



**Quality system rules  
of the University  
of Ljubljana (CLEAN  
COPY, unofficial  
consolidated text)**

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The Rules on the Quality System of the University of Ljubljana – CLEAN COPY, unofficial consolidated text, contain:

- Rules on the quality system of the University of Ljubljana of 22 September 2020;
- Amendment to the Rules on the Quality System of the University of Ljubljana of 16 November 2021.

# QUALITY SYSTEM RULES OF THE UNIVERSITY OF LJUBLJANA

## GENERAL PROVISIONS ON QUALITY

### Article 1

The system of quality at the University of Ljubljana (UL) is founded on valid standards, regulations and recommendations from the authorities responsible for ensuring the quality of higher education on the national and international levels.

In accordance with the established standards, systems of quality are based on a closed feedback loop, with clear processes of identifying objectives and priorities, planning measures and operation, implementing planned activities and monitoring and evaluating activities and measures implemented, including an assessment of the effects, which serves as input information for a new cycle of planning.

The fundamental approach to ensuring quality at the UL is what is called the PDCA cycle (plan-do-check-act), which constitutes a four-step method of management that covers planning, implementing the planned measures, watching over and checking the appropriateness of implementation and taking action on the basis of experience obtained from implementation.

The system of quality covers strategic and implementing dimensions, and functions on different levels (the university, member faculties, organisational units, study programmes and so on) and with the cooperation of relevant stakeholders, especially of employees, students, management and the external environment (which includes employers, those ordering services, graduates, political decision-makers and research institutions).

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## Article 2

- The system of quality is oriented towards meeting the ESG<sup>1</sup> criteria and towards ensuring targets set out in the fundamental UL documents and documents in the area of higher education:
- Statutes of the University of Ljubljana,<sup>2</sup>
- Strategy of the University of Ljubljana,<sup>3</sup>
- Higher Education Act (ZVis),<sup>4</sup>
- Resolution on the National Higher Education Programme 2011–2020,<sup>5</sup>
- Criteria for the Accreditation and External Evaluation of Higher Education Institutions and Study Programmes.<sup>6</sup>

## Article 3

The culture of quality and its continuous enhancement is at the forefront of fulfilling the UL vision and mission, and UL is therefore committed to the constant improvement of the quality system, which it ensures:

- through the planning and organisation of operational processes in the areas of education, research and other support and management activities;
- through monitoring the processes referred to in the first indent of this article;
- through ensuring the necessary financial, HR and other resources for implementing the processes referred to in the first indent of this article; and
- through periodic evaluation and constant improvement of the processes referred to in the first indent of this article.

## Article 4

Through its system of quality UL:

- continuously monitors the attained level of quality in various areas of operation, based on established indicators;
- periodically reports on the situation in various areas of operation and on the fulfilment of set goals, and also evaluates this;

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<sup>1</sup> [ESG criteria](#)

<sup>2</sup> [Statues of the University of Ljubljana](#)

<sup>3</sup> [Strategy of he University of Ljubljana](#)

<sup>4</sup> [Higher Education Act](#)

<sup>5</sup> [Resolution on the National Higher Education Programme 2012-2020](#)

<sup>6</sup> [Criteria for the Accreditation and External Evaluation of Higher Education Institutions and Study Programmes](#)

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- takes steps aimed at improving the system of quality and at better attainment of set goals, based on periodic quality reports;
  - develops the culture of quality.

### **Article 5**

UL regularly performs self-evaluation in all activities of the institution, and especially in the following areas:

- education, based on the opinions of students, teachers and other stakeholders, self-evaluation of study programmes, specially designed and adopted quality indicators, the employability of graduates, monitoring the practical training of students, its position on international ranking scales and other indicators of excellence;
- research, based on specially designed and adopted indicators, position on international ranking scales and other indicators of excellence;
- cooperation with local interests, based on monitoring the practical training of students, specially designed and adopted indicators, position on international ranking scales and other indicators of excellence;
- art, based on specially designed and adopted indicators and other indicators of excellence;
- human resources, by monitoring the training of employees and their career development, and the planning of annual training programmes in learning, teaching and quality;
- material conditions, based on specially designed and adopted indicators and periodic monitoring of the fundamental infrastructure, the need for it and investment in infrastructure.

## **FUNDAMENTAL PROCESSES OF THE QUALITY SYSTEM**

### **Article 6**

#### **(Business Report and Quality Assurance Report)**

With the aim of monitoring and improving quality in all areas of operation of the institution, the sufficiency and diversity of resources and financial success, regular annual self-evaluations are performed in the context of drawing up the annual Business Report and Quality Assurance Report. The basis for the regular annual self-evaluation is the targets of the University in the current period and their operationalisation in the form of measures set out in the Annual Work Programme, and in the annual self-evaluation from

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the previous self-evaluation period.

The Business Report and Quality Assurance Report is drawn up by the University's professional departments in cooperation with UL member faculties, coordinated by the University offices competent for quality, and is submitted to the relevant University bodies for deliberation. The completed Business Report and Quality Assurance Report is scrutinised by the College of the Rector and the UL Quality Commission, which review the fulfilment of measures by individual area and the identified deficiencies, and together formulate measures for the next self-evaluation period. The UL Quality Commission submits the Business Report and Quality Assurance Report for adoption by the UL Senate, which in turn adopts the report with the stated measures.

A Business Report and Quality Assurance Report is also compiled and adopted annually by the UL member faculties and the UL Rector's Office, under procedures laid down in bylaws.

The annual report is also sent out for deliberation to the UL Student Council, which submits written responses and presents them orally through its representatives in the UL Quality Commission and UL Senate. The report is published each year on the UL website.

## **Article 7**

### **(Quality indicators)**

With the aim of monitoring the quality of implementing and planning the education process, research and the operation of the professional departments, one of the instruments of quality at the institution is indicators of quality, which are updated and scrutinised each year. By monitoring quality we also monitor the area of human resources, their personal and career growth, inclusion of the institution and the transfer of research results to the teaching process.

Quality indicators are prepared in aggregate form by the University office competent for quality, which submits them to the relevant bodies for deliberation. Quality indicators are used in their regular work by the College of the Rector, the UL Quality Commission and also where relevant by the sectoral University commissions and UL member faculties. The indicators are also scrutinised each year by the UL Quality Commission.

The UL quality indicators are also sent out for deliberation to the UL Student Council, which may submit written responses and present them orally through its representatives in the UL Quality Commission and UL Senate.

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## Article 8

### (Enhancement-led visits)

Enhancement-led visits are aimed at supporting UL member faculties in their efforts to boost quality, at invaluable exchange of practices and strengthening cooperation within UL. Enhancement-led visits encourage the representatives of member faculties in finding and building on their own solutions, and strengthen the understanding of specific circumstances and needs of the faculties. The mechanism is not intended for assessing the quality of member faculties.

Enhancement-led visits at UL are defined in detail by the Rules on UL enhancement-led visits.<sup>7</sup>

## Article 9

### (Self-evaluation of study programmes)

With the aim of monitoring and improving the quality of study programmes, regular self-evaluation is carried out for each active study programme. Self-evaluation of study programmes serves to ensure the quality of programme provision, and to monitor the current relevance and sustainability of the individual study programme.

Self-evaluation of study programmes is the basis for overhauling and modifying programmes, and represents a crucial mechanism for developing study programmes and the process of study at member faculties.

Self-evaluation of study programmes is performed annually or at least every second year<sup>8</sup>, and the conclusions of this process are incorporated into the Business Report and Quality Assurance Report of the member faculties and UL. The method of performing self-evaluation of study programmes is defined in detail by the UL Guidelines for self-evaluation of study programmes.

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<sup>7</sup> [Rules on enhancement-led visits at the University of Ljubljana](#) (the document is only in Slovene language)

<sup>8</sup> Based on the valid Criteria for the Accreditation and External Evaluation of Higher Education Institutions and Study Programmes (Official Gazette of the Republic of Slovenia, no. 42/17, 14/19, 3/20, 78/20, 82/20 - amended and 44/21) and additional interpretations of these criteria by the National Agency of the Republic of Slovenia for Quality Assurance in Higher Education (SQAA), for study programs with a two-year self-evaluation period, for the purpose of external evaluations of study programs, evaluations of a sample of study programs in procedures for extending the accreditation of higher education institutions and extraordinary evaluations of study programs, self-evaluation reports for the last three years must be attached according to the following formula: (1) two reports for the last four years (i.e. one for the last two years and one for the two years before) or (2) two reports for the last three years, where a one-year report is prepared separately for the last year, and a regular self-evaluation report is attached for the two years before. Therefore, if the regular self-evaluation reports do not cover the last three years, SQAA requires the preparation of a special report for the period in the last three years, which is not covered by the reports from the regular self-evaluation (see [Annex, available only in Slovene](#)).

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## **Article 10**

### **(External accreditations and evaluations)**

With the aim of ensuring and promoting quality, UL cooperates in the processes of national and international institutional and programme accreditations and evaluations. Cooperation in procedures for accreditation and evaluation in the form of annual reports and one-off studies is monitored by the University department competent for quality. The procedures for preparing and carrying out external accreditations and evaluations are defined in detail in the UL rules.

## **Article 11**

### **(Employee satisfaction and organisational culture)**

With the aim of monitoring employee satisfaction and organisational culture, a survey on employee satisfaction and organisational culture is carried out periodically. This survey serves to provide feedback on employee satisfaction, their commitment, cooperation among various groups of employees and on other aspects of the organisational culture that exert a direct influence on the function of UL.

The University department competent for quality, together with the competent services at the Rector's Office, produce a report on employee satisfaction and organisational culture, and this is submitted to the relevant bodies for deliberation. The report is deliberated by the College of the Rector, the UL Quality Commission and also where relevant by the sectoral University commissions and UL member faculties.

Feedback can also be gathered through other methods of qualitative and quantitative data collection.

Based on this deliberation, the UL Senate adopts measures that address the identified challenges.

## **Article 12**

### **(Monitoring graduate employability)**

With the aim of monitoring graduate employability and the level and appropriateness of the competences they have acquired while studying at UL, each year a survey is conducted with graduates, and accessible official sources in this area are periodically reviewed.

A graduate employability report is drawn up by the University office competent for quality, which submits them to the relevant bodies for deliberation. The report is scrutinised by the UL Quality Commission, the University commissions and bodies competent for first, second and third-cycle studies and where relevant also by UL member faculties.

The report is sent out for deliberation to the UL Student Council, which may submit written responses and present them orally through its representatives in the UL Quality Commission and UL Senate.

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Based on this deliberation, the UL Senate adopts measures that address the identified challenges.

### **Article 13**

#### **(Student surveys)**

With the aim of monitoring the quality of learning and teaching and other aspects of educational activity, student surveys are conducted at the member faculties. The student surveys also serve to monitor the actual student workload involved in studying. Student surveys are conducted at all three levels of study, and represent an important source of information for the processes of self-evaluation of study programmes and the institution.

An overall report on student surveys is produced each year by the University office competent for quality. The report is scrutinised each year by the UL Quality Commission, and where relevant by the University commission and bodies competent for first, second and third-cycle studies.

The report is also sent out for deliberation to the UL Student Council, which may submit written responses and present them orally through its representatives in the UL Quality Commission and UL Senate.

Based on this deliberation, the UL Senate adopts measures that address the identified challenges.

The conducting of UL student surveys is regulated in detail by the Rules on UL student surveys.<sup>9</sup>

## **PUBLIC NATURE OF QUALITY SYSTEM**

### **Article 14**

The UL quality system is founded on the active participation of relevant stakeholders in processes of monitoring quality and formulating improvements to the quality system. Students, employees and other relevant stakeholders are systematically informed of the findings from the fundamental processes of the quality system.

The documented findings stemming from the operation of the quality system, together with proposals for action and monitoring the implementation of proposed action, are accessible in reports on the fundamental processes of quality, and are published openly.

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<sup>8</sup> [Rules on UL student surveys \(the document is only in Slovene language\)](#)



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## **TRANSITIONAL AND FINAL PROVISIONS**

### **Article 15**

These Rules shall enter into force upon adoption by the UL Senate and publication on the UL website. On the adoption of these Rules, the Rules of the UL Quality System of 27 June 2017 shall cease to be in effect.

## **TRANSITIONAL AND FINAL PROVISIONS OF THE AMENDMENT TO THE RULES ON THE QUALITY SYSTEM OF THE UNIVERSITY OF LJUBLJANA of 16 November 2021**

### **Article 9**

This amendment to the Rules shall enter into force upon acceptance and publication on the University website.

