MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
Sumy State University

REGULATION ON THE QUALITY ASSURANCE SYSTEM OF HIGHER EDUCATION IN SUMY STATE UNIVERSITY

Version 02

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CONTENTS

1.   General Provisions

1.1. "Regulation on the Quality Assurance System of Higher Education in Sumy State University" (hereinafter - the Regulation) was concluded in order to regulate the internal processes of ensuring the quality of higher education of the University.

1.2. The Regulation defines the fundamental approaches to the organization of the internal system for ensuring the quality of higher education, in particular, the principles of its functioning, the institutional structure and functional responsibilities of its participants, the procedures for ensuring the quality of higher education.

1.3. The regulation applies to all structural divisions involved in the implementation of the processes of internal provision of higher education.

1.4. The regulation was developed in accordance with the Laws of Ukraine "On Higher Education", "On Education", other regulatory legal acts in the field of higher education, the Charter of SSU, the Strategic Development Plan of Sumy State University for 2020-2026. The Regulation takes into account the Standards and Recommendations for Quality Assurance in the European Higher Education Area[1], acts in the part that does not contradict the current legislation, the national and internal regulatory framework for ensuring the quality of educational activities and higher education of SumDU[2], is a component of the latter and is placed in the corresponding electronic Register.

2.   Purpose, Policy and Strategic Objectives of the Internal Quality Assurance System in Higher Education

2.1. The purpose of the internal quality assurance systemin higher education (hereinafter - IQAS) is the effective conduct of educational activities in accordance with legislation, standards of higher education, criteria for accreditation of educational programs of the National Agency for Quality Assurance in Higher Education, international standards for accreditation of educational programs. training of highly qualified specialists of the appropriate level and specialty, competitive in the labor market, competent, responsible, fluent in their profession, oriented in related fields, capable of effective professional activity at the level of world standards, ready for continuous professional growth, social and professional mobility.

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[1]Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG). Brussels, 2015

[2]Register of the main regulatory framework of the Quality Management System of Sumy State University https://normative.sumdu.edu.ua/

2.2.   The internal quality assurance system of higher education operates in accordance with the procedures and criteria for quality assurance in the European Higher Education Area (EHEA), which are generally accepted within the Bologna Process and defined in the "Standards and Recommendations on Quality Assurance in EHEA" and other documents of the European Association for Quality Assurance in Higher Education (ENQA), the European Association of Universities (EUA), the European Association of Institutions in Higher Education (EURASHE), and the European Student International Bureau (ESIB).

2.3.   The internal quality assurance system of higher education of SumDU takes into account the orientation of the main indicators of generally recognized international and national ratings (QS WUR, Webometrics, U-Multirank, etc.) and the requirements of the national system of external quality assurance system of higher education in Ukraine.

2.4.   The policy of ensuring the quality of higher education is aimed at continuous improvement of the quality of higher education by implementing appropriate measures and a wide range of internal procedures at all institutional levels of the University, namely: defining the principles and procedures for ensuring the quality of higher education at SumDU; monitoring and periodic review of educational programs; annual assessment of applicants for higher education, scientific, pedagogical and teaching staff of the University and regular publication of the results of such assessments on the official website of the University; provision of advanced training for pedagogical, scientific and scientific pedagogical workers; ensuring the availability of the necessary resources for organizing the educational process, including the independent work of students for each educational program; ensuring the availability of information systems for effective management of the educational process; ensuring the publicity of information about educational programs, degrees of higher education and qualifications; ensuring the observance of academic integrity by employees and applicants for higher education at SumDU, including the creation and maintenance of an effective system for the prevention and detection of academic plagiarism.

2.5.   The policy of internal quality assurance of higher education of Sumy State University, in accordance with modern European practices, is based on the principles of:

–   publicity (transparency), which consists in comprehensive coverage of information for all stakeholders of the educational process and the general public on the activities of Sumy State University, on the structure and scope of educational and professional training, in particular, the proposed programs and selection criteria for them, the expected results of these programs, the provided qualifications on the quantitative and qualitative characteristics of the teaching staff, training and evaluation procedures, etc.;

– academic integrity, which provides for all participants in the educational process to comply with the norms of academic ethics, corporate rules and values specified, in particular, in the Code of Corporate Culture of SumDU[3)];

– competitiveness, which is implemented in the quality assurance system by assessing the potential and level of work of institutes, faculties and departments of SumDU in order to stimulate structural units to improve the quality of work in the main areas of activity[4)];

– flexibility and adaptability that ensure the possibility of dynamic and timely changes in teaching-methodical basis, training technologies in accordance with the world trends of education and science development as well as adaptation to the modern labor market needs;

– integrity, implemented through the provision of an organic combination in the educational process of educational, scientific and innovative components of activity, as well as consideration of interdisciplinary relationships in the content and structure of courses.

2.6. the internal system of quality assurance in higher education of SumDU is built taking into account the basic principles of implementing the concept of a student-centered educational space and provides for the observance of the basic foundations of student-centered learning, teaching and assessment, which consist in:

– ensuring the publicity of information about the University's educational programs;

– wide involvement of internal and external stakeholders in the development of educational programs, their monitoring and periodic review:

– considering the needs of higher education applicants by creating opportunities for flexible learning trajectories in their implementation;

– encouraging higher education applicants to work independently and providing them with support from their teachers:

– introducing innovative pedagogical technologies;

– creating an atmosphere of mutual respect and understanding between the applicant and the teacher, aimed at ensuring quality learning outcomes in higher education.

2.7. The effectiveness of the internal quality assurance system is periodically evaluated in accordance with the criteria defined by current legislation and national and intra-university regulatory framework.

[3)]Code of Corporate Culture of Sumy State University. Approved by the Academic Council of Sumy State University, Minutes № 8 of 22.03.12.

[4)]Methodology for determining the rating of structural units of Sumy State University. Approved by the Order of the rector, № 608-I of 15.07.10

3. Institutional Structure of the Internal Quality Assurance System of Higher Education

3.1. The institutional structure of the internal quality assurance system of higher education of SumDU includes structural subdivisions that ensure the implementation of the procedures of the internal system of quality assurance of higher education in accordance with their assigned functions as defined by the regulatory framework of the University.

3.2. The purpose of the functioning of the institutional structure of IQAS is to provide effective training of competent highly qualified specialists of the corresponding educational degree and specialty, competitive in the labor market, capable of professional activity at the level of world standards, ready for continuous professional growth and development.

3.3. The internal system of quality assurance in higher education of Sumy State University has five institutional levels:

– 1st level – applicants for higher education participating in surveys;

– 2ndlevel – level of development, approval, monitoring and revision of educational programs, including: Expert councils of employers, graduating departments, groups of specialties, working project groups of educational programs headed by guarantors;

– 3dlevel – the level of the institute / faculty, represented by the director of the institute (dean of the faculty), the Council for Quality Assurance of Higher Education of the institute (faculty);

– 4th level – university-wide, specially created units, whose exclusive competence includes processes of internal quality assurance (Sumy State University Council for Quality Assurance of Higher Education, Center for Quality Assurance of Higher Education), other structural units (Academic and Methodical Department, Academic Department for Practical Training and Network with Employers, Unit for Promotion of Academic Integrity), student self-government

– 5th level –general management bodies, some of whose functions are related to internal quality assurance processes (Supervisory and Academic Councils, rector).

3.4. Student self-government bodies, whose activities affect the main educational, financial, economic and other processes of the University, as well as the Student Agency for the Promotion of the Quality of Education, as a structural element of the Center for Quality Assurance in Higher Education, involved in the organization and conducting surveys of applicants for higher education, including informing them about the need to participate in the survey; development and review of educational programs; events to ensure the quality of higher education and the dissemination of the basic principles of academic virtue among students.

3.5. Departments and structural divisions of the University involved in the implementation of the internal system of quality assurance in higher education, among the

main objectives of the functioning of which is to provide advice to higher education applicants in both academic and extracurricular areas at all stages of their life cycle, take part in the processes of the IQAS

3.6. The distribution of responsibilities, functional duties, powers and rights between the participants of the internal quality assurance system of higher education Sumy State University in the context of the implementation of processes and procedures of internal quality assurance of higher education is shown in Appendix 1.

4. Procedures for Developing, Approving, Monitoring and Periodically Reviewing Educational Programs

4.1. The order of development, approval, opening, publication, implementation and closing of educational programs of training specialists of educational degrees "Bachelor", "Master" and "Doctor of Philosophy" of all forms of education is regulated by the Regulations on educational programs of higher education of Sumy State University.

4.2. The University develops educational programs based on higher education standards (temporary standards of higher education of Sumy State University) on relevant specialties and educational degrees taking into account the positions and needs of stakeholders, trends of specialty development, labor market, industry and regional context, as well as experience of similar domestic and foreign educational programs.

4.3. The process of developing educational programs includes:

– creation by order of the University of the working project group of the educational program;

– development of an educational program;

– promulgation of the draft educational program in order to receive comments and suggestions from stakeholders;

– expertise of the educational program by stakeholders;

– discussion of the program at meetings of the Councils for Quality Assurance in Higher Education of the relevant institute (faculty) and university;

– approval of the educational program by the academic council of the university.

4.4. Monitoring of educational programs, the main purpose of which is to confirm their relevance, taking into account global and domestic trends in the development of the relevant branch of knowledge and demand in the labor market, increasing the efficiency of organizing the educational process and meeting the needs of applicants for higher education and other stakeholders, is carried out annually.

4.5. As a rule, such external and internal stakeholders as scientific and pedagogical workers, applicants for higher education, graduates, employers directly and/or through employers' expert councils, members of the working project group of the educational program, experts external to this educational program (both from the University academic community and independent) are involved for monitoring and review procedures of educational programs.

4.6. The system of monitoring and revision of educational programs provides for appropriate procedures related to obtaining and analyzing information about the content and organization of the educational process of the programs through:

– expert assessment of the relevance of the content of educational programs and preparation of graduates for professional activities by representatives of the labor market;

– discussion of the draft educational program in order to receive comments and suggestions from stakeholders;

– - assessment of the state of the organization of the educational process by applicants for higher education, monitoring the progress and achievements of applicants for higher education;

– assessment of the relevance of the content of educational programs and the organization of the educational process by institutes (faculties), departments and teachers;

– generalization and prompt response to current information on the content of the educational program, problem situations and violations of its implementation.

5. Assessment by Applicants for Higher Education of the Quality of the Organization of Educational Activities in the Study of Academic Disciplines

5.1. The process of assessing the quality of educational activities in the study of academic disciplines by applicants for higher education is regulated by the Regulations on the organization of assessment of the quality of educational activities in the study of academic disciplines at Sumy State University.

5.2. The purpose of assessing the quality of the organization of educational activities is to ensure the rights of applicants for higher education to receive a quality education and take into account students' suggestions to improve the quality of higher education.

5.3. Assessment of the quality of educational activities in the study of the relevant discipline is carried out on a voluntary basis in the form of a survey of applicants for higher education after the completion of the module or semester.

5.4. Based on the results of a survey of applicants for higher education, the quality of the organization of educational activities in the study of academic disciplines for the

corresponding period (autumn / spring semesters, academic year), a generalizing quality indicator is determined.

5.5. If the conditions of the number and/or proportion of respondents from the total contingent of applicants for higher education are met, the normalization of their generalized quality indicator for the relevant period is carried out for teachers, as defined by the Regulation on the organization of evaluation of the quality of educational activities of applicants for higher education in academic disciplines ($УПЯ^Н$).

5.6. Generalized assessment of the quality of the organization of educational activities in the study of academic disciplines is determined by the technology of rating grades and provides for the distribution of teachers, in accordance with the $УПЯ^Н$ value obtained by them, to five levels: high, above average, average, below average, inadequate, including low.

5.7. The results of assessing the quality of the organization of educational activities by applicants for higher education in the study of academic disciplines are accumulated over the years and are taken into account when solving issues of filling vacant positions and concluding an agreement for the continuation of work as a teaching staff, including its terms, when deciding on the assignment of scientists titles, etc.

5.8. Based on the results of the analysis of the quality indicators of the organization of educational activities in the study of academic disciplines, an annual competition "The best teacher through the eyes of students" is held, which, inter alia, may include:

–determination of the best teachers according to the generalized indicator of the quality of the organization of educational activities;

–determination of the best teachers in individual nominations;

–rewarding teachers who demonstrate a high level of quality in teaching disciplines by, diplomas, certificates, other distinctions;

–awarding a prize to teachers who work at the University during the debriefing.

5.9. Based on the results of assessing the quality of educational activities in the study of academic disciplines according to the approved methodology, higher education students calculate the indicator of quality assessment of educational activities by academic disciplines in the ranking of structural units (departments, faculties, institutes).

6. Evaluation of Learning Outcomes of Higher Education

6.1. The procedure for assessing the learning outcomes of applicants for higher education is carried out in accordance with the Regulations on the organization of the educational process at Sumy State University.

6.2. Assessment procedures for higher education applicants are aimed at encouraging their active participation in the educational process and provide for:

– promulgation by the teacher of control measures and criteria for their assessment in the sylabus posted on the website of the department / faculty / university;

– familiarization of applicants for higher education in the first lesson with the discipline regulations, containing information on the system for assessing learning outcomes by discipline;

– forms of control activities that allow you to determine the goals of assessment, demonstrate the level of achievement of the planned learning outcomes and provide for feedback from students;

– certification activities (qualification exams, defense of qualification works) are carried out publicly, with the participation of several examiners, including representatives of the Expert Councils of Employers, professional practitioners, and industry experts;

– familiarizing students with the approved procedure for considering an appeal based on the results of the assessment.

6.3. Evaluation of the learning outcomes of applicants at the University may include measures of current and final control.

6.4. Current control is carried out during the semester in order to provide feedback between the scientific and pedagogical workers and applicants in the learning process and to check the level of theoretical and practical training of applicants at each stage of the study of the academic discipline (educational component), completing individual assignments and internship.

6.5. The results of current control are used both by the teacher - to adjust teaching methods and tools, and the applicant - to plan independent work and can be taken into account when setting the final grade for the educational component.

6.6. Final control is carried out in order to assess learning outcomes at a particular educational level or at its individual final stages and provides for modular, semester control and certification activities, carried out within the timeframe provided by the curriculum.

6.7. Final control activities are usually conducted in writing, including the use of test technology. In exceptional cases, primarily to assess language competencies, summative assessment activities may be conducted orally.

6.8. Assessment of the results of higher education students during the semester control is carried out according to the module-rating system (MRS).

6.9. Final control activities are usually carried out in writing, including using test technologies, which ensures the objectivity of examiners.

6.10.   The applicant for higher education is allowed to the final modular control, as a rule, when performing all types of planned educational work. Replication of the event of the final modular control in order to increase the positive assessment, as a rule, is not allowed.

6.11.   Responsibility for the organization and conduct of assessment rests with the teacher who leads the discipline, and the head of the department for which the discipline is assigned.

6.12.   In case of disagreement with the assessment of modular or semester certification, the applicant of higher education has the right to file an appeal according to the procedure defined by the Regulations on the organization of the educational process at Sumy State University.

7.   Ensuring the Quality of Human Resources of the University

7.1   Ensuring the quality of the university's personnel potential and the mechanisms for its implementation are determined by the Perspective Work Plan for staffing activities and other documents of the regulatory framework for the quality management system of the university, which determine the strategy for the development of the university's personnel potential and the formation of a personnel reserve and which formalize the procedures and requirements for the competence of teachers, the system of financial and non-financial motivation of the teaching staff, the system of training and advanced training of university teachers.

7.2.   Procedures and criteria for determining the relevant qualifications, professional level and performance of faculty are detailed in the Procedure for competitive selection when filling vacancies of scientific and pedagogical staff of SSU and concluding employment agreements (contracts) with them.

7.3.   Academic and professional qualifications of teachers involved in the implementation of educational programs are subject to assessment in order to confirm the qualifications, professional and scientific levels of scientific and pedagogical and pedagogical workers, their possession of innovative teaching methods.

7.4.   Scientific and methodological level of conducting training sessions; the quality of the organization of the educational process by discipline; educational achievements of applicants for higher education; and the fulfillment of qualification requirements, scientific and professional activity are the objects of assessment of the qualifications of teachers. Based on the results of the above measures, the administration makes specific management decisions aimed at improving the quality of higher education at the university.

7.5.   Strengthening the quality of staffing at Sumy State University is carried out through the organization of advanced training, the purpose of which is the professional

development of pedagogical, scientific-pedagogical and other employees of the University in accordance with the priority goals, objectives and directions of its development.

7.6.   Stimulation of continuous professional development of scientific and pedagogical workers in order to obtain the competencies necessary for a modern specialist is carried out by using a cumulative system of professional development, which involves calculating the acquisition of new and / or improvement of existing competencies through training, internships and other non-formal education and self-education, and / or professional activity.

7.7.   The dissemination of best practices and additional motivation of teaching and research and teaching staff at the University is carried out through the introduction of a number of competitions, in particular: a competition of pedagogical innovations for the best collection of educational materials published in open access on OpenCourseWare, a competition for the development of electronic content of massive open online courses, "ICT innovations for modern education ICT4EDU", "The best scientific and pedagogical workers", "The best teacher through the eyes of students", an experiment to test the blended learning model, and others.

8.   Ensuring the Availability of the Necessary Resources for the Organization of the Educational Process

8.1.   Resources used for the organization of the educational process in SumDU meet the regulatory requirements of the license conditions, the criteria for accreditation of educational programs, and standards of higher education.

8.2.   The educational process at Sumy State University is provided with material and technical, personnel, information and other types of training resources. When distributing training resources, the needs of various categories of applicants for higher education (correspondence students, foreigners, persons with special needs, etc.) are taken into account, and academic mobility of applicants for higher education is also stimulated.

8.3.   The University monitors the relevance and improves the mechanisms of provision and availability of resources for the organization of the educational process, taking into account the needs of higher education. Internal monitoring is carried out by university-wide divisions according to the indicators of licensing conditions, criteria and accreditation of educational programs, and standards of higher education.

8.4.   The material and technical resources of the University include a library, computer facilities, classrooms, laboratories, technical training facilities, sports facilities (swimming pool, sports and exercise rooms), social infrastructure (dormitories, medical center, canteens, cafeterias, etc.).

8.5. The Sumy State University Library provides free services to all categories of users of the University and provides access to printed and electronic information resources necessary for learning, teaching and research activities.

8.6. Monitoring of material and technical resources is carried out by the following structural units depending on their functional focus:

– Academic Department – the state and provision of the auditorium fund;

– Center of Computer Technologies – the state and provision of computer classes, multimedia and interactive technologies, laboratories, equipment, equipment, Internet access using Wi-Fi (or other wireless technologies) in the main educational, laboratory, library and dormitories); computer technology center - condition and availability of computer classes, multimedia and interactive technologies, laboratories, hardware, software, access to the Internet using Wi-Fi (or other wireless technologies) in the main educational, laboratory and library rooms and dormitories);

– Department of Social Work With Students - social and living infrastructure.

8.7. Information resources of the University include library funds of educational methodological and other literature, patent fund, electronic library system (open electronic resources of SSU, Institutional Repository (eSSUIR), distance courses, open international educational resources, etc.).

8.8. The library fund is reproduced in real time, including remotely through the Electronic Catalog. The electronic library of SSU is represented by electronic editions of the e-catalog and repository. Users have access to electronic international scientific databases (Springer Nature, Scopus, Web of Science, etc.).

8.9. Information resources are monitored by:

– Academic and Methodological Department according to the indicators of the availability of up-to-date descriptions of educational programs, curricula, syllabuses of educational components, work programs of academic disciplines; provision of students with educational materials for each discipline of the curriculum; availability on the official website of the University (or other software environment (in distance learning systems) of information about academic disciplines with educational and methodological materials posted on them;;

– Academic and Organizational Center according to the indicators of the provision of the library fund - educational and methodological and other literature, professional periodicals, in particular in electronic access; electronic library resources.

8.10. The safety of the educational process is ensured by a system of measures for labor protection, compliance with safety, sanitary norms and rules, fire safety rules, as well as an established system of order protection.

8.11. For joint training, upbringing and development of applicants for higher education with special needs, an inclusive educational environment has been created at SSU, which provides for individual training in the form of an individual schedule in general groups in

accordance with the Regulations on the procedure for training applicants for higher education on an individual schedule at SumDU or training in inclusive groups in accordance with the Regulation on the organization of inclusive education for applicants for higher education at SumDU.

9. Ensuring the Availability of Information Systems for the Effective Management of the Educational Process

9.1. The information system of internal quality assurance of higher education in accordance with EU standards provides quality monitoring, operational accounting of processes and resources, reliable archiving of data on the state of educational, human, educational and methodological, information and library, material and other resources, analytical processing, rapid search, transfer and necessary presentation of relevant information.

9.2. The information space based on the principles of consistency, development, compatibility, standardization and efficiency is implemented through the Unified Integrated Information System of SSU.

9.3. The components of a unified embedded information system are: information and analytical management system, information system of e-learning, information and library system, OpenCourseWare (OCW), and Web system.

9.4. The information and analytical management system of the University provides support for the management processes of educational, scientific and other activities of the University and tools for the effective performance of professional duties by employees; support of the intra-university regulatory framework; and functioning of information services for teachers and students.

9.5. The information and analytical management system of the University includes:

– Electronic document management system, which aims to support the functions of creation, storage, retrieval and control of documents and speed up document management procedures, increase the efficiency of management.

– A system for evaluating the performance of University units (intra-university ranking of university units), which provides the implementation of processes to assess the capacity, level of work of institutes, faculties, departments and stimulate structural units to improve the quality of work in the main areas of university activities.

9.6. The e-learning information system ensures the management of the learning process and access to e-learning materials, the organization of the work of applicants for higher education, automated support for distance learning and other components of the e-learning system.

9.7. The information and library system provides access to information materials, educational and scientific publications to applicants for higher education, teachers and scientists. The information and library system includes the Institutional Repository of scientific works, which acts as an electronic archive of Sumy State University and accumulates, preserves, distributes and provides long-term, permanent and reliable access to the published results of scientific research of the University faculty, staff and students.

9.8. OpenCourseWare (OCW) is an open electronic resource of educational and methodical materials of disciplines that are part of educational programs for higher education.

9.9. The web system provides information to the world community about all types of activities, is a means of feedback and a tool for improving the quality of the university's business processes, acts as a source of dissemination of scientific and educational information and provides services for organizing educational activities of the university.

10. Ensuring Publicity of Information About Educational Programs, Degrees of Higher Education and Qualifications

10.1. The publicity of information on the activities of the University is provided in accordance with the order of the Ministry of Education and Science of Ukraine dated February 19, 2015 No. 166 "Some issues of publishing information on the activities of higher educational institutions" and the Rector's Order No. 0176-I dated March 06, 2015.

10.2. Information on the activities and organization of the educational process at the University is published on the official website of the university, library, faculties, educational and research institutes and other departments.

10.3. The official website of the University contains information that is subject to mandatory publication in accordance with the requirements of the Law of Ukraine "On Higher Education", namely:

– the regulatory framework of the quality management system of Sumy State University;

– information about collegiate bodies and their personal composition;

– general analytical materials about the activity of the university, in particular, the rector's reports and annual reports in different areas of activity;

– information about personnel matters: the composition of the governing bodies of the University, a list of vacant positions for which appointment is made on a competitive basis, the staffing schedule for the current year;

– information and documents related to the organization of the educational process;

– information for applicants: Rules for admission to SSU for the current year and changes in them; list of specialties for which admission is announced; the amount of tuition fees;

– information for applicants for higher education: information about the activities of student government, participation of applicants for higher education in competitions and competitions, organization of campus life;

– information about the scientific activity of the university: directions of scientific activity and scientific projects; conferences, seminars, competitions and exhibitions held at the university; scientific publications, specialized scientific councils, the activities of the scientific society of students, graduate students, doctoral students and young scientists;

– information on the financial activities of the university: the university's estimate for the current year, annual financial reports, information on the use of funds in the context of programs, information on the conduct of tender procedures;

– information on the participation of the University in national and international rankings of universities, etc.

10.4. The following information is posted on the websites of structural subdivisions: about the activity of the structural subdivision and its management, collegial bodies of the institute (faculty), about the structure of the institute (faculty), organization of educational activity, scientific and international cooperation, student self-government activity.

10.5. The information published on the official website of Sumy State University and its structural subdivisions is systematically updated.

11. Ensuring Academic Integrity

11.1. Implementation of the university system of academic integrity is regulated by the "Regulations on academic integrity and ethics of academic relations at Sumy State University", the Rector's Order "On signing declarations of academic integrity by participants in the educational process"[5], "Regulations on the Unit for Promotion of Academic Integrity"[6], "Methodical instructions for checking academic texts for the presence of text borrowings"[7], placed in the Register.

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[5] On signing declarations of academic integrity by participants in the educational process. Register: https://normative.sumdu.edu.ua/

[6] Regulations on the Unit for Promotion of Academic Integrity. Register: https://normative.sumdu.edu.ua/

[7] Methodical instructions for checking academic texts for the presence of text borrowings. Register: https://normative.sumdu.edu.ua/

11.2. All participants in the educational process during training (performance of their duties) must adhere to academic integrity, the principles of which are defined by the "Code of Academic Integrity of Sumy State University"[8].

11.3. Adherence to the principles of academic integrity and ethics of academic relations of all categories of applicants for higher education and university staff implies: mandatory adherence to the fundamental values of academic integrity specified in the Code; compliance with current legislation in the field of education and science and intellectual property; adherence to corporate culture and respect for other employees and graduates; prevention of manifestations of academic dishonesty on the part of employees and applicants for higher education; obligatory correct references to sources of information in case of use of borrowed ideas, developments, statements, information; immediate notification of cases of violation of academic integrity to the authorized bodies (officials) of the University (depending on their own subordination and type of violation) in order for them to respond accordingly; bearing academic and other types of responsibility in accordance with current legislation for violation of academic integrity and ethics of academic relations.

11.4. Structural units and authorized commissions that ensure the promotion of the principles of academic virtue, their implementation in the educational and academic activities of the university, as well as have an oversight and supervisory function: Unit for Promotion of Academic Integrity; the University Ethics (Integrity) and Conflict Management Commission; Academic Virtue Commissions.

11.5. The information base through which the principles of academic integrity are popularized includes: the site "Academic Integrity at SumDU"; informational and methodical materials devoted to information literacy and plagiarism prevention; information materials on corporate culture in the workplace and the benefits of fair learning; materials devoted to the promotion of the principles of academic integrity among persons receiving higher education.

11.6. Tools for implementing the principles of academic integrity in the educational and scientific activities of the University include: information and advisory support for teachers and students of higher education; mass open online courses "Academic Integrity: Challenges, Actions, Success Stories", "Fundamentals of Information Literacy and Data Management"; implementation of the program of advanced training of scientific and pedagogical and pedagogical workers "Ethics and academic integrity in education and science"; lectures of the main stakeholders of higher education on the benefits of fair learning, training cycles for all participants in education in the framework of national and international projects on academic integrity, grant programs, etc.

11.7. Tools for monitoring the observance of academic integrity in the educational activities of the University include: conducting a survey of participants in educational processes for violations of academic integrity; obligatory check of scientific, educational-

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[8] Code of Academic Integrity of Sumy State University. Register: https://normative.sumdu.edu.ua/

methodical, qualification and educational works for the presence of signs of academic plagiarism in accordance with the created normative base.

12. Ensuring the Analysis of the Quality of Activities Through Rating, Internal and External Audits

12.1. Sumy State University on a permanent basis takes part in international research to determine university ratings, the main purpose of which is to compare the University with the leading higher education institutions of the world and Ukraine to identify measures to improve the quality of higher education applicants and teaching staff, internationalization of the scientific and educational process, taking into account the views of the academic and professional environment.

12.2. Rating procedures, internal and external audits include: participation in external ratings; conducting external audits by independent agencies; involvement of external experts and benchmarking, rating assessment of institutes, faculties and departments of SumDU.

12.3. Sumy State University is represented in the following international studies to determine the rankings of universities:

– Times Higher Education, QS and U-Multirank, giving a comprehensive assessment of the university;

– URAP, SCImago and other rankings, based on indicators of scientometric bases Scopus and Web of Science and assessing the quality of scientific activity;

– Ranking Web of Universities (Webometrics) and uniRank, which assess the degree of openness and activity of free economic zones in the Internet space;

– the Times Higher Education Impact Rankings, and the UI GreenMetric World University Ranking evaluate the Third Mission of the universities all over the world;

– the Ranking Web of Repositories, which evaluates the quantity and quality of scientific results published in the public domain in institutional repositories;

– Ranking Web of Hospitals, which evaluates the online representation of university clinics

12.4. Data sources for external ratings are information provided directly by Sumy State University, data from external independent open sources, external independent databases (for example, scientometric database Scopus or Web of Science, PatStat patent database, etc.), the results of external sociological surveys (for example, from rankings QS, Times Higher Education, U-Multirank, etc.).

12.5. The obligatory stages of Sumy State University participation in modern rating measurements are data validation and verification, checking the correctness of procedures and

business processes of the university's own statistical data preparation and their comparison with the data of other rating participants in order to identify and eliminate statistical deviations and invalid information. Validation and verification take place with the direct participation of an external expert (representative of the rating agency) to ensure that the University correctly understands the quality assessments and correctly collects data to obtain them, as well as to improve the system of internal monitoring of university performance.

12.6. The mechanism of feedback between the procedures of assessing the internal quality system of the University and the results of the University is the analysis of rating results as a dominant component of the Sumy State University participation in the ratings. Analysis of integral indices or indicators of ratings in the format of rating place (Webometrics), rating score (QS) or rating value of raw data (U-Multirank) is the most informative and meaningful format for presenting the results of the rating. Based on the results of the analysis, conclusions about the strengths and weaknesses of the university, opportunities and external threats (SWOT-analysis) are formed, which is the basis for the development of appropriate management decisions.

12.7. External performance audit is performed to assess the productivity and efficiency of the University by an external agency, in particular the international company QS (UK) on a certain group of indicators to compare with national, European and world values.

12.8. SumDU constantly attracts external experts (consultants) for management activities, which to the greatest extent affects the quality assurance of higher education.

12.9. Benchmarking includes the selection of targets; selection of universities-objects of benchmarking; data collection; analysis of results and development of management decisions.

12.10. The annual rating assessment of Sum DU institutes, faculties and departments includes: data collection, data verification and validation procedures, analysis of rating results, development and implementation of management decisions; continuous improvement of rating assessment methods.

12.11. Rating assessment of structural units of Sumy State University is carried out in accordance with the developed and approved methodology for ranking institutions, faculties and departments developed on the basis of indicators of international and national rankings, quality standards, quality criteria recognized in international official documents and target values of indicators of universities - subjects of benchmarking , with appropriate adaptation to the features of educational activities of structural units of the university.

13.   Documentation Defining the Quality System. Organizational Support of Documented Procedures is a Hallmark of a Quality Assurance System

13.1.   The processing of documents in the University shall be carried out on the unified organizational and legal principles of document circulation.

13.2   The purpose of the documenting procedures is to establish in the University a single procedure for documenting management information and work with documents, methodological guidance and control of compliance with the established order of work with documents in the structural units of the university.

13.3.   Organization of document flow in SSU provides for:

−   the introduction of electronic document management in order to increase labor efficiency by reducing the time for searching, developing, replicating and sending documents;

−   delegation of some of the powers of the Rectorof the University in order to improve the organizational support of the university, strengthen the role of structural units, increase the responsibility of officials, introduce a rational scheme for preparing and passing documents, efficiency in solving official issues;

−   reduction of the number of instances, which must receive documents for their approval;

−   unification of the main types of documents by developing and approving their templates;

−   control over the execution of such intra-university documents as orders, memos, decisions of the academic council and advisory bodies, instructions of officials, incoming correspondence and other documents.

13.4.   The university's document management system is aimed at improving, simplifying and speeding up the document management procedures at the university, increasing the efficiency of management activities, and standardizing the main forms of documents.

13.5.   The normative base of intra-university activities is presented in the Register of the main normative base of the activity quality management system, which can be accessed through the official web-site of the university..

13.6.   Unification of the main forms of documents is provided through the information service "Electronic document template".

13.7.   The system of general electronic document management at the University includes "Codification of standard job (work) instructions and appendices to standard job (work) instructions" and information service "Register of job instructions".

14.   Final Provisions

14.1   The Regulation shall take effect on the day following its enactment by order of the Rector, unless otherwise provided for in the same order.

14.2   Amendments and additions to the Regulation may be made by order of the Rector or by order of the Rector by decision of the Academic Council or the relevant advisory body. In the same manner, the Regulation shall be repealed.

14.3   The officials of the University are responsible for updating the Regulation and monitoring the implementation of its requirements in accordance with their functional duties.

14.4   Declare invalid "System of quality assurance of educational activity and quality of higher education of Sumy State University" put into effect by order of the Rector №0452-I from 22.06.16.

Functions of managers and departments of Sumy State University involved in the implementation of processes of internal quality assurance system of higher education of Sumy State University

Managers and divisions of Sumy State University involved in the IQAS	Functions of managers and departments of SumDU involved in the IQAS
University level	
Council for Quality Assurance of Higher Education	- analysis of the state of educational activities and the quality of higher education at the university, development for consideration by the Academic Council of the University and the Rector's Office of proposals to improve this activity, taking into account the latest educational trends; - preparation of recommendations to the Academic Council on the formation of the optimal portfolio of educational programs of the university; - examination of educational programs and providing recommendations to the Academic Council on its approval; - analysis of the results of monitoring the quality of higher education at the University in the following components: approval of a system of indicators characterizing the quality of higher education, forms of questionnaires (surveys, etc.) and other materials for monitoring research and evaluation, monitoring research reports and evaluations; formation on the basis of monitoring studies of recommendations for management decisions to improve the quality of higher education; - analysis of human resources and professional development of pedagogical and scientific-pedagogical workers as a process of continuous professional development aimed at ensuring the quality of teaching and research, as well as stimulating the introduction of innovative educational technologies in scientific and educational activities of the university; - analysis of providing the educational process with the necessary resources (informational, logistical, financial, etc.); - formation of recommendations and planning of the work of structural divisions of the University for the implementation of educational programs for the academic year; - dissemination of best practices of leading educational institutions in order to improve the quality of higher

	education at the University
Center for Quality Assurance of Higher Education	- formation of a strategy, policy, procedures and practices for the academic quality assurance of higher education at SumDU; - introduction of strategic developments related to quality within the framework of quality assurance procedures, as well as their improvement in accordance with the Development Strategy of SumDU; - assistance in the formation of an academic culture of quality at SumDU; - analysis and synthesis of the quality of higher education at the University on the basis of the results of accreditation of educational programs by the National Agency for Quality Assurance in Higher Education, development of proposals for consideration by the Academic Council of the University, Rector and the relevant advisory bodies to improve this activity with the latest educational technologies, forming appropriate recommendations and other regulatory documents to improve it; - development of policies and principles of quality assurance of the teaching staff; - coordination of the work of structural divisions of the University for the quality of the educational process; - prompt reaction (preparation of order projects and other materials concerning the quality of the educational process organization) when detecting violation of the norms of higher education standards concerning the organization of educational process at the university; - development of an action plan for monitoring the quality of higher education at SumDU for the academic year; - development of a system of indicators characterizing the state of quality of higher education at SumDU; - formation, on the basis of monitoring studies, of recommendations for management decisions to improve the quality of higher education at SumDU
Academic and Methodical Department	- participation in the implementation of the university's policy to ensure the quality of educational activities and educational services; - study and dissemination of best practices of leading educational institutions in order to improve the

educational activities of the university;

- organization of educational and methodical work, its systematic improvement and organization, control and coordination of the work of educational and scientific institutes, faculties, departments and other subdivisions on educational and methodical support of the educational process;

- participation in the development, updating and implementation of internal regulations (draft regulations, orders, instructions) governing the organization and content of educational and methodological work at the university;

- participation in the preparation of materials on educational and methodological work for consideration by the Academic Council and the Council for Quality Assurance of Higher Education of the University, in particular, participation in the preparation of annual recommendations for improving the quality of higher education;

- control over the implementation of the decisions of the Academic Council and the Council for Quality Assurance of Higher Education of the University, orders of the Rector, Rector's Office and other advisory bodies of the University on the methodological support of the educational process;

- coordination of the activities of educational units and departments of the University on the development, monitoring, revision and modernization of educational programs and curricula, updating their variable component;

- coordination of activities of educational units and departments of the University on licensing of specialties and accreditation of educational programs, organization of methodical and advisory assistance in licensing (accreditation) in part of educational programs (taking into account licensing conditions and accreditation criteria), including reviewing projects of educational reports , prepared by the guarantors before their submission for accreditation;

- monitoring and control of transparency of educational activities of the University in terms of condition and quality of published educational programs and educational components;

- formation and maintenance of the relevance of the database of developed and approved working and semester curricula in the ACS "University";

	- analysis of the provision of the educational process with educational and methodical literature and electronic educational resources;
	- together with the structural units of the university, which take care of scientific work, the Center of Scientific, Technical and Economic Information, the organization of scientific and methodological work at the university, publication of its results, including in high-ranking publications;
	- organization (together with the Center for Staff Professional Development) and conducting short-term seminars, trainings on topical issues of the educational process
Academic Department for Practical Training and Network with Employers	- organization of practice-oriented training of students:
	- implementation of the university's policy on student employment and maintaining relations with alumni:
	- ensuring integration relations with with personnel customers;
	- increasing the efficiency of the final certification of students
Unit for Promotion of Academic Integrity	- conducting popularization and information technology events (trainings, seminars, open lectures, training modules on academic writing and compliance with the principles of academic integrity, etc.);
	- ensuring the functioning of an effective University system of academic integrity, as well as the system of prevention and detection of academic plagiarism in academic and research papers of higher education applicants and employees of the University as part of the University system of academic integrity;
	- monitoring and questioning about cases of violation of academic virtue by applicants for higher education and employees of the university;
	- publication of periodic open reports on the level of adherence to the principles of academic integrity and ethics of academic relations at the university;
	- providing advisory services for the formation of a culture of academic integrity in the University's academic and research divisions;
	- conducting scientific research on the subject of academic integrity;
	- developing informational material (memos, guidbooks, etc.) on academic integrity

Student government	- participation in the management of the University in accordance with the procedure established by the Law of Ukraine "On Higher Education", the Charter and other regulatory framework of the University quality management system;
	- participation in discussions and decisions on the improvement of the educational process, research work, scholarships, organization of leisure, recreation, health, life and nutrition;
	- participation in activities (processes) to ensure the quality of higher education;
	- delegation of representatives to working, advisory and consultative bodies of the University and its structural units;
	- adoption of acts regulating the organization and activities of student government bodies;
	- participation in solving the issues of providing proper living conditions for students in dormitories and organizing meals for students;
	- disposal, within the limits of the estimate, of the funds in the sub-account of the student government bodies;
	- making suggestions on the content of curricula and study programs and the organization of the educational process;
	- making proposals on the development of the University's material base, including the issues of students' welfare and recreation;
	- voicing protests;
	- exercising other rights stipulated by the Law of Ukraine "On Higher Education" and the University's regulatory framework
Institute/faculty level	
Director of the institute (Dean of the faculty)	- management of training, methodical, scientific, educational, organizational work and all other directions of the institute's (faculty's) activity;
	- development of the institute's (faculty's) development strategy in the areas of activity;

	- organization of work on accreditation of educational programs and licensing of specialties of the institute (faculty);
	- control over the quality of pedagogical, scientific-pedagogical, scientific and other employees of the institute (faculty);
	- provision of introduction of innovative technologies and results of scientific researches in the educational process, organization of current and final control;
	- assistance in organizing scientific and methodical cooperation of departments and other subdivisions of the institute (faculty) with other educational institutions, enterprises and organizations in order to improve the content, technology and forms of organizing student training;
	- the formation of personnel policy at the institute (faculty)
Council for Quality Assurance of Higher Education of the institute / faculty	- analysis of the quality of higher education of the structural unit, development of proposals for the improvement of this activity, taking into account the latest trends in the development of higher education, for consideration by the University Quality Council;
	- examination of the quality of educational programs for training specialists and providing recommendations to the University Quality Council on the approval of educational programs;
	- analysis of the results of accreditation of educational programs of the structural unit by the National Agency for Quality Assurance in Higher Education and approval of an action plan to eliminate the identified deficiencies related to the competencies of the director (dean), head of the department, head of the support group, guarantor of the educational programs (EP);
	- analysis of the results of a survey of internal and external stakeholders on the quality of higher education of the structural unit and the approval of an action plan to eliminate the identified deficiencies and take into account the needs of stakeholders;
	- analysis of staffing and advanced training of pedagogical and scientific pedagogical workers of the structural unit for compliance with accreditation requirements, as well as stimulating the introduction of innovative teaching technologies into educational activities;

	- analysis of the scientific and methodological level of teaching lessons by teachers; the level of organization of the educational process by teachers; the level of residual knowledge, skills and other competencies of applicants for higher education; fulfillment by the teacher of qualification requirements, scientific and professional activity;
	- approval and control over the implementation of the long-term plan for publishing educational and methodological literature in the context of departments and structural divisions as a whole;
	- the formation of recommendations for planning by departments of work to improve educational programs (organizational, methodological and scientific and methodological work) for the academic year, including taking into account the results of accreditation of educational programs by the National Agency for Quality Assurance in Higher Education, domestic and international independent institutions for assessment and provision quality of higher education

Level of development, approval, monitoring and revision of educational programs

Expert Councils of Employers	- expert assessment of educational programs and curricula in terms of determining their relevance to labor market requirements, taking into account current industry specifics, employment opportunities, availability of the necessary amount of practical training;
	- participation in the development of educational programs in terms of defining program objectives, program competencies and learning outcomes, improvement of the content of educational programs and curricula;
	- participation in the implementation of educational programs, contributing to their organizational and resource support;
	- expert assessment of graduates' preparation level for professional activity, including through participation in the work of examination commissions for higher education attestation of applicants;
	- promotion of university graduates employment (in particular by means of preliminary assignment of future graduates to their first workplace);
	- participation in the study of the needs of the labor market for specialists in specialties (educational

	programs);
	- assistance in organizing, on the basis of employers 'enterprises, advanced training and internships of scientific and pedagogical workers and university staff, and on the basis of the university - specialists of employers' enterprises
Graduation departments	- development, updating, actualization and control over the implementation of educational programs and curricula of the specialty, implemented in the department;
	- initiation of new specialties (educational programs) in accordance with the requirements of the labor market;
	- formation of the qualitative composition of the scientific-pedagogical staff in accordance with the licensing requirements;
	- organization and implementation in accordance with curricula of educational, methodical, scientific and organizational works in the context of disciplines for the preparation of applicants for higher education under a license;
	- ensuring the provision of high-quality educational services in terms of organizing internship, performing individual work, preparing and defending certification (diploma) works;
	- providing applicants for higher education with high-quality teaching materials in the disciplines that are taught at the department (educational program);
	- ensuring the implementation of innovative teaching methods in the department;
	- control over the timeliness of the teachers of the department to pass qualification upgrading;
	- implementation of research, grant activities, including the involvement of applicants for higher education;
	- organization and control of passing the procedures of licensing of specialties and accreditation of educational programs implemented in the department;
	- assistance in the development of academic mobility of scientific and pedagogical workers and applicants for higher education;

	- establishing cooperation with alumni and employers;
	- assistance in the employment of graduates of the department;
	- participation and control over the formation of individual plans and applicants for higher education;
	- monitoring the level of success of applicants for higher education assigned to the department
Specialty support team	- organization of the implementation of decisions on the provision of the educational process and control over their implementation;
	- scientific and methodological support for the implementation of higher education standards;
	- participation in planning the educational process in the specialty, including the development of educational and methodological support of the educational process: temporary standards for higher education, EP, curricula, work programs of academic disciplines, practice programs and certification requirements;
	- implementation of the educational process in the specialty in accordance with the Regulations on the organization of the educational process at SSU, taking into account the requirements of a student-centered approach, the principles of academic freedom and virtue, constant updating of the content of educational components based on scientific achievements and modern practices, trends in the development of the specialty and industry;
	- - participation in the procedures for internal quality assurance of the EP of the specialty at all levels of higher education, including their monitoring, opening / updating / modernizing / closing;
	- - preparation and passing of the external assessment procedure, including participation in the preparation of licensing cases to expand educational activities in the specialty and preparation of documents for EP accreditation
Guarantor of the educational program	- participation in the meetings of the Quality Council of the faculty (institute), the Council for Quality and the Academic Council of the University, meetings of the Expert Council of Employers, where the issues of creating, implementing, revising, monitoring and improving the educational programs are discussed and resolved;

	- direct management of the working project group of the educational program;
	- interaction with internal and external stakeholders for the development of humanitarian programs;
	- organization of measures aimed at implementing the proposals of stakeholders, representatives of the labor market during the development and revision of the EP;
	- coordination of work on the development of EP, curriculum and educational and methodological support of educational components;
	- coordination of activities aimed at promoting EP on the educational services market in accordance with the needs of the labor market and academic mobility programs;
	- ensuring the quality of EP implementation
Working project teams	- participation in labor market research, analysis of trends in the development of a specialty, industry and regional context to determine the feasibility of making changes to educational programs;
	- conducting benchmarking of EP;
	- development of educational programs in accordance with the requirements of higher education standards, Ukrainian legislation and the regulatory framework of the university;
	- analysis of EP staffing;
	- analysis of the correspondence of educational and methodological support of EP disciplines to the curriculum and the program of the academic discipline;
	- analysis of the provision of the EP with necessary material and technical resources;
	- providing feedback with key stakeholders in order to involve them in the development, monitoring, periodic review, updating and modernization of the EP;
	- annual monitoring and review of the EP.
The level of applicants for higher education	
Applicants for higher education	- participation in assessing the quality of educational activities in the study of academic disciplines;

	- participation in events related to the assessment of the quality of higher education; - the dissemination of the basic principles of academic integrity in educational activities and the student environment; - providing proposals for improving the organization of the educational process and assessing the quality of higher education; - delegation of representatives to student government bodies, including structural units responsible for the organization and implementation of the internal quality assurance system for higher education.