

APPROVED

by decision of the National Agency  
for Higher Education Quality Assurance,

Protocol No. 22 dated 17 November 2020  
(as amended by decision of the National Agency  
for Higher Education Quality Assurance  
dated 24 December 2024,  
protocol No. 22 (72))

### **NAQA Quality Assurance Policy**

Taking into account the mission set out in the Strategy of the National Agency for Higher Education Quality Assurance until 2022 and the adoption of the Strategy of the National Agency for Higher Education Quality Assurance until 2026, NAQA has set its mission to ensure the sustainability and consistency of the development of the culture of quality in higher education and its protection through effective stakeholder partnership.

In view of the above, NAQA continues to improve the quality assurance system within NAQA and the system of external quality assurance in higher education.

NAQA's quality assurance policy is based on:

- Current legislation of Ukraine;
- International agreements and standards;
- Mission, values, and principles of internal organisation, which are set out in NAQA Strategy until 2026;
- Experience gained in NAQA's activities;
- Principles and provisions of NAQA Code of Academic Integrity.

The main principles of NAQA's quality assurance system are:

- **Availability of sufficient and balanced resources for the implementation of external quality assurance processes in higher education.** NAQA provides an adequate level of material, technical, methodological and human resources for the implementation of procedures for external quality assurance in higher education. For this purpose, NAQA engages:
  - international and domestic experts in the field of higher education quality assurance in its activities;
  - funds from international scientific and technical support programmes, charitable organisations, legal entities and individuals to ensure the external quality assurance system;
  - uses NAQA resources rationally, efficiently and effectively;
  - constantly improves and implements measures to prevent and combat corruption.

– **NAQA's Independence.** In accordance with the current legislation, NAQA acts as an independent collegial body, a legal entity of public law, which does not have the status of a central executive body and does not belong to the sphere of subordination of executive authorities. NAQA members and persons involved in its work shall carry out their activities on the basis of civil law contracts. NAQA independence should be ensured by financing its activities in a separate item of state budget expenditures and by ensuring an appropriate level of remuneration for its employees.

– **Evaluation and improvement of its own activities.** In order to evaluate and continuously improve its activities, the National Agency shall

- determining the distribution of responsibilities between NAQA members and NAQA employees, all departments of NAQA Secretariat, committees and sectoral expert councils;
- continuous monitoring of performance and fulfilment of powers (meetings, reports, analysis of efficiency and results);
- financial monitoring;
- annual preparation of a Self-Assessment Report based on ENQA recommendations.

– **High professional standards and integrity.**

NAQA members, NAQA Secretariat staff, members of sectoral expert councils, and experts on accreditation of study programmes are subject to high requirements in terms of their competence and integrity, obliging them to act professionally, ethically and honestly. To this end, NAQA takes into account:

- professional qualities and competence when selecting experts and members of sectoral expert councils, when hiring employees of NAQA Secretariat;
- educational events for the involved experts on accreditation of study programmes, members of sectoral expert councils, employees of NAQA Secretariat;
- exchange of experience of participants in the processes and procedures of higher education quality assurance;
- continuous internal monitoring of the quality of accreditation services, professional and ethical behavior of persons involved in NAQA's work;
- ensures compliance with the Declaration of Academic Integrity by NAQA members, NAQA Secretariat staff and persons involved in NAQA's work and the extension to these persons of NAQA Code of Academic Integrity.

– **Prevention of intolerance or discrimination.** In NAQA's work and persons involved in its activities, it is not allowed to carry out procedures or make decisions based on prejudice that may contain signs of intolerance or discrimination on any grounds. In the course of NAQA activities and its committees, decision-making is based on the principle of tolerance. It is also

prohibited to collect and process personal data on personal life, nationality, health, gender, political or religious beliefs.

– **Interaction with the authorities.** In order to implement the policy in the field of quality assurance in higher education and effective regulatory regulation of relevant relations, NAQA, within its competence, interacts with the Verkhovna Rada of Ukraine, the President of Ukraine, the Cabinet of Ministers of Ukraine, and central executive authorities. Cooperation with the central executive body in the field of education and science (the Ministry of Education and Science of Ukraine) is especially important for ensuring the quality of higher education for NAQA.

– **Compliance of NAQA's activities with ESG.** All procedures within which NAQA and NAQA Secretariat carry out their activities and the services of persons involved in NAQA's work on a contractual basis must be based on and comply with the requirements of the current ESG (Standards and Guidelines for Quality Assurance in the European Higher Education Area).

– **Information security and accessibility.** NAQA protects restricted information and personal data. At the same time, NAQA's website is accessible to all users and easy to use, and timely information is updated including in English. All public documents, including regulations, individual orders, documents accreditation procedure, methodological recommendations, are posted on the website.

Accreditation procedures are carried out using a specially developed system for automating the accreditation of study programmes of higher education institutions - NAQA information and communication system (ICS), which provides electronic document management and management of accreditation processes, which eliminates subjective factors of influence on them, and at the same time enables participants in accreditation procedures to get acquainted with the materials of the accreditation file. Thanks to the use of the above-mentioned ICS. paperwork is completely eliminated.

NAQA actively uses social media to inform the public. The Facebook page is a broad platform for information, accountability and dialogue between NAQA and stakeholders. The social network Twitter is used to disseminate information mainly in the international arena. The official Youtube channel allows video broadcasting of NAQA meetings, seminars and other events. The wide use of Internet resources allows informing the public, promoting open dialogue, and ensures transparency and openness of NAQA's activities.

NAQA annual report on its activities and the Report on the Quality of Higher Education and its Compliance with the Conditions of Sustainable Innovative Development of Society are published on NAQA official website and issued as periodicals. In addition, these documents are sent to the Verkhovna Rada

of Ukraine, the Office of the President of Ukraine, the Cabinet of Ministers of Ukraine, higher education institutions and research institutions.

– **Avoidance of conflicts of interest.** Procedures for preventing and resolving conflicts of interest in the exercise of powers by NAQA members, NAQA Secretariat staff are set out in NAQA Anti-Corruption Programme. NAQA Secretariat has a Leading Specialist on Anti-Corruption Activities and has established effective mechanisms to prevent actions in conditions of conflict of interest and identify corruption risks.

– **Accountability.** NAQA annually prepares and publishes a Report on the Quality of Higher Education in Ukraine, its compliance with the tasks of sustainable innovative development of societies and a Report on its own activities, develops proposals for legislative support of the quality of higher education and sends these documents to the Verkhovna Rada of Ukraine, President of Ukraine, the Cabinet of Ministers of Ukraine and higher education institutions for discussion and appropriate response, publishes financial documents, reports and information on the use of funds received from the state budget in open

– **Providing mechanisms for feedback and reflection.** TNAQA actively uses internal and external feedback for continuous development and improvement of its work. To this end, NAQA:

- conducts post-accreditation monitoring of study programmes;
- provides feedback between NAQA members, committees, experts, sectoral expert councils, the Appeals Chamber and NAQA Secretariat (internal feedback mechanisms);
- analyses and takes into account the feedback received as a result events organised by NAQA for experts, members of NAQA sectoral expert councils, higher education and research institutions;
- analyses and takes into account the feedback received in social media and emails;
- conducts surveys in focus groups;
- takes into account feedback on the work of experts in compiling the internal rating of experts;
- analyses and takes into account feedback from stakeholders during the accreditation procedure, experts' work and decision-making;
- provides the opportunity to respond and appeal the results of the accreditation examination and appeal against the decision at all stages of the accreditation examination and after NAQA decision.

NAQA is aware that this Policy is the basis for setting and reviewing the goals for the quality of its own activities. These goals shall be implemented by NAQA.

NAQA management is responsible for publishing this Policy and bringing it to the attention of NAQA members, NAQA Secretariat staff, members of sectoral expert councils, experts on accreditation of study programmes, and the Appeals Chamber.

In order to comply with and implement the principles set forth, NAQA conducts periodic monitoring of the Quality Policy.