

*On 19 October 2017, pursuant to Section 36(2) of Act No. 111/1998 Sb., on higher education institutions and on the amendment and modification of other acts (the Higher Education Act), the Czech Ministry of Education, Youth and Sports registered the Rules for Quality Assurance and Internal Quality Assessment of Education, Creative and other Related Activities at Palacký University Olomouc in Olomouc under Ref. No. MSMT-28906/17.*

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**RULES FOR QUALITY ASSURANCE AND  
INTERNAL QUALITY ASSESSMENT OF  
EDUCATION, CREATIVE AND OTHER  
RELATED ACTIVITIES AT PALACKÝ  
UNIVERSITY OLOMOUC**

**of 19 October 2017**

## **Part I**

### **Quality Assurance**

#### **Article 1**

##### **Subject-matter**

The Rules for Quality Assurance and Internal Quality Assessment of Education, Creative and other Related Activities at Palacký University Olomouc (hereinafter the “Policy”) define the rules and principals for determining, assessing and publishing the results of quality assessment for education, creative and related activities at Palacký University Olomouc (hereinafter referred to as “UP”) in line with its strategic objectives. This Policy also defines quality assurance at UP.

#### **Article 2**

##### **Applicability**

This Policy applies to all organizational units of UP and UP employees who are engaged in creative, education or other related activities.

#### **Article 3**

##### **Principles of Quality Assessment and Assurance**

UP uses, develops and updates a quality assessment and assurance system for education, creative and other related activities; the system is governed by the following principles:

- a) quality is assured at all levels of education, creative and other activities at UP;
- b) the quality assurance at all levels of education, creative and other related activities at UP always takes into account developments in quality assurance in the previous period provided that such data are available;
- c) each person subject to assessment is entitled to know the full results of their assessment and may respond to such results during the follow-up qualitative assessment;
- d) each person responsible for an activity subject to assessment is entitled to know the full results of the assessment of such an activity and may respond to such results during the follow-up qualitative assessment;
- e) the results of the assessment of employees are available through the Quality Information Management System (hereinafter the “System”) for all managerial employees at all levels;
- f) the results of the assessment of activities are available through the System for all competent managerial employees at all levels;

- g) if assessment is carried out by persons other than UP employees, the anonymity of such assessors will be ensured;
- h) if insufficient quality is determined, steps are taken in line with the subsidiarity principle;
- i) new activities or changes in existing activities are introduced or implemented only if there is a well-founded possibility of quality enhancement or if the introduction is needed in order to maintain the quality; this rule is not applicable if the changes are caused by force majeure;
- j) the results of personal assessment are key for the remuneration and career advancement of employees;
- k) the results of the assessment are only published once they have been finalized; the form and extent of their publication is defined by a guideline issued hereunder;
- l) the rules for quality assurance and assessment and their application in practice are subject to regular evaluation, and review, if needed.

## **Part II**

### **Quality Information Management System**

#### **Article 4**

##### **Definition and Purpose of the System**

The results of quality assessment at UP under this Policy are recorded exclusively in the System. The System is integrated within the University Information System. The System is a tool used by UP to collect, record, analyze and prepare the outcomes of quality assessment. The System records data, analyses, as well as the results of both quantitative and qualitative quality assessment for each assessment period. The System uses such data to prepare background materials for quality reports at each quality assessment level. The System is also used to compile and record reports on quality and quality enhancement procedures.

#### **Article 5**

##### **Recording in the System**

UP employees shall enter the data required for quantitative and qualitative quality assessment in the System to the extent and by the deadlines as defined by a guideline issued hereunder. Additional quality assessors also use the System to enter data for quantitative and qualitative quality assessment to the extent and by the deadlines as defined by a guideline issued hereunder.

**Article 6**  
**Access to the System**

Access to the System is stratified according to the scope of authorization, taking into account the level of seniority and the role of the person in the quality assessment and assurance system. The rules for defining the scope of authorization will be established by a guideline issued hereunder.

**Article 7**  
**Development of the System and Technical Support**

The System is developed and maintained by the Computer Centre of UP. The System is administered by authorized employees of UP.

**Part III**  
**Quality Assessment**

**Article 8**  
**Principle of Automation**

As far as practicable, the existing information systems of UP are used for automatic collection and entering of data. If data cannot be provided from other systems, a guideline issued hereunder requires UP employees to enter such data in the System.

**Article 9**  
**Quality Assessment Areas**

1. Quality assessment at UP applies to the following interrelated areas:
  - a) educational activities;
  - b) creative activities;
  - c) other related activities.
2. Educational activities mean all activities related to the preparation and implementation of study programs, lifelong education programs and internationally recognized courses. Creative activities mean scientific, research and development, artistic or other creative activities. Creative activities are reflected in educational activities, international cooperation and cooperation with the relevant industries. Other related activities mean all activities not falling under educational and creative activities.
3. Quality assessment also includes assessment of the degree of inter-relatedness of the three areas.

**Article 10**  
**Basic Forms of Quality Assessment**

Two complementary forms are used for quality assessment at UP:

- a) quantitative assessment;
- b) qualitative assessment.

**Article 11**  
**Quantitative Assessment**

1. Quality indicators are measured or determined for each level of quality assessment within quantitative assessment. The measuring, aggregation and the subsequent analysis of the data is automated as part of the System. The outcome of quantitative assessment at the respective level is a report on the results of quantitative assessment generated automatically by the System.
2. The indicators together with their definitions and use within the quality assessment of individual areas are defined in a guideline issued hereunder.

**Article 12**  
**Qualitative Assessment**

Qualitative assessment is carried out by the assessors by means of evaluation and self-evaluation reports at all levels of quality assessment. The structure of qualitative assessment for individual assessors and assessment levels is defined in a guideline issued hereunder. The outcome of qualitative assessment at the respective level is a report on the results of qualitative assessment. Qualitative assessment at all levels is carried out through the System.

**Article 13**  
**Basic Levels of Quality Assessment**

The basic levels (hereinafter the “levels”) for quality assessment at UP include:

a)	employee	identifier: employee’s ID number
b)	course (or as the case may be a lifelong education program or an internationally recognized course if not consisting of individual courses)	identifier: course identifier (or a code of the program or course)
c)	study program/lifelong education program or an internationally	identifier: program or course code

	recognized course (hereinafter the “program” or “course”)	
d)	field of education	identifier: field of education code
e)	a department engaged in education, creative or other related activities (hereinafter the “department”)	identifier: cost centre code
f)	UP constituent part engaged in education, creative or other related activities (hereinafter the “constituent part”)	identifier: abbreviation of the constituent part used in the study information system
g)	Palacký University	identifier: UP

**Article 14  
Quality Assessors**

UP uses both internal and external quality assessors. A guideline issued hereunder defines which assessors assess the quality in each assessment period.

**Article 15  
Internal Quality Assessors**

Internal quality assessors include:

- a) heads of departments: assessment of subordinate non-managerial employees, assessment of subordinate managerial employees, assessment of activities at the level of the department;
- a) employees engaged in educational activities: assessment of students
- b) course guarantors: assessment of courses
- c) program guarantors: assessment of programs
- d) Bachelor and Master’s degree program students: assessment of courses, programs and constituent parts;
- e) doctoral degree students: assessment of programs and constituent parts;
- f) participants in lifelong education programs and internationally recognized courses: assessment of programs (or as the case may be lifelong education programs or internationally recognized courses) and constituent parts;
- g) employees engaged in educational and creative activities: self-assessment, assessment of constituent parts and departments engaged in related activities;
- h) employees engaged in related activities: self-assessment, assessment of constituent parts and departments engaged in educational and creative activities.

**Article 16**  
**External Quality Assessors**

External Quality Assessors

- a) UP graduates: assessment of programs;
- b) employees of organizations involved in hands-on training for students or participants in lifelong education programs: assessment of programs;
- c) employers of UP graduates: assessment of programs;
- d) employees of other organizations involved in educational and creative activities: assessment of programs;
- e) representatives of professional organizations and associations, or experts: assessment of programs;
- f) organizations carrying out quality assessment at the level of UP, or other required levels.

**Article 17**  
**Frequency of Assessment and Monitoring of Developments**

1. Quality assessment is carried out at regular intervals. The standard interval amounts to one year. The intervals may be longer but not longer than 8 years.
2. The intervals for assessment at individual levels are defined by a guideline issued hereunder.
3. The assessment takes into account the developments in the previous assessment period. The dates for individual stages of assessment and publication of the results are defined by a guideline issued hereunder.

**Article 18**  
**Quality Indicators and Quality Assessment Areas**

The basic tools for measuring quality within quantitative assessment are quality indicators. The indicators are grouped according to the areas of quality assessment under Article 9.

**Article 19**  
**Determination of Values for Indicators**

The values for individual indicators at each level of quality assessment apply to a specific person or subject of assessment in the respective period.

## **Part IV**

### **Quality Assessment Reports**

#### **Article 20**

##### **Principles for Compiling Internal Quality Assessment Reports**

The System is used to compile reports on internal assessment of educational, creative and other related activities (hereinafter the “Reports”) at each level of assessment in basic areas of assessment for each assessment period. A final report on internal quality assessment is compiled by the end of the calendar year following the year for which the quality is assessed.

#### **Article 21**

##### **Structure and Content**

The structure of the Reports at each level is defined by a guideline issued hereunder.

#### **Article 22**

##### **Responsibility for Compiling the Reports**

The following persons are responsible for compiling the Reports at individual levels:

- a) a managerial employee for the level of employees;
- a) course guarantor(s) for the level of courses;
- b) program guarantor(s) for the level of programs;
- c) jointly guarantors of programs implemented within a respective field of education for the level of fields of education;
- d) heads of departments for the level of departments;
- e) deans of faculties or managers of the respective constituent parts for the level of constituent parts of UP;
- f) The Internal Assessment Board for the level of UP.



**Article 23**  
**Automated Preparation of Reports**

As far as practicable, the System is used to compile the reports; only parts which cannot be generated automatically are supplemented.

**Article 24**  
**Accessibility and Publication of Reports**

Each Report is permanently accessible through the System; the System makes it possible to determine whether the Report is public. The published Report can be accessed at [isk.upol.cz](http://isk.upol.cz). The Internal Assessment Report is published on the electronic official notice board of UP.

**Article 25**  
**Report Approval**

1. The Reports are approved by:

- a) the dean of the faculty or the manager of the respective constituent part for the level of employees;
- g) the program guarantor for the level of courses;
- h) the guarantors of the programs implemented within the respective field of education for the level of programs; the method for the joint approval by the guarantors will be defined by a guideline issued hereunder;
- i) the UP Internal Assessment Board for the level of fields of education;
- j) the dean of the faculty or the manager of the respective constituent part for the level of departments;
- k) the UP Internal Assessment Board for the level of UP constituent parts,
- l) the Academic Senate of UP, after consideration by the Scholarly Board of UP, for the level of UP (Internal Assessment Report).

2. The Report may:

- a) receive unqualified approval;
- b) receive qualified approval;
- c) fail to be approved.

3. If the Report receives qualified approval, the qualifications are attached to the Report. If the Report fails to be approved, the grounds for the non-approval are attached to the Report.

4. If the Report receives qualified approval or fails to be approved, the person submitting the Report may challenge the view of the approver. The approver may change the final opinion

based on the challenge made. If the Report fails to be approved, the person submitting the Report must submit the Report again unless determined otherwise by the superior employee of the approver, or by the Rector.

## **Part V**

### **Quality Assurance**

#### **Article 26**

##### **Consideration of the Quality Assessment Results**

1. The results of quality assessment at all levels represent a key management instrument for UP. In planning and organizing activities, the managerial employees at all managerial levels must take into account the results of quality assessment as recorded in the System.
2. If relevant quality deterioration is determined, the respective employees must propose quality enhancement steps in their reports. If the quality stagnates, the respective employees must strive to enhance it.

#### **Article 27**

##### **Responsibilities and Quality Assurance Principles**

The principle of subsidiarity applies when taking quality enhancement steps to prevent quality deterioration. The following principles apply to quality assurance:

- a) course guarantors are responsible for quality at the level of courses. The guarantors shall take appropriate steps to take the results of the course assessment into account in their implementation;
- m) employees themselves, who must take appropriate steps to take the results of their assessment into account in their activities, and managerial employees, who must take the results of employee assessment into account in remuneration and career advancement, are responsible for the quality at the level of employees;
- n) heads of departments are responsible for the quality at the level of departments. The heads of departments shall propose and adopt such human resources and organizational steps that will take into account the results of quality assessment at the level of departments;
- o) deans of faculties or managers of constituent parts are responsible for the quality at the level of constituent parts. After consideration with the respective heads of departments, they shall propose and adopt such human resources and organizational steps that will take into account the results of quality assessment at the level of individual departments, or constituent parts;
- p) program guarantors are responsible for the quality at the level of programs; guarantors of individual programs, implemented within one field of education, are

responsible for the quality at the level of fields of education. Program guarantors shall propose to the heads of individual departments, or as the case may be the managers of constituent parts, such organizational and human resources steps that will take the results of quality assessment at the level of individual departments or constituent parts into account;

- q) the Rector is responsible for the quality at the level of UP. If there is a decrease in quality, the dean of the faculty or the manager of the respective constituent part shall provide the Rector with an explanation of the quality deterioration and provide information about steps taken to enhance the quality for the respective constituent part.

### **Article 28**

#### **Interrelated Activities**

Educational and creative activities are interrelated with respect to the type and profile of the program; this means that scholarly findings are used in educational activities as well as to increase the scholarly level of study programs in line with the existing level of scholarly knowledge. Other related activities and educational and creative activities are interrelated in a similar way.

### **Part VI**

#### **Additional Rules for Quality Assurance**

### **Article 29**

#### **Quality Assurance in Accreditation**

The results of the quality assessment of educational, creative and other related activities are taken into account in accreditation procedures, when applying for the extension of accreditations of study programs or extension of the authorization to award associate or full professorships; or extending or reducing the scope of such accreditations and authorizations. The rules governing the formation, approval and changes to study programs and the authorization to award associate or full professorships are defined by university policy. The policy also defines the requirements for study programs implemented at UP.

### **Article 30**

#### **Rules for Appointing and Dismissing Program Guarantors**

1. Each study program must have a guarantor. The guarantors of study programs are appointed by the dean of the respective faculty from among the academic staff of UP qualifying under Section 44(6)-(8) of Act No. 111/1998 Sb., on higher education institutions and modification of other acts (the Higher Education Act), as amended (hereinafter the "Act") as well as under a statutory instrument issued to implement the Act. If the dean of the faculty is to be appointed as a program guarantor, the power to appoint is exercised by the Rector.
2. The dean of the faculty may dismiss a program guarantor if serious defects are found in the implementation of study programs, or if the person loses qualification to be a program guarantor. If the dean of the faculty is the program guarantor, the power to dismiss is exercised by the Rector.

### **Article 31**

#### **Conflict-of-Interests Rules**

1. If a conflict of interests arises that may jeopardize the objectivity of the assessment of activities in all basic areas of quality assessment at UP, the employee to whom the conflict of interest applies, must inform the respective managerial employee thereof. If the conflict of interests relates to the exercise of powers, such powers are exercised by the superior managerial employee.
2. Paragraph 1 applies with necessary modifications to members of committees and boards who are not employed by UP.
3. Superior managerial employees must adopt such organizational and human resources steps that prevent a conflict of interests.
4. If the conflict of interests cannot be prevented, the activities giving rise to such a conflict cannot be implemented at UP.
5. For the purposes of this Policy, the Rector is the superior managerial employee for the deans of faculties.
6. If the Rector is involved in the conflict of interests, the Rector must authorize a deputy provided that such an authorization does not violate applicable legislation and UP policies. Otherwise, the activity giving rise to the conflict of interests cannot be implemented at UP.

## **Part VII**

### **Temporary and Final Provisions**

#### **Article 32**

##### **Quality Assessment during Implementation of the System**

1. As long as the System does not exist, the data for assessment are entered into individual specialized systems and databases listed in a guideline issued hereunder; by way of exception, if no relevant system is determined, the data are recorded manually by the competent offices and departments.
2. During the implementation of the System, when assessment for previous assessment periods is not available in full, the provisions of this Policy will apply with necessary modifications depending on the availability of the data in the System. This also applies to the content of quality assessment reports.

#### **Article 33**

##### **Force and Effect**

1. This policy was adopted by the Academic Senate of UP under section 9(1)(b)(3) of the Act on 5 October 2017.
2. Pursuant to Section 36(4) of the Act, this policy comes into force upon its registration by the Ministry of Education, Youth and Sports.
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