NATIONAL EDUCATIONAL UNIVERSITY

Quality Management Policy

Article 1. Essence of the Quality Management Policy

1.1. 1.1. The quality management policy of "NEU - National Educational University" (hereinafter referred to as the "University") is based on the standards and main directions developed by European and national quality agencies in higher education. This document is derived from and consistent with the goals and mission of the University. The quality management policy of the University includes the following main directions:

- Development of the University's Quality Management Service;
- Improving the quality of educational programs and the learning process;
- Development of human and material resources;
- Promoting student services;
- Increasing the role of the university in the development of society.

1.2. The development of the university's quality management service includes:

- Development, implementation and evaluation of internal quality procedures;
- Monitoring and periodic review of programs;
- Quality control of learning resources;
- Checking the quality of the learning and working environment for students and professors;
- Monitoring the lecture process;
- Involving students, academic and visiting staff, graduates, employers, administrative and support staff in internal quality procedures.

1.3. Improving the quality of educational programs and the learning process includes:

- Creation of new educational programs and modification of existing programs. Review and update of syllabi at the beginning of the semester;
- Attracting new academic staff;
- Development of academic and visiting professors and involvement in scientific projects;
- Evaluation of the educational process (student satisfaction survey; program evaluation; evaluation of academic, visiting and administrative staff, etc.);
- Flexible schedule tailored to students' needs;
- Development of human and material resources;
- Improving the quality of the examination process.

1.4. Human and material resource development includes::

- Supporting visiting and academic staff for professional development and encouraging them to participate in scientific projects at the local and international levels;
- Providing training for visiting and academic professors;
- Creating an appropriate working environment for visiting and academic staff;

- Improving material resources, which includes improving library resources, teaching resources, and information technology resources.

1.5. The promotion of student services includes:

- Planning the learning process and implementing/providing advisory meetings to improve academic achievements;
- Developing recommendations to improve the quality of student communication with the administration, academic and visiting staff;
- Encouraging and supporting student initiatives;
- Improving the quality of career support services.

1.6. Increasing the role of the university in the development of society includes:

- Increasing the level of involvement of university academic staff, administrative personnel and students in educational - cognitive, intellectual, cultural and sports events.

Article 2. Transitional and Final Provisions

2.1. This regulation is approved by the university's Senate;

2.2. This regulation comes into effect upon signature;

2.3. The adoption, cancellation, amendments, and additions to the regulation are carried out by the Senate;

2.4. This regulation loses its validity upon the approval of a new regulation.