



NATIONAL EDUCATIONAL UNIVERSITY

Quality Management Policy



Article 1. Essence of the Quality Management Policy

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 is 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 educational 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 inspection of programs;
- Quality control of educational resources;
- Quality control of the learning and working environment of 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:

- Creating new educational programs and modifying existing programs. Reviewing and updating syllabi at the beginning of the semester;
- Attracting new academic personnel;
- Developing academic and visiting professors and engaging in scientific projects;
- Assessing the progress of the learning process (student satisfaction survey; program evaluation; evaluation of academic, visiting and administrative staff, etc.);
- Flexible schedule tailored to student needs;
- Developing human and material resources;
- Improving the quality of the examination process.

1.4. Development of human and material resources 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. Promoting student services includes:

- Planning the educational process and introducing/providing advisory meetings to improve academic achievements;
- Developing recommendations for improving 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 the university's academic staff, administrative staff and students in educational - cognitive, intellectual, cultural and sports activities.

Article 2. Transitional and Final Provisions

2.1. This Regulation is approved by the University Senate;

2.2. This University Regulation comes into force immediately after signing;

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

2.4. This Regulation loses its force in the event of approval of a new Regulation.