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Quality Policy

ASHE is a public institution and an independent and internationally recognized agency for quality assurance in science and higher education, whose strategic orientation is continuous quality improvement of all of its activities in accordance with the legislative framework, Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), requirements of ISO 9001:2015 standard and good practices in the field of quality assurance in science and higher education.

ASHE supports equal approach to relevant, high-quality higher education and freedom of scientific research. We believe that education is one of fundamental human rights exercised throughout life, which ensures the development of creative potentials of the individual and the acquisition of educational qualifications that are internationally recognized. A synergy of external and internal quality assurance contributes to further development of individuals, institutions and the system of science and higher education.

Since its establishment, ASHE maintains and continuously improves an internal quality assurance system based on the application of the legislative framework, ESG and ISO 9001 standard. The quality assurance system documentation is based on the quality policy, the strategy containing the mission, values and goals for the period until 2025, the quality manual and a series of documents that regulate business processes in detail (procedures, work instructions, forms, reports, etc.).

In its operations, ASHE applies a "Plan-Do-Check-Act" (PDCA) approach based on the Deming cycle. We continuously revise and improve our business processes in order to provide the best possible service to higher education institutions, scientific organizations, individual users and the society as a whole.

From the very beginning, we have been building a culture of individual and organizational self-assessment and we are open to periodic external reviews of our work in accordance with the ESG and ISO 9001: 2015 standards. Improvements to our work are based on feedback from employees, stakeholders, suggestions contained in internal and external evaluation reports, and changes in the environment.

Goals of the Quality Policy stem from our mission and strategic orientation, which are part of 2021-2025 ASHE Strategy, and focus on:

- Preserving and improving the relevance of external quality assurance in line with social trends;
- Strengthening the social role of ASHE as a promoter of the quality of higher education and science.

We fulfil our mission, goals and policy in cooperation with our stakeholders, to whom we are also responsible for the quality of our work.

Our employees and their expertise are our greatest asset. The Agency encourages its employees to undergo continuous education and professional development, so that they can respond to current and future challenges and changes in the environment and realize their full potential. Since we believe that educated and motivated people are the most valuable and significant potential for development, innovation and progress, ASHE will contribute to the development of human resources in these sectors through the implementation of educational activities for stakeholders in higher education and science.

Representatives of various stakeholder groups participate in the management and work of various expert bodies and committees of the Agency.

Competencies, criteria and procedure of selection of all employees and persons involved in the work of the Agency in various bodies and committees are defined by general acts of the Agency, which are publicly available on the Agency's website.

Employees and all persons involved in the work of various bodies and committees of the Agency are obliged to conform to high professional and ethical standards, which are contained in the regulations and rules of procedure governing the work of various bodies, and whose application protects against intolerance and all forms of discrimination. They incorporate the principles of the Committee on Ethics in Science and Higher Education. Members of the Accreditation Council are obliged to adhere to and foster the principles of the Code of Conduct of the Accreditation Council.

The conclusion and fulfillment of all contractual and other obligations includes knowledge of and adherence to the relevant legislative acts and general acts of the Agency, and the absence of financial and other conflicts of interest and affiliations with the evaluated higher education institutions.

All employees and stakeholders of the Agency are obliged to respect each other's dignity, respect and behave in a civilized manner and without prejudice and discrimination, objectively, openly and fairly, and to preserve public confidence in the ethical conduct of ASHE. The Agency employees commit to this by signing the Confidentiality and no-conflict of interest statement and the Form for access to the ASHE system via the Virtual Private Network (VPN) connection. External stakeholders sign a Confidentiality and no-conflict of interest statement and a Statement of consent to the processing of personal data in external evaluation procedures in higher education and science.

In order to preserve its integrity and public trust, ASHE will timely and transparently publish information about its work in the form of reports, analyses, notices, invitations, documents regulating work in various fields, leaflets, bulletins, professional and scientific papers, press releases and annual reports. Following the trends, we will use appropriate communication channels and modern tools, so that the messages are conveyed clearly and understandably, in accordance with the legal framework and security standards.

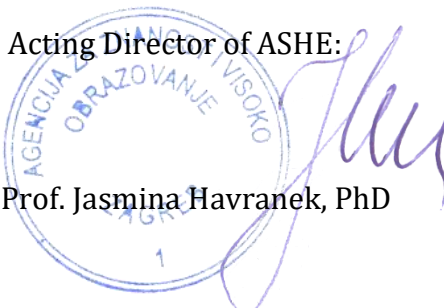
In the development of cross-border activities and cross-border cooperation, ASHE encourages and establishes appropriate and high-quality communication with all competent authorities in Croatia, so that the implemented procedures and their outcomes are recognized both at the national and international level.

ASHE employees and external associates are informed about the Quality Policy and adhere to the Policy in their daily operations.

ASHE Director is responsible for the implementation of the Quality Policy.

Quality Policy is regularly updated in line with the needs and changes in the environment.

Acting Director of ASHE:


Prof. Jasmina Havranek, PhD