Quality Assurance Policy

Aim:

The purpose of Freshart College's quality policy is to continuously and systematically ensure, improve and enhance the quality of the institution and the upgrading of educational regulations across the entire range of the College's educational programs. The quality harmonization in professional education is the main priority of the committee which evaluates and constantly adapts the modern quality practices in all the structures of the College.

Points of Reference:

The benchmarks governing the institution's quality assurance policy are:

- **Unified approach**: Establishing procedures that define the College's quality assurance requirements with a view to establishing a unified framework to ensure the consistency of academic standards and the high quality of learning experience.

- **External:** Quality assurance processes are enhanced through the involvement of other stakeholders taking into account external reference points, domestic and international practice, as well as feedback from interested external social groups (eg employers, market players, etc.).

- **Quality culture:** The existence of a management framework to support and enhance quality, the establishment of a quality culture, as well as the strengthening of an environment of continuous assessment, review and improvement by setting goals for continuous improvement.

- **Overall approach:** Quality management in the institution is a global approach that includes all the activities of the institution.

- **Collectivity:** Quality assurance is a collective task for all members of the academic community of the institution: students, academic, administrative and research staff and graduates. All departments of the Institution are responsible for the implementation of the procedures that concern them and must monitor and ensure their systematic and effective implementation. The Institution and subordinate departments shall inform the institution's competent bodies of the results of the implementation of these procedures in order to allow the institution to identify immediate problems or areas that need to be improved and undertake improving actions as well as identifying and disseminating good practices.

- **Strengthening quality:** Quality enhancing requires the systematic collection and utilization of qualitative and quantitative data as well as feedback, ongoing contact with students, comparative quality standardization and the use of good practices.

- **Liability:** Quality assurance responsibilities should be clear so that the roles and responsibilities of committees and individuals in relation to quality management in the institution are clear.

Goals:

The objectives of Freshart College's quality assurance policy are:

- Reliable, systematic and timely implementation of quality evaluation and certification actions.
- Upgrading the quality of the services provided to all recipients.
- The promotion of common values and a culture of quality in the institution
- The systematic collection, recording and analysis of quantitative and qualitative data to measure the performance of the Institution at all levels of its operation.

Review of quality assurance policies and procedures:

Freshart College monitors the effective implementation of quality assurance policy and individual processes. The Quality Assurance Committee monitors the implementation of the policy and informs the Management Committee of any deviations, problems or areas that need to be improved so that appropriate improvement actions can be taken immediately. In addition, the Quality Assurance Committee shall submit recommendations to the Administrative Commission on the progress of implementation of quality assurance procedures and on actions to be undertaken to further improve and enhance quality. The needs to review the policy and its procedures can be presented during implementation or as a result of feedback.

The Internal Quality Committee is responsible for the internal evaluation, i.e. the inventory, processing and presentation of the relevant data, for the most complete assessment of the quality data related to the evaluation of the specific program.

The structure of the Committee on the Internal Quality is as follows:

1. President – Director of Administrative Affairs
2. Program Coordinator - Head of Academic Affairs
3. Internal Quality Controller
4. Academic Affairs Officer
5. Professor
6. Professor
7. Student

The assurance and continuous improvement of quality is a central horizontal objective for the Internal Quality Committee, since all the necessary conditions need to be ensured for the College to be able to offer high-level education, learning and research and therefore to be competitive in local and international level.

In general, the above regulations/actions will concern educational issues, research and innovation issues, the internationalization of the College and its long-term development as a Higher Education Institution.

Internal Evaluation

The Internal Evaluation is a repeated participative process, with the aim of capturing the current situation in the Department, highlighting all the characteristics of its operation, positive and negative, and formulating a critical opinion on the quality of its work based on objective criteria and indicators common consent and general acceptance. In our institution, this procedure for the approval and operation of study programs includes the following:

- Submission of study programs, the institution as a whole and the internal quality assurance system, to external evaluation/certification procedures

- Submission of an Internal Evaluation of the quality of the institution's work at all levels (An internal evaluation report will be submitted every year)

- Systematic collection of qualitative and quantitative data from the tutors through the Course Description Forms (on a six-monthly basis) and the Individual Census Forms (on an annual basis) that they must complete.

- Continuous and systematic collection of feedback from students and staff through structured questionnaires (see Annex 8 - Student Feedback Questionnaire and Annex 9 - Teacher Feedback Questionnaire). The utilization of feedback and the immediate resolution of any problems or areas in need of improvement pointed out by the students and adopted by the College administration, as well as the dissemination of good practices, are key pursuits of the institution.

- Highlighting the Department's achievements, at an academic, scientific and social level

- Monitoring and improvement of the services provided by members of the teaching, research, technical and administrative staff. Training opportunities will be provided to the institution's administrative and academic staff through a variety of means, such as participation in conferences, training seminars and related programs.

- The contribution to regional development, as well as the development and deepening of the institution's relations with social, cultural and productive bodies.

- Attempt to activate the institution of the Visiting Academic, which will contribute to the internationalization of the College. This effort will strengthen collaborations with universities in the fields of Arts and Design and research centers abroad. The cultivation of the College's relations with the European and international environment as well as its continuous promotion abroad can also be activated through Erasmus Programs.

- Revision of Internal Processes and Quality Mechanisms - Formation of new policies where deemed necessary (eg in teaching matters and modernization of learning methods). The participation of all interested parties in the design and revision of curricula is particularly important.

- Monitoring the labor market in the field of Fine Arts in relation to the assurance and enhancement of quality at national and international level and the implementation of innovative institutions, procedures and quality assurance mechanisms in the institution.

- The provision of high quality infrastructure that supports and enhances the learning experience and research (eg databases, laboratories).

- The correct implementation of the European Credit Transfer and Accumulation System (ECTS)

- The existence of clear responsibilities regarding who bears responsibility for quality assurance at all levels of the institution's operation.