



Staff Development — NAKVIS case study



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Nacionalna agencija Republike Slovenije
za kakovost v visokem šolstvu

s·q·a·a

Slovenian Quality Assurance Agency
for Higher Education

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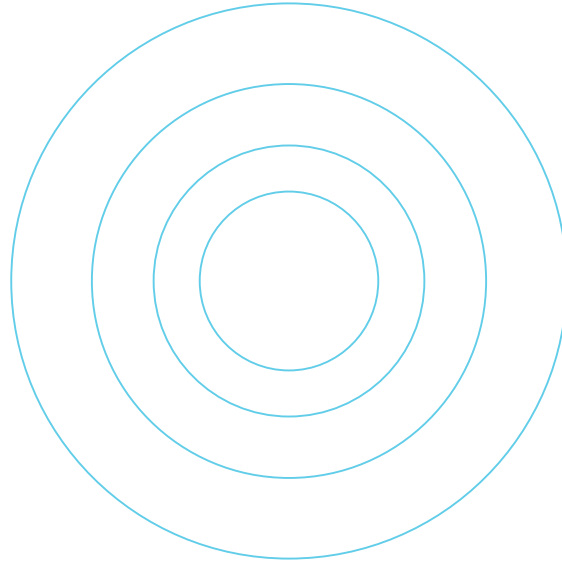
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Why staff development?



Technological
advancements



Flexibility & faster job
rotations

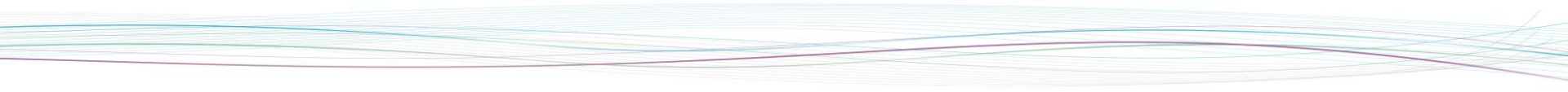
Work-life balance

Systematic employee
development

Analysis of the Human Resources Development



- Survey in 2018.
- Educational background, career objectives, aspirations, motivation.
- (Over?)Educated workforce, favourable working conditions, neglected professional growth.
- Result: Human Resources Development Plan.



Improvements: Annual Training Plan



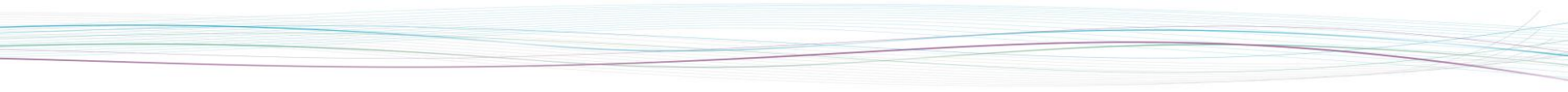
- Surveys, annual interviews.
- Various courses (foreign language, IT, legislation, finance, law), QA events, further formal education.
- Minimum of 5 days of professional training.



Improvements: Guide to External Assessments



- Unifying and enhancing the assessments.
- Agency's staff and experts + external stakeholders.
- Dedicated meetings and discussions.



Improvements: rewarding employees' performance



- Public Sector Salary System Act.
- Outstanding work performance.
- Annual assessments to determine employees' eligibility for promotion.
- Employees' actual education vs. required education => closing the gap.



Improvements: healthy work environment



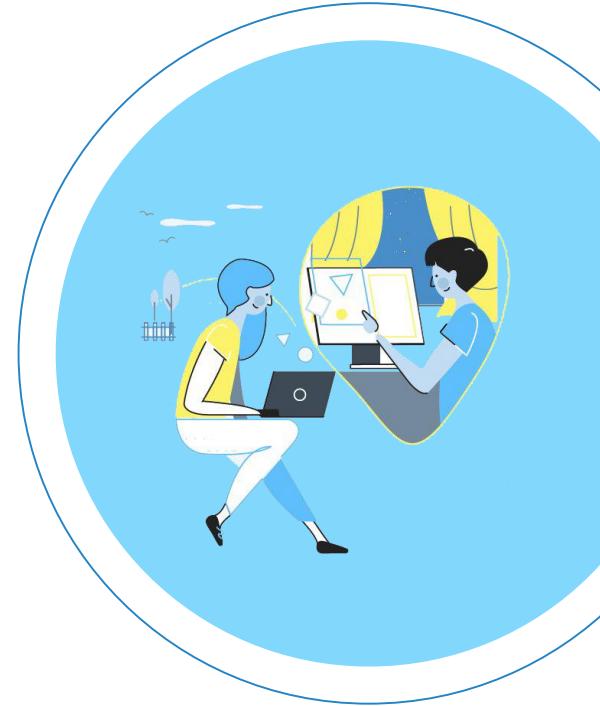
- Appropriate work equipment.
- "Family-Friendly Company" certificate.
- The health promotion team.



Improvements: Remote work



- Emergency remote work (Covid-19) transforming in a hybrid model (2+3).
- Necessary equipment + safe environment + new offices.
- Communication and work organization changes: iNakvis (shared calendar, phone apps, bulletin board).



Conclusion



**Comprehensive
approach to employee
development**



**Excellence of an
agency/institution.**



Thank you

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