alma Mater website), email and daily accessibility to the AMEU - ISH leadership.

The Director of AMEU - ISH is responsible for providing information to all employees, while also facilitating and ensuring the flow of information. It collects opinions and proposals systematically and responsibly, analyses them and sends the answers to interested parties. If necessary, take corrective or preventive action.

In establishing quality communication, the focus is on mutual respect, equality, ethically responsible attitude towards the individual and justice, which also derive from the values of the AMEU - ISH.

At all levels of communication, AMEU - ISH is thus committed to respecting the ethics of communication, compliance with the Constitution of the Republic of Slovenia, human rights, regulations, laws and regulations.

3.4 SELF-EVALUATION - Annual review of the performance of the system of quality

The Quality Rules of Procedure AMEU - ISH further regulate the procedures for monitoring and evaluating the quality of study and research work at the AMEU - ISH, as well as the composition and number of members or members of the quality commission.

3.4.1 The Quality Commission

The Quality Commission acts in accordance with the Higher Education Act, the Statute AMEU-ISH, the Criteria for Accreditation and External Evaluation of Higher Education Institutions and Study Programs and these Rules, taking into account the guidelines, instructions and recommendations of the AMEU-ISH Senate and other general acts of the AMEU - ISH.

3.4.1.1 Design and appointment procedures for the quality committee

The members the quality committee are appointed by the Senate. The group shall consist of at least four members; The President of the commission is designated by the Senate.

The Quality Commission is made up of representatives of all major stakeholders, representing higher education teachers, researchers, students, professional and administrative staff and other stakeholders. The Quality Committee has at least one fifth of the members from the student body, that is, one student. The students' representative is named by the Student Council AMEU - ISH. The named student must have student status.

3.4.1.2 The term of office of the members and members of the quality committee

The term of office of the members and members of the quality committee shall be four (4) years, the student representative for one (1) year. The same person may be re-elected to the Quality Committee after the expiry of that period.

Individual representative the representative may terminate the term of office of the commission early:

- if he / she loses student status,
- if he resigns,
- if recalled or
- if he / she takes up a function incompatible with membership of the commission.

3.4.2. Definition of self-evaluation, criteria and implementation

3.4.2.1 Identifying the purposes, objectives and fields of self-evaluation

Self-evaluation is the first step in the evaluation process and a basic step in the implementation of the internal evaluation process.

The purpose of the self-evaluation of the educational and research activity of AMEU-ISH is to continuously maintain, promote and improve the quality of the educational and research work, and to provide rational bases for professional decision-making and development planning, and to provide the basis for continuous quality improvement at the AMEU-ISH.

The aim of the self-evaluation procedures at AMEU - ISH is primarily to help plan and further improve the quality of the institution. The goals of self-evaluation are focused on both the institution and the programme and cover the following areas of activity of the AMEU - ISH:

- the performance of the faculty in accordance with the vision,
- cooperation and integration with the environment,
- financing, planning, implementation of management plans,
- organization and implementation of the research activity,
- organization and implementation of pedagogical activity,

- students or students; female students and graduates respectively. graduates (enrolment, information, counselling, course of study, participation of female students, etc.),
- staff, teachers, co-workers,
- premises, equipment, library, literature and
- strengths and weaknesses with suggestions for improvements.

For successful self-evaluation, it is of the utmost importance that all employees of the AMEU - ISH and all contractors and faculty performers are aware of the purposes of self-evaluation and that they understand the goals of self-evaluation. The AMEU-ISH's dean and the Senate are in charge of information and positive promotion of self-evaluation.

3.4.2.2 Areas of self-evaluation

The Quality Commission of AMEU - ISH performs its work in systematically defined areas, which are:

- students or students; female students and their effectiveness in studying (analysis of enrollment by various criteria, analysis of exam periods, transition between years, length of study, analysis of employment of female graduates, visible success of female students, involvement in extracurricular activities),
- the implementation of the study program (the ratio between the number of female students and the number of teaching staff, realization of the study program, the inclusion of professional assistants in practice),
- employees and their professional development (personnel structure by education and number of habilitations, study visits and exchanges, special achievements of employees),
- research activity of higher education teachers (scientific and professional articles, papers, monographs, research projects),
- international activity (bilateral institutional treaties, projects, scientific conferences),
- material conditions and financial management,
- other areas in accordance with the accreditation criteria of the SQAA Higher Education Institutions.

3.4.2.3 Criteria and materials for self-evaluation of educational programs

The basic criteria by which AMEU - ISH seeks to measure and improve the quality of education at AMEU - ISH are shown by:

- as a relationship between student and teacher,
- as a personnel aspect of quality (pedagogical-andragogical and professional qualifications of trainers and trainees),
- as an aspect of equipment with didactic aids,
- as a qualification of graduates for work or for further education,
- as a way of teaching or the teacher's preparation for education,
- as a preoccupation with introducing innovations in study programmes,
- as contents of study programmes,
- as a participation of management education participants; and
- as a training organization.

Based on the findings from the self-evaluation, priorities for elimination of the identified deficiencies are set in accordance with the established development strategy and the annual work plan of AMEU – ISH, in order to increase the quality of faculty's activities.

The actual workload of students is also checked annually.

For the annual monitoring of the implementation of study programmes, the Quality Commission shall prepare:

- a survey for the students about the completion of the study program at the end of each academic year,
- a survey for higher education teachers at the end of each academic year,
- a survey for graduates,
- analysis of the performance of female students during their studies and
- analysis on employability of graduates.

3.4.2.4 Criteria for self-evaluation of research work

The basic criteria by which AMEU - ISH seeks to measure and improve the quality of research work at AMEU - ISH are expressed as:

- organization and management of the research activity,
- funding and allocation of resources for research,
- the scope and nature of the survey and the results of the survey,
- the connection between research and teaching,
- cooperation with organizations and users in the region, Slovenia and abroad,
- a summary of the strengths and weaknesses of the research activity and suggestions for improvements,
- announcements and active participation of higher education teachers and their hosting at other higher education institutions; and
- the impact of AMEU – ISH’s research on the development of science and society.

3.4.2.5 Preparation of a self-evaluation plan

Following the appointment of the Quality Committee, it prepares a self-evaluation plan with which all members of the commission agree. The plan should specify who is responsible for each task and when these tasks should be completed.

The self-evaluation plan consists of the following elements:

- self-evaluation goals,
- limitations of self-evaluation,
- an overview of the main aspects that self-evaluation will cover,
- criteria,
- required information,
- a timetable and
- responsibility and responsibilities of individuals.

The self-evaluation process concludes with an assessment of the strengths and weaknesses of each aspect, as well as proposals for quality improvement.

The Quality Commission examines the actual situation, forms an assessment of this situation and prepares proposals for possible measures to manage, correct or improve the deficiencies identified.

3.4.2.6. Preparation of a self-evaluation report

A written self-evaluation report is an integral part of the self-evaluation process. It includes assessment of the situation and critical analysis, analysis of strengths and weaknesses, as well as

proposals and recommendations to remedy the shortcomings (corrective actions) and quality improvement.

By analysing SWOT (**S**trength, **W**eakness, **O**pportunity, **T**hreat), at AMEU - ISH we recognize the positive and negative factors in the internal environment (strengths and weaknesses) and the external environment (opportunities and threats) of the higher education institution, which enables more effective strategic planning and decision making.

Before writing a self-evaluation report, its scope, structure and content, timelines and authorship should be determined.

The conclusions of the self-evaluation report should include evaluations supported by documentation and recommendations for further quality improvement. The recommendations should be unambiguous and feasible and clearly addressed to those individuals who are responsible for furthering the quality in accordance with the Statute AMEU - ISH. Based on the results of the self-evaluation, the AMEU-ISH can prepare a strategic plan for improving the quality assurance system in the future.

The self-evaluation report should promote continuous quality improvement, more efficient management and organization, internal preparation for external evaluation and provision of information to external experts. The decision-making processes for follow-up and quality improvement procedures following the self-evaluation process should also include a timetable for future activities.

The self-evaluation report is prepared by the Quality Committee for each year and submitted by January for the previous academic year.

3.5 ACTIVITY PLAN

On the basis of discussions on the annual report, the Commission shall each year in January, for the previous year, propose a plan of activities to improve the quality system with priority actions (improvement plan) to be carried out by the AMEU - ISH bodies in the coming year.

The Quality Commission shall submit a proposal for an improvement action plan for adoption by the Senate AMEU - ISH.

3.6 INSTITUTIONAL EVALUATION

AMEU - ISH can supplement self-evaluation with external evaluation.

In carrying out its work, the Quality Commission must respect the confidentiality of data, ensure the protection of personal data and classified business information in accordance with the legislation governing this field. Self-evaluation data and findings are intended solely for internal quality review and quality improvement. The same applies to the AMEU - ISH external evaluation process.

3.6.1 External evaluation procedure of the AMEU - ISH

The purpose of external evaluation is to increase the positive effects of self-evaluation. An advantage of external evaluation is the increased competence and independence of experts and evaluators.

The AMEU - ISH external evaluation process begins on a proposal from the Senate. AMEU - ISH makes the selection for the external evaluation contractor. External evaluation can be carried out by an appropriate institution, or by a recognized foreign agency or an appropriate institution from

an international network for quality assurance in higher education. An external evaluation contractor is appointed for each individual evaluation.

The AMEU - ISH application to initiate the evaluation process should include:

- information on the applicant (description of legal status, organization, name of legal representative); and
- a brief justification for the application.

The external evaluation contractor shall, on the basis of the application received, determine the deadline within which the AMEU - ISH is required to provide the available documentation and appoint an external evaluation committee.

The external evaluation committee represents a group of experts. The experts invited by the AMEU - ISH for the purpose of carrying out the assessment or audit. It consists of independent members or experts from the academic and / or professional world.

The external evaluation committee, after receiving the required documentation, analyzes it and, in agreement with the AMEU - ISH, determines the deadline for the evaluation visit.

The documentation that the external evaluation committee may request, inter alia, is:

- the annual work program of the AMEU - ISH,
- Annual Report AMEU - ISH,
- the self-evaluation report AMEU - ISH, which should show the activities in the field of monitoring and quality assurance and elimination of deficiencies,
- student survey for the last three academic years prior to the beginning,
- the external evaluation of the AMEU - ISH, and the work program referred to in the first indent, also for the academic year in which the external evaluation began,
- Rules of Procedure on monitoring, evaluation and quality assurance at a higher education institution,
- mission and vision of AMEU - ISH,
- strategic plan AMEU - ISH,
- documentation kept by the AMEU - ISH under the Higher Education Act and other laws,
- other documentation that the AMEU - ISH deems necessary or required by an external evaluation committee to carry out an external evaluation.

3.6.2 Visit to the external evaluation committee

The visit of the external evaluation commission includes interviews of the members of the external evaluation committee with the teaching and non-teaching staff, the leadership of the AMEU - ISH, and the students. The AMEU - ISH must make available to the external evaluation committee, during its visit, all the documentation it needs to carry out the external evaluation, and it must be provided with the assistance of the AMEU - ISH management.

During the visit of the external evaluation committee, it should also be available to all staff responsible for individual processes. The costs of the visit of the external evaluation committee are included in the financial plan and are covered by the AMEU - ISH itself.

3.6.3 Report of the external evaluation committee

The external evaluation committee prepares the evaluation report within the agreed deadline. The report shall be communicated to the AMEU - ISH Director, who shall have the opportunity to review it, to clarify any misunderstood parts and to submit comments within the agreed deadline.

The AMEU - ISH should make all its employees aware of the external evaluation committee's report and the findings of that report.

The report of the external evaluation committee may be made public, and the findings of the report may be made known by the AMEU - ISH to the competent external institutions. The decision to make the report public is the responsibility of the AMEU - ISH.

3.6.4. Annual review of the effectiveness of the quality system

The annual review of the effectiveness of the quality system is carried out on the basis of self-evaluation.

Based on self-evaluation, the AMEU - ISH management produces an annual report showing:

- a. achievement of the set development and annual goals and their trends,
- b. implementation of the annual work plan,
- c. feedback from participants in the educational processes, including their satisfaction,
- d. the results of cooperation with the institutes from which no
dents and female students,
- e. results of study programs, enrollment, students, their mobility and employability,
- f. employee data,
- g. the results of the development of programs, projects, professional activities,
- h. the results of the improvements introduced, and
- i. the results of internal audits, inspections, audits and other controls.

Based on the review and consideration of the above bases, the AMEU - ISH Director documents in the Quality Management System Review Record all activities, decisions and actions (if necessary), either to modify or supplement the quality policy, objectives, work (process) provision of adequate resources (resources). Activities required - Improvement responsibilities must be identified on a timely basis and with the implementing agents. This ensures the continued comparability and effectiveness of the AMEU - ISH quality management system and compliance with legislation, other requirements and decisions on continuous improvement.

4 PROVIDING RESOURCES

4.1 SUPPLY OF RESOURCES

For the tasks defined in these Rules of Procedure and the lower level documents, AMEU - ISH is obliged to provide resources (financial, information, material) and employees.

AMEU - ISH's funding is obtained in accordance with the AMEU - ISH's Price List, which is accepted by the AMEU - ISH Senate on the proposal of the AMEU - ISH Director.

All employees and all participants in the education and research process at AMEU - ISH are committed to the rational use of funds.

4.2 INFRASTRUCTURE

In line with the development, AMEU - ISH also ensures the provision of the premises necessary for the implementation of quality studies. The premises must be clean, tidy and provide a quality study process.

AMEU - ISH is responsible for the maintenance of the facilities at its disposal. For this purpose, the AMEU - ISH may allocate funds annually.

The use and allocation of funds is reflected in the annual business report and the financial plan adopted by the Management Board. The responsible person for the preparation of the business report and the financial plan is the director of AMEU - ISH. At the end of the calendar year, an inventory of small inventory, cash balances and receivables are also made. This is the basis for an inventory report kept in accordance with the law.

5 STAFF

5.1 GENERAL DESCRIPTION

Adequate competence and competence of the staff to carry out the work properly and efficiently is a fundamental guide in staffing and training. Training and staffing needs arise from requirements arising from:

- job requirements as set out in the job classification act,
- the ongoing introduction of new education programs; and
- the changing requirements of the legislation.

The recruitment process is carried out by the AMEU - ISH Director in accordance with the Employment Relationships Act.

5.2 TRAINING OF EMPLOYEES

Employee competence is ensured through systematic training, gaining experience and the promotion of vocational training. The contents of the training are planned annually and are reflected in the annual work plan and for individual employees from the individual work plans. The proposals for training employees with individuals are coordinated by the AMEU - ISH Director, who also supervises the implementation and prepares the training report. The training plan must include:

- a list of employees to be trained,
- content - training area and
- planned number of hours / days.

If the participants received certificates at the training, they are attached to the report, which is stored in the training folder and personal folder of each employee.

5.3 WORKING ENVIRONMENT AND WORKING CLIMATE

The work environment is a factor that can significantly affect the quality of the work process and the well-being of employees. We also create the right working atmosphere:

- working hours adapted to the nature of work in compliance with the Labor Relations Act. Employees are informed about their work control through instructions (in writing or verbally) and work procedures,
- with adequate payment for the work done and

- social meetings of employees on various occasions (New Year's meetings, meetings at the beginning or end of the academic year, etc., professional excursions).

6 PROCESS MANAGEMENT AND PERFORMANCE

6.1 GENERAL DESCRIPTION

At AMEU - ISH we have defined the following processes:

- the educational process,
- the research process,
- cooperation with students, partner institutions and the wider community,
- professional growth of employees and their development,
- the work of the secretariat and
- development of new programs and work procedures.

6.2 EDUCATIONAL PROCESS

The educational (study) process comprises the following forms of pedagogical activity: lectures, seminars, consultations, exams, tutoring in seminar work, individual research work (IRW), master's and doctoral theses.

6.2.1 The educational (study) process

The AMEU - ISH Dean is responsible for the smooth running of the educational process, which must be carried out in accordance with legislation, regulations and the annual work plan. The Dean is responsible for the legality of the implementation of each study program. It is obliged to inform the Senate and the Director of AMEU - ISH in writing about the illegalities found.

Experts (lecturers, mentors) prepare an individual work program, in the form and content as agreed. In each subject area, experts plan goals and standards of knowledge, exchange experiences and make suggestions. They also plan cross-curricular networking and participation in professional assets outside the AMEU - ISH. The individual work program is submitted to the Dean of AMEU - ISH by the end of September or within the agreed deadline. AMEU-ISH's Dean inspects and certifies them with signature and stamp. Any comments on the Dean's individual programs are forwarded by the AMEU - ISH to experts in individual interviews.

It is the responsibility of each individual to include any comments and additions to their individual program. It can be supplemented if necessary, throughout the academic year, but it is obliged to follow it.

Professionals can submit their opinions and initiatives in individual interviews with management, who will respond to the proposed opinions and initiatives immediately or within the agreed deadline.

Monitoring objectives in the current academic year:

- keeping track of lectures and exercises on a daily basis,

- monitoring the professional competence of professionals,
- verification of the implementation of the Rules on the assessment and assessment of knowledge at the AMEU - ISH,
- identifying and monitoring communication between professionals, between professionals and students, and
- Determining the implementation of legislation and internal rules.

The Dean of the AMEU - ISH implements the monitoring plan indirectly by:

- by looking at pedagogical documentation,
- by looking at the classbooks and tutorials, and
- by reviewing the annual reports of professionals.

The purpose and importance of monitoring and evaluating pedagogical work is discussed at the meetings of the Academic Council, the AMEU - ISH Senate and in individual interviews with the lecturers. Arrangements also include the subject of the monitoring, the method and the format.

6.2.1.1 Measuring educational work

The measurement of the realized work of professional workers is carried out in different periods:

- at each examination deadline, when the lecturers prepare an analysis of the performance of the students who have passed the examination, and at the end of the academic year, a final report of the performance of the students in a particular subject,
- once a year, the satisfaction of professional staff and student teaching staff is measured by means of surveys. Survey results are processed, comments and suggestions are analysed and proposals are made to address negative comments and initiate initiatives,
- AMEU – ISH’s Director monitors and evaluates the work of professional staff throughout the academic year,
- at the end of the academic year, professional staff submit a journal of lectures and exercises and a report on the work, which the Dean of AMEU - ISH reviews and certifies with the signature and seal of AMEU - ISH.

The basis for the assessment and assessment of students' knowledge is the Rules for Assessment and Assessment of Knowledge at AMEU - ISH. Students' knowledge is tested according to:

- the objectives set out in the knowledge catalogues which are an integral part of the study program,
- with the individual annual work program of a particular subject and
- with Senate conclusions.

6.2.1.2. Analysis of educational work

Within the educational process, an analysis of the achieved study results is prepared, which is prepared by the lecturer of each subject after passing the exams of each exam deadline. The analysis of educational work is discussed at Senate sessions.

6.2.1.3 Improvements in educational work

Based on the results of analyses and quality indicators of educational work, the Senate adopts improvement measures to supplement individual work programs in the form of notes. If necessary, liaise with the student body and the study committees.

6.3 COOPERATION WITH STUDENTS, PARTNER INSTITUTIONS AND OTHER ENTITIES OF THE BROAD SOCIETY

6.3.1 Collaboration with students

Collaboration with students is important because good communication at the level of lecturer - student and the leadership of AMEU - ISH - student greatly influences the quality of work of the higher education institution. Students elect members to the Student Council at the Student Assembly. AMEU - ISH students' representatives are represented in the Student Council by at least three members, whose term of office is one year, with the possibility of recurrence. All students of AMEU - ISH have the right to vote (to vote and to be elected) at the election of members of the Student Council. The AMEU - ISH Statute provides that members of the Student Council participate in all AMEU - ISH bodies. Active cooperation with students is carried out through the student survey.

6.3.2 Cooperation with partner institutions and other entities of the wider community

AMEU - ISH collaborates with partner institutions in the field of education and research. Participation takes place:

- through joint research projects and a research program,
- by working with mentors of the final assignments of students from external or partner institutions,
- under Erasmus + with agreements with partner institutions under this program,
- co-organizing seminars, public lectures, international colloquiums, the European Summer School for Cultural Studies (ESSCS), co-founded by AMEU - ISH, and
- in other forms.

6.4 TRAINING OF EMPLOYEES AND THEIR DEVELOPMENT

Adequate competence and competence of all employees for the correct and efficient performance of their work is a fundamental guide in human resources and training. Recruitment and training needs arise from requirements arising from:

- job requirements, as defined in the act on job classification,
- introduction of new study programs,
- prompt introduction of new forms and methods of work; and
- changing requirements of legislation and implementation of work procedures in any field of work.

A special feature of the recruitment of lecturers is the conditions that they must meet according to the Criteria for the Election of Titles of Higher Education Teachers, Scientists and Higher Education Associates at AMEU - ISH.

The recruitment process for other workers is carried out in accordance with the act on the job classification and labour legislation.

Employees plan personal and professional development and consult with the AMEU - ISH Director. They prepare a proposal for professional training for each academic year. The contents of the training are an integral part of the annual work plan, which means that an annual professional

development plan is prepared, which must be feasible given the available financial resources that are allocated in accordance with the Rules on Appropriations for Individual Research Work.

The director of the AMEU - ISH is responsible for the preparation, review and oversight of the annual professional development plan. The annual plan must include:

- an indicative educational program that can be supplemented during the academic year lead, modify and coordinate,
- a list of group and individual training courses,
- staff to be involved in training,
- content - training area and
- planned number of hours / days.

For each academic year, a Training Map is set up, comprising an indicative training plan, proposals for group and individual training courses, training records of all professional employees and other employees, training reports. The content of the training must be in line with the needs of AMEU - ISH and the wishes of the employees. The usefulness of knowledge is established by the AMEU - ISH Director in individual interviews with employees.

Training of professionals is carried out through:

- conversations and exchanges of experience,
- expert meetings organized by AMEU - ISH (as well as AMEU - ECM),
- participation in seminars,
- monitoring professional literature; and
- in other ways.

The availability of new professional information and knowledge is ensured:

- by searching for information on the Internet,
- based on a training catalogue,
- offers from institutions providing vocational training; and
- in other ways.

6.5 SECRETARIAT AMEU - ISH

The work of the AMEU - ISH Secretariat is conducted in accordance with the applicable legislation, the Rules on the Management and Implementation of Information Support at the AMEU - ISH Secretariat, the Instructions for the Management and Implementation of the AMEU - ISH Information Support, and the oral instructions and instructions of the AMEU - ISH Director. Following the decision of the founder of AMEU - ECM, AMEU - ISH may delegate the secretarial tasks of AMEU - ISH to the work of the AMEU - ECM Secretariat.

6.5.1 Working with students

Work with students includes:

- keeping records of enrolled students by program and year,
- keeping a list of completed student obligations for each student,
- keeping a list of all teaching / student meetings and sessions, including minutes and decisions taken,
- providing relevant data and information to students,
- posting schedules on the AMEU - ISH website,

- publication of materials and news on the AMEU - ISH website;
- data processing.

6.5.2 Work with lecturers and other interested persons

Work with lecturers includes:

- Keeping a list of all teaching / student meetings, including minutes and decisions taken,
- drawing up minutes of meetings,
- Keeping a list of completed pedagogical obligations of individual teachers and co-workers in the pedagogical process,
- publication of materials on the AMEU - ISH website,
- Transmission of data and information to lecturers, AMEU - ISH management and other interested parties, and
- mediate between students and lecturers as needed.

6.6 Developing and updating new work procedures

The members of the project team are selected to carry out a particular project. The project team leader envisages the activities, stakeholders and participants, their responsibilities, timeframes for the implementation of the activities and the necessary resources. Depending on the course of activity, the stages for verification of performance are indicated. The verification is carried out by the AMEU - ISH Director himself or with colleagues. If necessary, propose appropriate changes or corrections. The authorized member of the project team keeps a list of projects, ensures their transparency and informs the employees about the progress of activities. Documentation of everything is kept with the AMEU Director - ISH.

The management of AMEU - ISH and all employees are constantly monitoring the calls for projects they may be involved in. The options and the reasonableness of the application are assessed at a Senate session. Each employee can propose a conceptual design for a project that must be substantially related to the work of AMEU - ISH. The project definition defines the project objectives and the conceptual program of implementation. Based on this, the AMEU - ISH leadership determines the project team (leader, task-holders and other contributors), the timeframes for implementation and the resources required. It also specifies the method of monitoring. Once all of the above is done, the project is approved. Following is the implementation according to plan, which also covers all documentation. Continuous monitoring determines whether the expected results are achieved within the set deadlines. This is information within the AMEU - ISH. The final examination shall determine the results achieved. At the end of the project, the project team leader submits a final report containing an assessment of the achievement of the objectives set out in the project and an assessment of the project users.

7 MEASUREMENT, ANALYSIS AND CONTINUOUS IMPROVEMENT

7.1 GENERAL DESCRIPTION

Providing control over the implementation and measurement of the effects of individual process processes allows them to be analysed and continuously improved. Through regular and periodic monitoring, we want to ensure that all employees, students, partner institutions and other interested groups are satisfied with their requirements and expectations. The consistency and

effectiveness of the quality system are determined by internal audits that may be the basis for improvement.

7.2 SUPERVISION

7.2.1 Satisfaction of students, employees and external interest groups

The basis for assessing the satisfaction of all employees, students and interested external groups are complaints, comments, suggestions, praise and analysis of the student survey questionnaires and the annual survey conducted among employees. All of the above enables an in-depth analysis and identification of corrective and / or preventive measures to remedy the situation.

7.2.2 Internal audit

Internal audit determines the effectiveness of implementation of the management and work system and the achievement of quality objectives. Internal audit is planned and implemented in view of the importance and established status of the quality system in a particular area. It is implemented at least once a year for all elements of the quality system.

The internal audit program is implemented in the following areas:

- Area 1: Integration into the environment
- Area 2: Operation of the higher education institution
- Area 3: Personnel
- Area 4: Students
- Area 5: Material conditions
- Area 6: Quality Assurance
- Area 7: Organization and delivery of training
- Area 8: Organization and implementation of research activities

Upon completion of the audit, the internal auditors prepare an internal audit report based on the written recommendations, non-conformities and corrective and (or) preventive measures issued - Record of corrective and preventive measures.

7.2.3 Supervision of process implementation

The supervision of the implementation of individual processes is done through:

- Senate reports,
- reports of professionals on the work performed,
- Student council work reports and
- reports on completed projects.

Procedures for dealing with petitions, proposals, complaints are defined in these Rules of Procedure.

The contractors / contractors exercise continuous control over the quality of their work. Those responsible for process control exercise oversight of key process activities. If they find a discrepancy, they inform the contractor / contractor. The AMEU - ISH management makes appropriate decisions, such as: validation of processes, corrective actions, improvement, setting new goals, based on analysis of measurement results or findings of monitoring.

Results and projected improvements are recorded in interview records and survey analyses.

Measurable indicators are set out in the annual work plans.

7.3 THE MANAGEMENT OF DEROGATIONS

The Rules of Procedure provide for the handling of deviations from the outlined guidelines. Deviations that cause inconsistencies with certain goals may, by origin, be our own - that is, they come from our work or are generated by users / users of the AMEU - ISH services. All deviations found shall be subject to the procedure laid down in these Rules of Procedure.

The AMEU - ISH Director is responsible for managing the deviations. Discrepancies found in carrying out internal or (and) external audits with responsible contractors. In doing so, it shall identify the activities required to eliminate the derogations. Based on the established deviations, the AMEU - ISH Director prepares a record of activities to eliminate them. After a certain period of time, he or she shall control the activities carried out and draw up minutes.

7.3.1. Corrective action

Corrective action procedures are carried out in order to eliminate the causes of deviations and thus prevent them from recurring. The AMEU - ISH Director is responsible for the implementation of corrective actions in the area of the entire management system.

The director / director of the AMEU - ISH, and, where appropriate, other employees, shall address any derogations identified as:

- complaints and proposals from interested parties,
- employee ideas,
- internal and external audit reports,
- incident reports, employee and student injury records,
- inspection and audit records and
- self-evaluation reports.

Deviations are analysed and corrective actions are based on this. The AMEU - ISH Director shall designate the institution of corrective action and monitor the effectiveness of implementation. The adoption and implementation of measures is recorded on a record. The complete documentation of possible changes and additions to the quality system is also evident, as for example. operating instructions, policies, rules of procedure, etc.

7.3.2. Preventive measures

Preventive measures are taken in order to prevent the potential for deviations and non-conformities and emergencies in the study process to ensure safety and health at work. The procedure is carried out on the same basis as the adoption of the corrective measures described in the previous point. It also records and maintains control over implementation through the Record of Corrective and Preventive Measures, which also forms the basis for consideration at the management review (as a rule, once a year).

7.4 Continuous improvements

Work efficiency is constantly improved by setting appropriate quality policies and objectives, analysing the results of internal audits and internal controls, implementing corrective and preventive activities, and proposing improvements to anyone involved in the operation of the AMEU - ISH.

8 TRANSITION PERIOD

The Quality Rules of the Alma Mater Europaea - Faculty of Humanities, Institutum Studiorum Humanitatis, Ljubljana (AMEU - ISH) was adopted by the AMEU - ISH Senate at 242th meeting of 27 September 2019, pursuant to Article 80 of the Higher Education Act (Official Gazette RS, No. 32/2012, with amendments and supplements), Criteria for accreditation and external evaluation of higher education institutions and study programs (Official Gazette of the Republic of Slovenia, No. 95/2010 and supplements and amendments) and on the basis of the Statute AMEU - ISH.

The Rules of Procedure of the Alma Mater Europaea - Institutum Studiorum Humanitatis, Faculty of Graduate Studies in Humanities, Ljubljana, adopted by the AMEU - ISH Senate at its 211st session on 12 April 2016, shall expire.

The AMEU - ISH Rules of Procedure shall enter into force on the effective date, and all provisions will be finally implemented and implemented after a transitional period of one year from its adoption.

Amendments adopted by the AMEU - ISH Senate on 27 September 2019 shall enter into force on the day following its adoption.

Amendments to these Rules of Procedure shall be adopted in accordance with the same procedure as the Rules of Procedure.