

APPROVED

by the National Agency for  
Higher Education Quality Assurance  
28 May 2025  
Minutes No. 8 (80)

## **REGULATIONS**

### **on the Quality Assurance System of NAQA Activities**

#### **GENERAL PROVISIONS**

- 1.1. These Regulations define the purpose, structure, functions and measures of the Quality Assurance System of National Agency for Higher Education Quality Assurance (hereinafter – NAQA).
- 1.2. These Regulations have been developed in accordance with the Law of Ukraine “On Education”, the Law of Ukraine “On Higher Education”, the Charter of the National Agency for Higher Education Quality Assurance, the Regulations on Accreditation of Study Programmes in Higher Education, and the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015).
- 1.3. The Quality Assurance System of NAQA (hereinafter – the quality system) is a set of conditions, processes, procedures and measures that ensure the efficiency, effectiveness and continuous improvement of NAQA’s operations.
- 1.4. The main principle of the quality system is the implementation of a cycle of continuous improvement: “planning – implementation – evaluation – improvement”.
- 1.5. The quality system covers all areas of NAQA Activities including management, expert, analytical, regulatory and information functions.
- 1.6. These Regulations are mandatory for all departments of NAQA Secretariat, employees and involved experts of NAQA.

#### **PURPOSE, STRUCTURE AND PROCESSES OF THE QUALITY SYSTEM**

- 2.1. The purpose of the quality system is to ensure the high quality of NAQA Activities and to guarantee the stability and adaptability of the quality assurance system in higher education in Ukraine in accordance with national legislation and European standards.
- 2.2. The structure of the quality system consists of three levels:
  - Strategic level:
    - Management of the implementation of NAQA Strategy;
    - Management of resources, reputation and communication;
    - Oversight of the efficiency of key processes.
  - Tactical level:

- Digitalisation of processes;
  - Ensuring balanced resource allocation;
  - Monitoring and review of internal procedures.
- Operational level:
- Performance analysis;
  - Improvement of processes in cooperation with stakeholders;
  - Ensuring transparency and accountability.

## **FUNCTIONS AND PROCEDURES OF THE QUALITY SYSTEM**

3.1. The quality system performs the following functions:

- Information and analytical:
  - Operation of information systems and data exchange;
  - Dissemination of performance results;
  - Publication of reports, materials, analytics;
  - Response to stakeholder requests;
  - Analysis of resources and the regulatory framework;
  - Preparation of self-assessment reports.
- Planning and forecasting:
  - Strategic and operational planning;
  - Raising awareness of stakeholders;
  - Development of proposals for process improvement.
- Regulatory and advisory:
  - Updating internal procedures;
  - Promoting a quality culture;
  - Handling complaints and appeals;
  - Training and development of recommendations for stakeholders;
  - Support for the activities of experts.
- Control and diagnostic:
  - Internal monitoring and inspections;
  - Prevention of conflicts of interest;
  - Analyzing the effectiveness of policies and procedures;
  - Monitoring compliance with standards and integrity;
  - Evaluation of experts' work;
  - Assessment of the impact of NAQA's activities.

## **FINAL PROVISIONS**

4.1. These Regulations are subject to periodic review and update in accordance with changes in the legislation of Ukraine and ESG 2015 standards.

4.2. The responsibility for implementation and monitoring of compliance with these Regulations lies with NAQA management.

4.3. The Regulation shall enter into force upon its approval by NAQA.

4.4. The procedure for implementing these Regulations shall be established by separate acts of the NAQA and the NAQA Secretariat.