



**“VASILE GOLDIȘ”
WESTERN UNIVERSITY OF ARAD**

QUALITY MANUAL

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QUALITY MANUAL

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I. INTRODUCTION

I.1 General aspects

“Vasile Goldiș” Western University of Arad takes responsibility as a provider of quality teaching and scientific research activities. To this end, we developed and implemented a quality assurance system, according to the requirements of SREN ISO 9001: 2008 standards.

This *Quality Manual* provides comprehensive evidence for all employers, providers and employees concerning specific control measures implemented to assure the quality of provided activities.

The *Quality Manual* also has control over the creation of documents concerning quality. It is revised, when needed, to permanently reflect the quality management system in use at that time. The manual is distributed to all internal offices that are connected with the quality assurance system.

I.2 Object and field of application

Object

The *Quality Manual* (VGWU-QM) describes the organization, the responsibilities and the procedures used to control processes within the quality assurance system of “Vasile Goldiș” Western University.

The Quality Manual ensures institutional identity, which is one of the reference principles of ARACIS, AHPGS, and ENQA.

Field of application

This manual applies to the entire organization, for the provision of teaching and scientific research activities.

The *Quality Manual* demonstrates the capability “Vasile Goldiș” Western University to provide compliant teaching and scientific research activities, by preventing unconformity in all stages of development.

The *Quality Manual* of “Vasile Goldiș” Western University of Arad serves both as reference for implementing, maintaining and improving the effectiveness of the quality assurance system and as means to present the implemented system in relations with employers or with regulating bodies. The *Quality Manual* is the expression of deliberate, voluntary and practical commitment of the institution to attaining certain achievements, as demonstrated by actual results.

II. INFORMATION ON THE UNIVERSITY

II.1 History and legal status

In 1990, according to the legislation in force at that time, Authorization no. 173/1990, Certificate no. 1875/1990 and Agreement 18092/1990 were issued, by which the University obtained authorization to operate in training highly educated specialists, being given buildings suited for education purposes and registered in the State Register.

“Vasile Goldiș” Western University of Arad effectively commenced activity in the 1990/1991 academic year, with two faculties: the Faculty of Law and the Faculty of Marketing, Management and Informatics and, over the following years, the other faculties were founded.

At this time, “Vasile Goldiș” Western University of Arad has 44 authorized or accredited bachelor specialities, 23 master specialities in its 6 constituent faculties, and a Doctoral School of Medicine and Biology, respectively.

Current institutional recognition was achieved by Law no. 240 of 20 April 2002, on the establishment of “Vasile Goldiș” Western University of Arad, published in the Official Gazette of Romania no. 291 of 30 April 2002, Part I.

According to the Law of establishment, the University is characterized as not-for-profit institution, a legal entity of private law and public utility, part of the national education system, free, open and autonomous, both academically and financially, being based on private property, guaranteed by the Constitution.

The University operates on grounds of the Romanian Constitution, in compliance with the Law of National Education no. 1/2011, Law no. 87 of 10 April 2006, for approval of the Government Emergency Ordinance no. 75/2005, as amended and supplemented by G.E.O. 75/2011 on quality assurance in education, other legal provisions and university autonomy.

The university’s structures and management functions, its prerogatives, establishment, duration of terms and age limits for academic staff are laid down in the University Charter.

II.2 Mission and vision

For the purpose of institutional differentiation and diversification of the higher education system in Romania, “Vasile Goldiș” Western University of Arad develops autonomously, responsibly committing to the following missions:

- a) The mission to train highly qualified staff and continuously update their training. Specialities currently run by the University meet some requirements of the labor market. The institution has proved its competence and responsibility in providing education services whose quality is compatible with national and international standards;
- b) The mission to generate and pass down scientific knowledge, thus contributing to enriching the heritage of universal knowledge;
- c) The mission to provide various social and cultural services to the community;
- d) The mission to provide entrepreneurial services requested by beneficiaries, under competitive quality conditions.

To fully achieve its mission, “Vasile Goldiș” Western University operates as follows:

- in terms of the level/duration of studies, it is a higher education institution that combines bachelor level (3-6 years) with the master and doctoral levels.

- in terms of curriculum, the University has approached a new, European-type academic curriculum, for all specialities, all qualifications being registered at the National Registry for Qualifications in Higher Education (RNCIS);

- targeting advanced and entrepreneurial scientific research, “Vasile Goldiș” Western University of Arad has the material and human resources required for addressing topics of national, regional (within the Danube-Mureș-Criș-Tisa Euro-region) and international interest.

In accomplishing the above-mentioned missions, “Vasile Goldiș” Western University of Arad observes and promotes principles and objectives in the University Charter.

Documents –

(University Charter, Strategic Plan for institutional development 2016-2020, Operational Plan for quality assurance in education and research in the 2016-2017 academic year).

II.3 Organization

“Vasile Goldiș” Western University of Arad comprises the following organizational components: faculties, departments and departmental structures, I.O.D.S., Research Institute for Life Science, I.T.A. – GOLD-TECH Technology and Business Incubator, research centers, “Vasile Goldiș” University Press, “Tudor Arghezi” University Central Library and faculty-based libraries, museums, “Pavel Covaci” University Botanical Garden of Macea, gyms, “Gloria” stadium, as well as technical/administrative directorates and services.

The university comprises the following faculties:

- Faculty of Juridical Sciences – Arad, 94-96 Revolutiei Bd.
- Faculty of Medicine – Arad, 86 Liviu Rebreanu Street
- Faculty of Pharmacy Dentistry – Arad, 86 Liviu Rebreanu Street
- Faculty of Dentistry – Arad, 86 Liviu Rebreanu Street
- Faculty of Economics, Computer Science and Engineering - Arad, Str. Liviu Rebreanu, nr. 86
- Faculty of Social Sciences, Humanities, and Physical Education and Sport – Arad, 15 M. Eminescu Street

The management bodies within the university are:

* **The University Senate** is the highest managing, decision-making and academic deliberation body, consisting 75% of academic and research staff and 25% of student representatives. It is chaired by a president representing the University Senate in relations with the rector and the president of the Board of Directors. It is composed of tenured academic and research staff that do not hold executive positions in the university.

* **The Board of Directors** provides the operative management of the university, having exclusive decision-making competence on university property, as well as organizational, economic/financial, and priority-based resource allocation competence, aiming to fulfill the mission assumed by the university. The Board of Director is chaired by the President of the “Vasile Goldiș” University Foundation of Arad, who is rightfully also the president of the University.

* **The Council for doctoral academic studies** is the managing body of the I.O.D.S. and coordinates the entire functional organization of doctoral studies.

The managing bodies at functional structure level are:

- **The Faculty Council** is the decision-making and deliberative body of the faculty and is chaired by the dean. The council consists 75% of academic staff and 25% of students.

- **The Council of Department** is the managing body of a department and is chaired by the head of department. The council consists of 3-5 members, one of which is a student representative.

- **The Council of the Doctoral School** consists 50% of doctoral supervisors, 20% of doctoral students, as well as of members from outside the doctoral school, elected from nationally and internationally recognized scientific figures.

The attributions of all managing bodies are detailed in the University Charter.

The managing positions at University level are the following: Rector, President of the Board of Directors, who also acts as University President, Vice-rectors, and General Administrative Director.

The Rector provides the executive management of the University, based on the management contract and the institutional contract. The Rector concludes the management contract with the president of the University Senate and the institutional contract with the president of “Vasile Goldiș” University Foundation. She represents the University in its relations with the Ministry of National Education, the National Rectors’ Council, the quality assurance agents, bodies, natural or legal entities from home or abroad. The Rector appoints the vice-rectors, following consultations with the University Senate, and is responsible for the elaboration and content of the strategic plan for institutional development and strategic plans.

The President of the Board of Directors exerts the decisional and operative management of the University in matters of property and secures the conditions required to guarantee quality in education and research.

Vice-rectors are appointed by the Rector, following consultation with the University Senate and are responsible for the areas of activity assigned to them by the Rector.

The General Administrative Director manages technical and administrative services.

Documents -

(University Charter, VGWU organizational chart, Internal Regulations of VGWU, Regulations for the Board of Directors Organisation and Operation, Regulations for Organisation and Operation of Doctoral Academic Studies, Code of Ethics and Professional Academic Deontology of VGWU.)

II.4 Human resources and infrastructures

II.4.1 Human resources

“Vasile Goldiș” Western University of Arad regards academic staff a strategic human resource, focusing on the following directions:

a) *Planning human resources* – converting strategic planning in establishing human resources requirements and strategies on the short and long term.

b) *Recruiting, selecting and retaining valuable staff*, to ensure the accomplishment of the mission and strategic plans of the University by providing specialized staff for each bachelor, master or doctoral study programme, by applying quality standards for recruiting and promoting staff working within the University, according to Law no. 1/2011 – the Law of National Education, the University Charter, G.D. no. 457/2011 *on the approval of the framework contest methodology for employment on vacant academic and research positions in higher education*, the “Contest methodology for employment on academic positions within VGWU” and the minimal standards according to art. 219 (1), let. a, of L1/2011, adopted by OMECTS 4691/28.07.2011, 4692/29.07.2011 and 4478/23.06.2011.

As regards the quality of academic and research staff, the university has a well-defined strategy to harmonize the level of academic quality with educational objectives. In all evaluated bachelor study programmes there is a number of academic positions in relation to the number of students, according to specific standards.

“Vasile Goldiș” Western University of Arad covers, for at least one bachelor cycle, the activities stipulated for subjects in the curriculum with competent staff, in accordance with the provisions of Law 1/2011 – Law of National Education and quality standards. The academic staff of the university numbers over 500 professors and researchers.

The academic staff covers a teaching load in one academic year, and teaching activities exceeding this load are remunerated by hourly pay; the maximum number of hours cannot exceed a teaching load, in accordance with the provisions of Law 1/2011 - Law of National Education, and RAQAHE norms and guidelines.

c) **Assessment of human resources:** academic staff are assessed each semester/year according to a multicriterial evaluation procedure comprising: peer review, students' evaluation, head of department's evaluation, yearly self-evaluation.

The university rules and applies based on the annual multicriterial evaluation of the academic staff for differential pay, and also the promotion to higher academic ranks, depending on the professional and research achievements.

The results of assessment are analyzed by the management and communicated to each tenured staff member, as they are prerequisite in making policies to improve quality in research, its results, lifelong training for academic staff and their involvement in university life.

d) **Maintaining tenure quality.** Tenure in education and/or research can be maintained for academic at research staff at “Vasile Goldiș” Western University of Arad, upon retirement age, in accordance with the provisions of art. 289 par. (6) of the Law of national education no. 1/2011, as amended as supplemented by the Government Emergency Ordinance No. 21 of 30 May 2012 and the Methodology on maintaining tenure in education and/or research for academic and research staff within VGWU of Arad.

Tenure for academic and/ or research staff is maintained only on recommendation by the department or research unit which they belong to, with evidence that teaching loads cannot be covered with other tenured staff, endorsed by faculty council/scientific boards, confirmed by the Board of Directors and approved by the University Senate.

e) **The entire staff is periodically trained.** As part of training, staff are made aware of the relevance and importance of their activities and their contribution to achieving quality objectives.

Documents -

(University Charter, Internal Regulations of VGWU, Strategic Plan for institutional development 2016-2020, Operational Plan for quality assurance in education and research in the 2016-2017 academic year, Contest methodology of employment on academic positions at VGWU, Regulations for Organisation and Operation of the Quality Assurance Department, Code of Quality Assurance, Code of Ethics and professional academic deontology of VGWU).

II.4.2 Infrastructure

To consistently achieve the academic and research mission, the university has invested in facilities to meet its specificities, containing course and seminar rooms, educational laboratories, training bases for students and research centers. The number of seats in course rooms, seminar rooms and laboratories is correlated with the size of study formations, according to RAQAHE standards.

The University **disposes of assets** that efficiently contribute to the achievement of its mission and objectives. Its educational facilities total 70 auditoriums and course rooms, 125 laboratories and 140 seminar rooms, in Arad, at the branches, and in three university campuses.

The endowment of lecture / seminar rooms, amphitheatres, teaching and research laboratories, of the premises for conducting the study correspond to the current stage of knowledge development

and this is compatible with that of the developed universities of the European Union with good international practices. At the same time, the institution has sufficient sources of funding and financial resources to ensure the further development of its teaching-material assets.

The hotel and cross-border research complex of Nădab, Canalul Morilor, situated on DN 79 Arad-Oradea, provides hotel accommodation, a restaurant, conference and team-building rooms, scientific research and entrepreneurial facilities.

The **university** owns the Hotel “Academica”, with two restaurants for visiting professors from home and abroad, as well as for groups visiting the University, the students’ dorm and the University Castle of Macea.

II.5 Working environment

“Vasile Goldiș” Western University of Arad has achieved a working environment where the provided activities meet specified requirements. This includes protective equipment for staff (where needed), assurance of ergonomic work conditions, assurance of necessary environmental conditions (temperature, humidity, cleanliness etc.).

Documents -

(Internal Regulations of “Vasile Goldiș” Western University of Arad, Inventory of institutional property).

III. ACTIVITIES

III. 1 Specific activities: education and scientific research

III.1.1 Education

The educational offer of “Vasile Goldiș” Western University of Arad is complete, comprising bachelor, master and doctoral (in Medical Sciences and Biology) studies. The offer also includes credited postgraduate courses and a Postdoctoral School.

Performance of activities

a) Planning performance of activities

“Vasile Goldiș” Western University of Arad has planned and developed processes for performance of teaching activities. These processes are planned in accordance with requirements for other processes of the QMS.

The following are identified as part of planning processes for performance of activities:

- quality objectives and requirements for activities / results;
- the need to establish processes and documents, and allocate specific resources;
- actions to measure and monitor activities / results, including acceptance criteria;
- the needed records to provide evidence of consistency between processes and activities / results with specified requirements.

Planning is done by establishing annual student places and admission criteria, by designing curricula for specialities and syllabi for subject and by “Scheduling and running teaching activities”.

b) Drafting

General aspects

This activity includes drafting curricula for new undergraduate and postgraduate specialities, as well promoting changes that can occur in ongoing ones.

Responsibility for the drafting process is thus distributed:

- the course coordinator for the syllabus;
- the speciality coordinator for the curriculum.

Drafting planning

The speciality coordinator receives the draft topic (curriculum for a new speciality) by decision of the head of department, and plans the drafting activity.

Drafting planning is updated as drafting progresses.

Organizational and technical overlaps

Organizational and technical overlaps are defined in the planning of the drafting activity.

Input elements of drafting

Input elements of drafting may be supported by:

- * defining the target group;
- * employers' requirements;
- * legal norms and regulations;
- * analyzing available resources;
- * speciality objectives.

Output elements of drafting

Output elements of drafting are materialized in the curriculum of the new speciality.

Design analysis

Planning the drafting activity entails project analysis, which is performed by the department team to:

- evaluate the capability of drafting results to meet requirements;
- identify any problems and propose necessary actions.

Draft checking

Planning the drafting activity must entail draft checking, to ensure that the output elements of drafting meet the requirements comprised in the input elements of drafting.

The curriculum is approved by the Department team and the Faculty Council.

Draft validation

The curriculum is validated after the first class of alumni has started to work in the field which they were trained for.

The control of changes in drafting and development

Changes to the curriculum are made by a *Request for change*, for changes occurred during drafting, which are communicated by the speciality coordinator to all stakeholders.

c) Performance of activities

Activities performed at “Vasile Goldiș” Western University are presented as part of Fields of activity, together with applicable operational procedures.

Teaching and learning processes are coordinated by each faculty and department, in accordance with the timetable. The management of the department, faculty or university may organize, by survey, the control of compliance with timetables. Controls are, in their turn, recorded on specified documents.

Specialities and subjects are coded since drafting. As syllabi can be changed annually (improvements, optimizations), coding subjects must include the acronym, the speciality, the year of study and the year for which the corresponding syllabus shall be valid.

Identification and traceability, as well as the stage in relation to assessments (examinations) are done with the aid catalogs, synoptic tables for grades and the student records.

The stage, the progress of ongoing learning and examination pass are assessed and recorded periodically.

In relation to the performance carried out in training/ education for initial learning, the University provides additional training, through *lifelong learning* or training contracts with companies.

Documents -

(Internal Regulations of VGWU; Regulations for Organisation and Functioning of Bachelor Studies; Regulations for Organisation and Functioning of Master Studies; Regulations for Organisation and Functioning of Doctoral Studies; Regulations for Organisation and Development of the Admission to Bachelor, Master and Doctoral Studies; Regulations for Organisation and Development of Graduation from Bachelor and Master Studies; Regulations for Organisation and Development of Postgraduate Study Programmes and Lifelong Training; Regulations for Organisation and Development of the Department for Distance Education and Part-Time Attendance Education; Regulations for students' professional activities.).

III.1.2 Scientific research

■ Research programs

o Research scheduling

The scientific research is carried out according to the Research Strategy of the "Vasile Goldiș" Western University of Arad, adapted to the evolution of scientific research at national and international level and in accordance with the Strategic Plan 2016-2020 and transposed into strategic and operational plans of faculties and / or departments.

The research topics included in the annual research plans fall within the scientific areas of the bachelor's, master's and doctoral fields.

Starting with 2010, the following measures to stimulate research were introduced, included in the *Annual Operational Plans and in the Strategic Plan*, being subsequently approved by the Senate and the Board of Directors:

- differentiated awarding of ISI articles according to the relative influence score (SRI) and research projects, as well as annually at the Academic Awards Gala
- differential pay according to scientific performance criteria
- statement of a fee for attending an international conference / teacher / semester if an ISI Proceedings article or a publication in a foreign BDI journal results
- awarding books and book chapters in international publishing houses, indexed in the Thomson Reuters Book Citation Index

o Conducting research

The research is carried out within **IOSUD with the 2 accredited Doctoral Schools of Biology and Medicine**, at the level of departments within the faculties, as well as in **centers assigned to the faculties departments or at institutional level**, among which we mention: Bioethics and Social Studies Center; Pharmacognostic Research Center; Center for Research in Dental Medicine and Technology; Center for Applied Physiology and Molecular Biology Research affiliated with the Academy of Medical Sciences; Research Center for the Study of Biodiversity and Sustainable Development; "Tiberiu Popovici" IT Research and Consulting Center; Center for Social Research, Public Opinion Polling and Psychological Counseling; Center for Didactics and Lifelong Education; "Academic Nicolae Cajal" Center for Jewish Studies; "Friedrich Schiller" Center for German Studies; "Ioan Slavici" Study Center, "Tudor Arghezi" Literature Research Center; "Vasile Goldiș" Center for Historical and Cultural Studies in partnership with the Romanian Academy; International Center for Language Testing, Assessment and Academic Counseling; Renewable Energy and Nanoparticles Research and Development Center; Center for Scientific Research in Marketing and Business Administration; Center for Research in Finance and Accounting, Center for Legal Studies and Research.

The Institute of Life Sciences, established in 2008 (Senate Decision no. 81 / 12.04.2008) and accredited by the Academy of Medical Sciences, is an interdisciplinary research unit, structured in 3 departments - Experimental and Applied Biology, Biotechnology, Ecology / ecotoxicology and environmental protection.

The **Biobase with laboratory animals** is a research infrastructure, authorized for conducting and developin of experiments on laboratory animals (ANSVSA opinion 862 / 05.04.2016). The technological flow throughout the building is adapted to national and European veterinary requirements (temperature, humidity, light / dark cycle), technological separation of clean areas from sanitation, ventilation and exhaust systems with HEPA filters (http://erris.gov.ro/animal_facility-ILS-UVVG).

Animal accommodation. Mice and rats are housed in IVC (IVC Sealsafe PLUS Mouse and Rats - green line) housing systems, with a total capacity of 1600 mice and 400 laboratory rats, allowing the separation of animals from each cage by individual ventilation, electronic monitoring and environmental protection through HEPA filters. Bed linen is changed in Cage Exchange Systems with laminar flow and HEPA filters (C55 Evo Changing Station).

The surgery room includes the surgical table, surgical magnifying glass, surgical instruments, osteotomy instrument kit, inhalation anesthesia system.

In vivo imaging system for Xtreme preclinical studies (Bruker), which allows the analysis of images in fluorescence, luminescence, radioisotopes and radiographs (X-ray) and analysis of bone densitometry.

Functional explorations; Automatic biochemistry analyzer Mindray BS-120 and Automatic hematology analyzer Urit 2900 VetPlus.

Laboratory of Histopathology, Optical Microscopy, Fluorescence and Confocal Microscopy: MicroTec and Leica Microthomas, Paraffin Thermostat TC 50 - Caloris, SLEE-MAINZ-MNT Cryostat, Olympus BX43 Microscope with Fluorescence Module and Software Cell Dimension and Leica TCS SP8 Confocal Microscope (<http://erris.gov.ro/Histology-ILS-UVVG>).

Electron Microscopy Laboratory: FEI Quanta 250 Scanning Electron Microscope and FEI Tecnai 12 Transmission Electron Microscope, Biotwin, as well as the necessary equipment for sample preparation - Leica UC7 Ultramicrotome, Agar Sputter-coater, gold film deposition (https://erris.gov.ro/Electron_Microscopy_Facility|ILS).

Molecular Biology Laboratory: Horizontal DNA Electrophoresis Biorad Power & PAC 300; Gene Rotor -QIAGEN QRT- PCR; Thermal Cycler PC-960 Air Cooled; Water Bath JULABO SW 23; UV UV Benchtop 3 UV Transilluminator; ChemiDoc™ MP Imaging System, Centrifuge R SIGMA 2-16K. (<https://erris.gov.ro/Molecular-biology--Institute>).

Plant Biotechnology Laboratory: The basic directions of research are focused on the application of *in vitro* technologies in the creation of valuable forms of different plant species, especially pharmaceuticals, the obtaining of which by traditional methods is limited. By using *in vitro* techniques, the possibilities of obtaining new forms of plants were established: callusogenesis, somatic embryogenesis. An important direction of investigation is to obtain and multiply virus-free plants. Based on the research carried out during the study years, protocols have been developed to obtain healthy planting material for fruit trees and shrubs. Solidification agents are used to obtain culture media that are much more efficient than agar, especially from an economic point of view. Efficient lighting materials such as LEDs of different wavelengths and phosphorescent materials are also used to illuminate viticulture. The laboratory is equipped with the necessary equipment: hood with sterile laminar air flow, autoclave, bidistiller, oven, magnetic stirrers, glassware and suitable instruments. (<https://erris.gov.ro/Plant-Biotehnology-ILS-UVVG>)

The 20-bed *Socodor Alzheimer's Clinical Research Center* is organized into: consultation areas, a psychology office, an intensive care unit, a physiotherapy microbase, an occupational and socialization room, a therapy room, research laboratories and other utility areas.

"Pavel Covaci" Macea University Botanical Garden has an area of 21.5 ha and a number of taxa of over 3550 (of which about 2100 woody). The Botanical Museum, the Game Museum and the Ethnographic Museum are an important base for research and student practice. The garden is a founding member of the Romanian Botanical Gardens Association (AGBR) and a member of the Botanic Gardens Conservation International (BGCI). The garden has permanent exchanges of biological material with over 225 botanical gardens and trees around the world (www.uvvg.ro/macea). The university also preserves the oldest herbarium in Romania since 1864, its foundations being laid by the distinguished naturalist Lajos Simonkai. Students also turn to the Gene Bank where more than 2,500 seeds are stored (investment of 400,000 euros from European-funded projects and completed in 2015).

o Capitalizing on research

The following objectives are maintained in the scientific research activity:

- Collecting data on university projects, articles and other publications and updating and maintaining computerized databases at the level of the vice-rectorate;
- Remuneration based on differentiated performance criteria, which include the results of scientific research in order to reward teachers and competitive researchers;
- Continuing the process of awarding ISI articles in order to stimulate the increase of the number of publications in the main flow under the aegis of the university and the awarding of the patenting activity;
- Maintain minimum performance standards as follows:
 - o an article published / year in ISI-rated journals for each teacher;
 - o an article published annually in journals listed by CNCSIS in categories B and B + or indexed in international databases for each full or associate teacher;

The "Vasile Goldiș" Western University of Arad has its own publishing house, "Vasile Goldiș" University Press, established in 1995 by the approval of the Ministry of Culture no. 3699 / 04.07, and is ranked by the National Council for Scientific Research in Higher Education, in the field of History and Cultural Studies in category B.

So far, the publishing house has published over 827 titles of scientific books, didactic works, monographs, literary works, with authors from the country and abroad. The publications are included in 9 collections: Juridica, Asclepios, Collegium, Clio, Political Science, Bios, Media, Economics, Infotech and Palestra. The publishing house's reference team consists of scientific personalities: academics, researchers, university professors and lecturers from Universities and Research Centers in the country and abroad.

The system for distributing books and periodicals is done through its own network - bookstore, virtual store, and at the request of the author, electronic books through the Internet application "DiBiDo".

Within the "Vasile Goldiș" University Press Publishing House, 21 journals are registered, of which 10 are indexed in international databases and have their own website: Science and Culture Studies; Society and politics; Studia Universitatis "Vasile Goldiș", Life Sciences Series; Studia Universitatis „Vasile Goldiș”, Economic Sciences series; Studia Universitatis "Vasile Goldiș", Engineering Sciences and Agritourism series; Arad Medical Journal, Studia Universitatis „Vasile Goldiș” - Physical Education and Physiotherapy Series; Journal of Public Administration and Social Policies; Annals of the Romanian Society for Cell Biology.

In addition, the journals in the field of humanities - Studies of Science and Culture and Society and Politics were evaluated by the National Council of Scientific Research in Higher Education, Bucharest and accredited in category B.

Starting 2016, the “Vasile Goldiș” Western University of Arad, has joined the ANELIS PLUS consortium (National electronic access to scientific and research literature) and supports the project on continuing and expanding access to scientific literature in electronic format for Romanian researchers in period 2016-2020. Currently, 3 databases are available to university users (teachers, researchers, students, others):

- 1.Science Direct Freedom Collection,
2. Elsevier; SpringerLink Journals, Springer;
- 3.Web of Knowledge, Thomson Reuters.

1. ELSEVIER ScienceDirect - Journals - Freedom Collection - www.sciencedirect.com

Total titles available 3892 of which: Engineering Sciences (1235 titles), Life Sciences (1182 titles), Medical Sciences (1885 titles), Social Sciences and Humanities (762 titles).

2. SPRINGER Springerlink - Journals - link.springer.com

The SpringerLink platform provides access to at least 2480 full-text journals, of which 1540 are ISI-listed, with access to over 5.6 million articles published in journals in all academic fields.

3. Bibliographic and bibliometric databases: THOMSON WEB OF KNOWLEDGE - <http://webofknowledge.com> (multidisciplinary)

Web of Science is structured according to the area of topics covered as follows:

Science Citation Index Expanded (8726 journals from 170 disciplines), Social Sciences Citation Index (3201 journals from 55 disciplines social sciences and 3500 technical journals), Arts & Humanities Citation Index (1755 journals of art and humanities and 6000 journals in the field of social sciences) since 1990 to present, indexes associated with ISI listed journals, Emerging Sources Citation Index (access to 5421 journals from 256 disciplines from 2015-present), Conference

Proceedings Citation Index - contains over 170,000 journals published in scientific conferences, from 1990 until now.

Documents -

(Code of Ethics in scientific research; Regulations for Organisation and Development of the Department for research and technology transfer; Regulations for Organisation and Development of the Institute for Life Sciences; the Statute of the “Pavel Covaci” University Botanical Garden of Macea; Regulations for Organisation and Development of Doctoral Studies)

III. 2 Supporting activities

III.2.1 Relations with external stakeholders (employers, community)

“Vasile Goldiș” Western University of Arad is concerned, in all situations, with identifying requirements referring to performed activities, thus:

- a) requirements specified by the employer;
- b) requirements not specified by the employer, but necessary for specified or intentional use, when it is known;
- c) legal requirements and regulations on performed activities;
- d) any other additional requirements identified by the University.

The University has identified and implemented effective ways for communicating with employers:

- ◆ The VGWU – ALUMNI Association holds periodical workshops to have efficient feedback on employers’ requirements and training provided by the University;
- ◆ Alumni fill out questionnaires on their place of work and their satisfaction with professional training undertaken during the study period;
- ◆ Our journals and our TV station – Goldiș TV-Net – enable employers and local communities to express their satisfaction with the training level of hired alumni.

III.2.2 Relations with internal stakeholders (students)

Communication with students entails:

- disseminating information about services (student facilities and administrative services, learning resources and facilities, study programmes, curricula, course offer);
- professional counseling and guidance;
- feedback through online Questionnaires for assessment of courses/seminars/practical works by students;
- communication through faculty and university websites;
- communication with the Students’ Advisory Council and student professional associations (Medical Student Association, ELSA, Computers Science Student Association).
- Involving the students in promoting the University through the “Educational Caravan”, “Open Day”, “Tribuna Universității” newspaper, TV shows at Goldiș TV-Net, West TV, Info TV, TV Arad;
- multicultural actions with our foreign students.

Documents -

(Internal Regulations of VGWU; Regulations for students' professional activities, Regulations for Organisation and Development of the Office for Foreign Students; Regulations regarding scholarships for students; Regulations of functioning of the Students' Advisory Council).

III.2.3 Development of libraries

An integral part of the academic system, “Tudor Arghezi” University Central Library of “Vasile Goldiș” Western University of Arad serves as an educational and informational center; with its 18 specialized units (faculty, department based libraries, centres of studies and research, and libraries of the University branches) and the central unit, the system is an organizational and documentary basis for the entire community and grants free access to a wide range of informational resources: over 510,000 tomes (95,000 titles), 121 subscriptions to national and international specialized periodicals, 3 databases (legisl, CEEOL and springerlink), archive for graduation papers of students, master students, doctors and archive for periodicals.

The central unit (85-87 Revolutiei Bd.) with the following sections:

- reference hall, (with free access to the shelf), info-documentation (TINLIB electronic catalog), MULTIMEDIA (free access to databases), permanent exhibitions with the Library's patrimony fund, from donations and Arghezi manuscripts published in the volume "Years of Silence".
- Periodicals (400 titles, coming from annual subscriptions and interlibrary exchange);
- archives (old periodicals, from donations, bachelor's and master's theses, last promotion - over 3100 titles);
- reading rooms with over 300 seats
- home loans section for juridical sciences, humanities and sports specialisations.

The book stock totals about 1,150,000 volumes. The central library grants access, for faculty and students, to both the virtual library and services provided by the Center for Information Technology.

The dissemination of newly entered titles is done by periodically publishing the Bibliographic Bulletin, online, on the uvvg.ro website.

- Library of the Faculties of Medicine, Pharmacy and Dentistry - (“Vasile Goldiș” University Campus, building A, 1st floor, room 20 a. And b.);

It includes the entire collection of courses, atlases, treatises, dictionaries and encyclopedias, the number of copies of which respecting the standards required for home loan, in the system of free access to the shelf. Reading rooms with 110 seats and 25 computers connected to the Internet provide the necessary conditions for individual study.

- Library of the Faculty of Economics, Computer Science and Engineering - (University Campus "Vasile Goldiș", building A, floor I. room 20 c.);

It includes the courses and the obligatory bibliography of the specializations, in the regime of loan at home and study at the reading room, for the specializations of computer science and engineering.

- European Library of Bio-Medical Sciences;

The specific book fund is the specialized scientific literature in French, English, German and Romanian, as well as a rich collection of specialized periodicals, from donations and acquisitions.

Also here, the fund “Acad. N. Botnariuc ”, donated to the University in 2009: the collection of the journal“ Protecting nature and the environment ”, the series“ Fauna of Romania ”, coordinated by N. Botnariuc, as well as an extensive international bibliography on evolutionary biology.

The library offers 5 reading rooms with free access to the shelf and 90 seats in the rooms, a number of 17 computers, wireless internet access (databases). The entire fund can be studied exclusively in its own rooms.

- **Library of the Medical Clinic II** - inside the Pediatric Clinical Hospital;

- **Library of Humanities** (Bd. Revoluției no.85-87);

Contains the fund of specialized book, of current use, for the specializations: applied modern languages, history, political sciences, international relations and European studies, public administration, communication and public relations, psychology, pedagogy of primary and preschool education, social work, as well as bibliography used within the Department for teacher training. Home loan service works.

- **Library of the Faculty of Economics, Computer Science and Engineering** (st. L. Rebreanu no. 86);

The existing book fund is strictly specialized (economics and economic history, mathematics and economic statistics, management, marketing, accounting and management informatics, finance - banks), as well as the periodical fund.

The library offers 2 reading rooms with 25 seats, 3 computers with internet access, free shelf access for books and periodicals, as well as a home loan service.

- **Library "Espace Universitaire Francophone"** (Bd. Revoluției no.85-87);

It is aimed primarily for FEDE trainees, students in specific subjects, but also at French-speaking readers in general, offering one of the most varied book collections: in addition to modern teaching materials in textbooks published in Paris in the 1800s, editions bibliophiles, luxury collections, art and travel albums, botanical and zoological albums, reference works for the study of the French language, the major values of French literature, encyclopedias, periodicals, a fund of over 2000 titles from the Doina and Barutu T library Arghezi.

- **Library of the German Language and Culture Center "Friederich Schiller"** (Bd. Revoluției no. 85-87);

The book fund comprises mainly working tools necessary for learning the language, knowledge of German culture and civilization and has as its main source of donation the University of Applied Sciences in Wiesbaden.

- **Media library and special collections** - House of Academics and Students (bd. Revoluției, no.92);

- a fund of over 200 specific documents (compact discs, audio and video tapes) and specific technical means of multimedia consultation (computers connected to the Internet);

- the exhibition with personal documents and manuscripts belonging to the poet, prose writer, journalist, printer Tudor Arghezi, donated to our University by the Barutu family and Doina Arghezi;

- the collection of rare books, 18th, 19th or early 20th century, which is distinguished by special bibliophilic elements: links, dedications, ex libris, imagology or the donation of these bibliophilic rarities, by people of chosen culture, from Romania, to the University Library.

- **Library of the Center for Theoretical and Literary Studies "Ioan Slavici"** - (st. Vasile Goldiș, no.6);

It includes the complete Romanian editions of the writer's work, a complete documentary collection of Romanian history and literary criticism, monographs and studies on Ioan Slavici (approximately 4,000 titles). The entire fund can be studied exclusively in its own rooms.

- **Library of the “Vasile Goldiș” Memorial Museum (“Românul” Palace)** - (st. Vasile Goldiș, no.6);

More than 200 rare documents and books from donations to the Memorial Museum by family members and relatives of the Great Union Coryphaeus are on display.

- **Library of the Institute of Life Sciences** - ("Vasile Goldiș" University Campus);

It includes an exceptional reference fund (books and periodicals) formed to meet the requirements of the research fields, projects and doctoral and postdoctoral programs that take place within the Institute.

- **Macea University Botanical Garden Library;**

The book fund includes specialized works (life sciences, medical sciences), and a collection of over 5000 volumes of specialized periodicals, donations from various universities in Germany, France, Switzerland with which the University has developed international agreements.

The library offers 2 reading rooms with 35 seats, 5 computers with internet access, free shelf access for books and periodicals.

The total book fund is 1,200,000 volumes. In BCU "Tudor Arghezi" access is provided for staff and students both to the virtual library and to the services offered by the Center for Information Technology.

Documents -

(University Charter, Internal Regulations of VGWU, Regulations for organization and functioning of “Vasile Goldiș” University Press; Regulations for organization and functioning of “Tudor Arghezi” Central University Library)

III 2.5 Social services

Students benefit, as **social offer** for leisure and vocational training, from the **following facilities:**

◆ **Center for Academics and Students** in the center of Arad city, on Bd. Revoluției nr.92, in one of the specific palaces of local 1900 secession style architecture (halls, exhibition room, information & documentation center, library);

◆ **The Student Dorm** at 57 Cocorilor street (four-storey building, providing 800 accommodation places in rooms outfitted with their own bathroom)

◆ **UNIVEST Sports Complex** in str. Praporgescu nr. 1 (volleyball, basketball, tennis, and handball courts);

◆ **“Voinicilor” Gym;**

◆ **“Students’ Athenaeum” Club** at Bd. Revoluției nr. 78, where students have a 1,200 sq. m. area available for leisure activities, including artistic ensembles’ activities, clubbing, freshman’s balls etc.;

◆ **University Museums:** “Vasile Goldiș” Memorial Museum, “Doina and Barău T. Arghezi” Art Collection, the Physiology Museum, the Embryology Museum, the Macea University Botanical Garden Museum, the Macea Game Museum;

◆ **Medical practice**, street Liviu Rebreanu no. 86 (extended and developed by acquisition of specific technical means);

◆ **Office of the Students’ Advisory Council**, Bd. Revoluției nr. 94-96;

◆ **Center for international testing, counseling and language assessment**, – Bd. Revoluției nr. 85-87

- ◆ **Internet club** – Bd. Revoluției nr. 85-87;
- ◆ **Goldiș TV-Net**, str. M. Eminescu no. 15;
- ◆ **“Vasile Goldiș” University Bookstore** , str. M. Eminescu no. 15;
- ◆ **Gaudeamus Cabin** – Izoi – Moneasa (with 40 accommodation places);
- ◆ **Student Training Base - Săvârșin**;
- ◆ **The Macea University Complex**, composed of the Castle and the Botanical Garden, property of the University, with a scientific collection of over 3,550 taxa, a total area of 21.5 ha, recently developed to accommodate national and international scientific conferences, summer schools, students’ cultural and scientific activities etc.;
- ◆ **Center for Research on the Literature of Tudor Arghezi**, comprising manuscripts donated by the family of Doina and Baruțu T. Arghezi.
- ◆ **“Fr. Schiller” Center for German Culture** at the Faculty of Humanities, Politics and Administrative Sciences, Bd. Revoluției nr. 85-87;
- ◆ **“Ioan Slavici” Center for literary studies and history**, str. Vasile Goldiș, nr. 6;
- ◆ **ITA GOLDTECH Technology and Business Incubator**, Bd. Revoluției, nr. 85-87;
- ◆ **Italian Cultural Center**, conducted in collaboration with the University of Padua, under the auspices of the Italian Embassy in Bucharest and the Italian Consulate in Timișoara;
- ◆ **Center for French Culture**, Bd. Revoluției nr. 85-87.

Documents -

(University Charter, Internal Regulations of VGWU, Regulations for Organization and Operation of the Student Dorm).

IV QUALITY ASSURANCE

IV. 1 Terminology and abbreviations

Terminology

The documents of quality management system in place at “Vasile Goldiș” Western University of Arad uses terminology according to the SR EN ISO 9000:2006 standard.

Abbreviations

The documents of quality management system in place at “Vasile Goldiș” Western University of Arad uses the following abbreviations:

- QA – Quality Assurance
- DAC - Department for Quality Assurance
- CEAC – Commission for Quality Assurance and Evaluation
- QMR – Quality Management Representative
- QMS – Quality Management System
- MMD – Measuring and Monitoring Devices
- MC – Quality Manual
- GP – General Procedure
- SP – System Procedure
- PO - Operational Procedure
- WP/WI– Work Procedure / Work Instruction

NCR – Non-Compliance Report
AP – Audit Plan
AR – Audit Report
CAR – Corrective Action Report
PAR – Preventive Action Report

OBSERVATION: other abbreviations than general ones, presented above, are explained in the procedures where they are found.

IV.2 Reference documents

The *Quality Manual* is based on the following reference documents:

- ◆ SR EN ISO 9000:2006 – Quality management systems. Fundamental principles and vocabulary;
- ◆ SR EN ISO 9001:2015 – Quality management systems. Requirements;
- ◆ SR ISO IWA 2: 2006 Quality management systems. Guidelines for application of ISO 9001: 2000 in the field of education;
- ◆ SR EN ISO 19 011-2011 - Guide for auditing quality management systems;
- ◆ SR EN ISO 31 000: 2010 - Risk management. Principles and guidelines;
- ◆ SR EN ISO 9004: 2010- Leading an organization towards a sustainable success; an approach based on quality management;
- ◆ SR ISO 10013: 2003 - Guidelines for the documentation of the quality management system.
- ◆ GD no. 134/2016 for the amendment and completion of the Code of doctoral studies, approved by GD no. 681/2011;
- ◆ Standards and guidelines for quality assurance in the European Higher Education Area (ESG) - approved at the Yerevan Ministerial Conference, 14-15 May 2015;
- ◆ GD 1418/2006 – RAQAHE Methodology for external evaluation, standards, benchmarks and list of performance indicators;
- ◆ Law 240/2002;
- ◆ Government emergency ordinance no. 75/2005 on quality assurance in education, as amended by G.E.O. 75/2011;
- ◆ Law 87/2006 for approval of G.E.O. no. 75/2005 on quality assurance in education;
- ◆ Law on National Education 1/2011;
- ◆ ENQA (2009) – Standards and Guidelines for Quality Assurance in the European Higher Education Area;

IV.3 The Rector’s Policy Statement in the field of Quality Assurance

The major objective of “Vasile Goldiș” Western University of Arad is to upgrade the educational process and provide **quality assurance in education**, in accordance with the Law of National Education no. 1/2011 and national and international best practice by:

1. Increasing performance in research, development and innovation activities and developing collaboration with the economic and social environment.
2. Developing and strengthening international relations and improving the image of the University.
3. Developing, improving and motivating human resources.
4. Developing partnership with students and improving student services.
5. Promoting efficient management and ensuring decision-making transparency.

Quality management for study programmes and educational activities

This we regard as major objective and a prerequisite for fulfilling the mission laid down in the University Charter.

Its essential purpose is to facilitate fulfillment of the principle of **educational relevance**, to meet both personal development needs and current imperatives, especially in socio-economic terms. To achieve this we shall pursue and ensure well-supported, consistent and particular measures, as appropriate, to shape and consolidate the highest possible level of performance in students and future alumni, which, in its turn, should translates, according to provisions of the current Law of national education, into the following types of competences:

- **professional competences** as a unitary and dynamic set of:
 - knowledge
 - skills
- **transversal competences**, namely:
 - creating a student-centered formative process, thus conceived as to allow not only the assimilation of knowledge, but also the development of professional competences favoring alumni’s employment and career evolution;
 - developing elite education; improving quality of the teaching/learning/assessment process, with a focus on master and doctoral cycles;
 - cultivating and developing **“social intelligence”** in our students and alumni, understood as a high capacity to adapt and integrate to diverse social conditions, while maximizing output;
 - **innovative learning**, based on anticipation and participation, on taking individual and collective responsibility for influencing and, in some cases, determining the future, on engaging all in identifying, understanding and reformulating social issues.

As the Rector of “Vasile Goldiș” Western University of Arad, I pledge to ensure the continuous improvement of performance in the management of the organization, as well as the knowledge and application of transparent quality policies in the institution.

RECTOR,
Professor CORALIA-ADINA COTORACI, MD PhD

IV. THE QUALITY MANAGEMENT SYSTEM

IV.1 Overview

Processes and sub-processes identified within the quality management system of “Vasile Goldiș” Western University of Arad are the following:

- a) Management commitment;
- b) Quality policy;
- c) Planning;
- d) Responsibility and authority;
- e) Internal communication;
- f) Review performed by the management;
- g) Assurance of resources;
- h) Training;
- i) Activity planning;

- j) Determining requirements regarding activities/results;
- k) Analysis of requirements regarding activities/results;
- l) Communication with the client (employer);
- m) Drafting;
- n) Procurement;
- o) Performance of activities;
- p) Control of measuring and monitoring means;
- q) Measuring client (employer) satisfaction;
- r) Internal audit;
- s) Monitoring and measuring processes;
- t) Monitoring and measuring activities/results;
- u) Control of incompliant activities/results;
- v) Data analysis;
- w) Continuous improvement;
- x) Corrective and preventive actions.

The means to keep under control these processes and activities performed as part of them are presented in the QMS documentation.

All processes identified in the organization are kept under control. “Vasile Goldiș” Western University does not utilize any processes that are external to it. The succession and interaction of these processes is in line with the reference documents.

The top management defines the requirements within the main process - “Management responsibility”, by establishing the “Quality policy”, “Quality objectives”, “QMS planning”, “Responsibilities and authorities”, by ensuring “Internal communication” and through “Management commitment”.

The necessary resources to conduct all processes in the organization are determined and ensured within the main process “Resource management” by “Recruiting and hiring staff”, “Evaluating and monitoring competence” of staff, maintaining an appropriate level of staff competence through “Training”, ensuring the necessary “Infrastructure” and “Work environment” to achieve compliance with requirements concerning performed activities.

Activities are performed as part of the main process, “Performance of activities”, through “Communication with the client” for “Determining requirements regarding activities/results”, after which the organization conducts an “Analysis of requirements regarding activities/results”, followed by “Activity planning”, “Drafting”, “Procurement”, “Performance of activities” and “Control of measuring and monitoring means”.

Results are measured, analyzed and improved within the main process “Measuring, analysis and improvement”, by “Monitoring and measuring activities/results”, “Control of incompliant activities/results”, “Monitoring and measuring processes”, “Internal audit” and “Measuring client satisfaction”, collected data being subject to “Data analysis”, after which measures are established for “Continuous improvement”, and applied through “Corrective actions” and “Preventive actions”.

The process “Review performed by the management” provides feedback to the main process “Management responsibility”, to authorize change and initiate improvement.

IV.2 Organization of the quality management system

The quality management system has the mission to promote and implement that quality culture that would lead to the achievement of high-performance academic education, building on the

latest data of scientific research and technological development in the field, aimed at developing the knowledge society and continuously improving the quality of life.

“Vasile Goldiș” Western University of Arad has policies, structures and strategies in place for quality assurance and management, as well teaching, learning and research activities.

The Rector of the University is responsible for the entirety of quality assurance in the institution, aiming to develop a quality culture, according to the Law of National Education 1/2011; the Rector chairs the Commission for Quality Assurance and Evaluation (CEAC).

The Commission for Quality Assurance and Evaluation (CEAC) is in charge of applying quality assurance policies in relation to the mission and vision of the university. This structure oversees the application of quality assurance and evaluation procedures and activities, approved by the University Senate. The Commission prepares an annual Internal Evaluation Report for the quality of education, which is disseminated among internal and external clients and published on the website of the University.

The Commission, annually approved in the Senate, consists of representatives of minorities, employers and students.

IV.3 The Quality Assurance Department (DAC)

The Quality Assurance Department (DAC) is run by a head of department, appointed by public contest and validated by the Senate, after having obtained the endorsement of the Board of Directors. The structure of the Department is established by the Senate, with the endorsement of the Board of Directors.

QAD is a functional, executive and supportive structure at university level, which assists the CQAE in achieving quality management. QAD periodically revises documents of the quality assurance system. The Department also conducts benchmarking activities, by comparison with partner universities from the European Higher Education Area.

QAD tasks include implementing quality assurance policies in teaching, R&D and administrative processes.

Documents -

(University Charter; Regulations for Functioning of Development of the Quality Assurance Department; Code of Quality Assurance.).

IV. 4 Documentation of the quality management system

The QMS documentation comprises:

- a) The Rector’s Policy Statement in Quality Assurance;
- b) Quality objectives (Operational plan for strategic academic management of the University);
- c) Quality Manual VGWU-QM;
- d) General procedures required by the SR EN ISO 9001:2008 standard
- e) Organizational procedures, established to ensure efficient planning, operation and control of processes;
- f) Work instructions WI;
- g) Records evidencing QMS implementation and preservation.

The Quality Manual

The Quality Manual VGWU – QM presents the quality policy, makes reference to the procedures of the quality assurance system, describes interactions between the processes of the

system and presents the structure of documentation used within the QMS. The Quality Manual is structured according to SR ISO 10 013:2003.

Identification of the *Quality Manual* is made by:

- code, consisting of: VGWU initials, followed by a hyphen and QM initials;
- edition number;
- revision number;
- copy number.

The original *Quality Manual* is numbered “0”.

The *Quality Manual* shall be subject to changes in one of the following cases:

- a) when underlying reference documents have been changed;
- b) when the organizational structure has been changed;
- c) if change is necessary following audits;
- d) after the annual revision of the manual;
- e) whenever necessary.

Changes will be subject to the same endorsement and approval regime as the original document. A summary description of changes is found in the *Record of changes*, kept on the *Cover page*. Any change will result in a new revision of the manual.

Document control

The person in charge of keeping QMS documents under control is the DAC officer.

Documents of the quality assurance system that are connected to benchmark conditions, whether issued by the University or external, are kept under control in accordance with the “Document control” general procedure, ensuring:

- a) the approval of documents, before issuance, in terms of their appropriateness;
- b) analysis, updating and re-approval of documents;
- c) identification of changes and the stage of ongoing revisions of documents;
- d) availability, in the points of use, of relevant versions of applicable documents;
- e) easy identification and legibility of documents;
- f) identification and controlled dissemination of external documents;
- g) prevention of unintentional use of outdated documents and appropriate identification if they are preserved, regardless of the purpose.

Records control

The person in charge is with keep QMS records under control is the QA officer.

All records required by the quality assurance system are kept under control in accordance with the “Records control” general procedure, ensuring legibility, identification, storage, protection, retrieval, establishment of the preservation duration and removal of records.

IV. 5 Management responsibility

Management commitment

The Rector’s Statement highlights commitment to developing and implementing the quality assurance system and continuously improving its efficiency.

Management commitment is evidenced in communicating, within the organization, the importance of meeting employers’ requirements, legal requirements and regulations, by establishing

quality policy and quality objectives, by conducting analyses and by securing necessary resources for smooth running processes.

Guidance to the employer

The main objective of quality policy at “Vasile Goldiș” Western University of Arad is to provide education and training at university level, a permanently level supported and improved through scientific research, for the purpose of increasing employer satisfaction.

The employer’s requirements are identified within processes concerning relations with the employer: determining and analyzing requirements concerning the activity/result and communication with the employer. Keeping subsequent process under control is intended to lead to meeting these requirements.

The quality policy

The Rector of the University defines and documents the quality policy, including commitment to meeting requirements and to continuously improving QMS efficiency, ensuring the framework for establishing the analysis of quality objectives and permanently ensuring that the policy is known and understood at all levels of the organization.

The quality policy, the management commitment and quality objectives can be redefined after a review performed by the management, for continuous adjustment.

Planning

Quality objectives

The strategic quality objectives are established in the quality policy statement.

Specific objectives established for relevant offices and levels of the organization, including those necessary for meeting specified requirements, are in accordance with the quality policy, being expressed in measurable terms.

Quality assurance system planning

QMS planning has the purpose of meeting general requirements concerning the quality assurance system, to fulfill quality objectives and to maintain QMS consistency when changes are planned and implemented.

The person in charge of the QMS planning process is the QA management officer.

QAS planning is done by:

- a) identifying necessary QMS processes and determining succession and interaction between them.
- b) elaborating organization procedures and work procedures/instructions required to ensure process operation and control efficiency;
- c) establishing needs and ensuring availability of resources and information for operating and monitoring processes;
- d) elaborating procedures for monitoring and measuring processes and activities/results, including establishing acceptance criteria;
- e) analyzing processes, for the purpose of establishing and implementing necessary actions to achieve planned results and continuously improve QMS processes.

Responsibility, authority and communication

Responsibility and authority

The responsibility, authority and interdependence of staff who manages, performs and checks activities that influence quality are established by: *the organizational chart, the University Charter, the job descriptions* and decisions.

The person in charge of the organization process is the Human Resources officer.

According to the organizational chart of “Vasile Goldiş” Western University of Arad, the *University Charter* defines staff responsibilities and authorities for each QMS process, in accordance with benchmark requirements.

The *University Charter* is approved by the Senate.

The management representative

The Rector of “Vasile Goldiş” Western University of Arad appointed the Head of the Quality Assurance Department as representative of the Quality Manual.

Regardless of other responsibilities, the QMR has the responsibility and authority to ensure that necessary QMS processes are established, implemented and maintained, to report to the top management on QMS operation and on any need for improvement and to ensure that awareness of the employer’s requirements is raised within the organization.

Responsibilities of the QAO include relations with external parties in issues concerning the QMS.

Internal communication

Information on the processes and efficiency of the quality assurance system are communicated to both faculties, through the established flow of records, and staff, within meetings of the Senate, Faculty Councils and department teams, as well in planned QMS trainings.

The person in charge of internal communication process is the management representative.

Review performed by the management

Overview

The top management of “Vasile Goldiş” Western University of Arad periodically reviews the quality assurance system, to ensure that it continues to be appropriate, adequate and efficient.

The person in charge of the review process performed by the management is the QAO.

Input elements of the review

Input elements of the review performed by the management includes information on:

- a) the quality policy, strategic objectives and specific objectives;
- b) process performance and conformity of activities/results;
- c) results of internal quality audits;
- d) results of audits conducted by employers and certification bodies;
- e) the stage of corrective and preventive actions;
- f) feedback from the employer and the Alumni Association of “Vasile Goldiş” Western University of Arad;
- g) monitoring measures established at previous reviews performed by the management;
- h) changes that might influence the quality assurance system;
- i) recommendations for improvement.

Output elements of the review

The review performed by the management leads to establishing measures required for solving problems and for preventing the emergence of possible nonconformities, including decisions and actions referring to:

- a) improving efficiency of the quality assurance system and its processes;
- c) improving activities/results to meet employers’ requirements;

d) resource needs.

Monitoring and measuring

Overview

“Vasile Goldiş” Western University planned and implemented monitoring, measuring, review and improvement processes necessary to:

- a) demonstrate conformity of activities/results;
- b) ensure conformity of the quality assurance system;
- c) continuously improve QMS efficiency.

Planning and monitoring, measuring, review and improvement processes include determining applicable methods, including statistical techniques, as well as the extent of their use.

Monitoring and measuring

Employer satisfaction

One of the ways to measure QMS performance at “Vasile Goldiş” Western University is by monitoring information regarding employers’ perception on the extent to which their requirements have been met by the organization.

Course assessment questionnaires are used for internal stakeholders (students of the University), and questionnaires for assessment of training acquired during studies are used for alumni, during the periodical meetings of VGWU Alumni Association.

For external stakeholders (employers, community), questionnaires and surveys are used to determine their degree of satisfaction with the level of training of hired alumni.

Internal audit

“Vasile Goldiş” Western University established and maintains a documented procedure, *Internal audit*, which describes requirements and responsibilities regarding the establishment of a planned system of internal audits, in order to check whether the quality assurance system complies with planned measures regarding the requirements of the SR EN ISO 9001:2015 standard and QMS requirements established by the organization, and whether the quality assurance system is implemented and maintained efficiently.

Audits apply to the quality assurance system or to some of its elements, processes, products or services in the organization.

The person in charge of managing internal quality audits is the Head of the Quality Assurance Department.

The results of internal quality audits are analyzed by the Rector of the University during the review performed by the management.

Monitoring and measuring processes

“Vasile Goldiş” Western University established and applies appropriate methods for monitoring and measuring activity performance processes to meet employers’ requirements. these methods confirm the continuous ability of each process to obtain the planned results.

The person in charge of measuring and monitoring activity performance processes is, for each process, is process manager.

Process performance is measured to improve them continually, including: capability, output, staff efficiency and effectiveness.

Monitoring and measuring activities/results

During training activities, students’ knowledge and skills are assessed. This operation takes place throughout the semester (midterm examinations) and at the end of the semester (final examinations). Results are recorded kept with the Dean of the Faculty.

Successful completion of undergraduate or postgraduate entitles graduates to receive a degree or certificate, under the law. Study documents (degrees/certificates, transcripts or certificates concerning the content of studies) are elaborated, validated and issued within a regulated process.

Specialities and subjects are measured and monitored periodically, at *faculty level*, by speciality coordinators, according to speciality-level procedures, for subject included in the curricula. Speciality and subject assessment procedures within the University follow the recommended European assessment template.

Control of noncompliant activities/results

If, following assessments, it is found that the training of some students does not meet pass requirements, those students will re-take the examination or even the year, as appropriate, depending on the gathered ECTS credit units.

Corrective actions consist of joint student-professor efforts to facilitate passing that subject, by organizing re-examinations and prior consultation.

Data analysis

“Vasile Goldiş” Western University of Arad set responsibilities and ways to determine, collect and analyze corresponding data, to demonstrate QMS adequacy and efficiency, and to assess where QMS continuous efficiency improvement can be applied.

The following statistics shall be conducted:

- pass rate for each subject;
- examination attendance rate;
- weight of lower/higher grades in the total number of passed students.

After each exam session, Departments shall review the values of above-mentioned parameters.

These results are subject to review performed by the management, to help determine the causes of existing or potential problems and, therefore, to inform decisions regarding corrective and preventive actions to be taken for improvement, as well as to be able to efficiently assess global performance of the organization.

Improvement

Continuous improvement

The top management of “Vasile Goldiş” Western University acts to continuously improve efficiency and effectiveness in QMS processes. By ensuring permanent adjustment of quality policy and quality objectives, by analyzing, as part of the review performed by the management, audit results, data analysis and corrective and preventive actions.

Improvement activities can result in changes within activities or processes, or even within the QMS or the organization.

Corrective action

The person in charge of conducting corrective actions is the QA officer.

The extent of corrective actions depends on the consequences of nonconformities.

Changes resulting from corrective actions are recorded in quality system procedures.

The implementation and efficiency of the corrective action is checked through internal audits, by analyzing records of the results of that action.

Preventive action

The person in charge of conducting preventive actions is the QA officer.

The extent of preventive actions depends on the consequences of potential nonconformities.

Changes resulting from preventive actions are recorded in quality system procedures.

Preventive actions are subject to the review performed by the management.

Documents -

(General procedures of the quality assurance system)

V. QUALITY MANUAL CONTROL, REVISION AND DISTRIBUTION LIST

The Quality Manual is approved by the Senate of “Vasile Goldiș” Western University of Arad. The Head of the Quality Assurance Department has the following responsibilities:

- to keep the archive copy (0 copy) of the manual;
- to distribute the manual to faculties and departments and prepare the distribution list;
- on revision, to distribute revised pages, withdraw cancelled, outdated pages, and prepare the withdrawal list;
- to attach the distribution and withdrawal list to the archive copy (0 copy) of the manual.

Both distribution and withdrawal will take place under signature of the dean/head of department.

The manual shall be revised every three years, or whenever necessary, depending on the QMS development.

The entire manual is re-edited, with a new edition number, when at least one third of the manual is revised.

The manual is accessible and can be consulted at Faculties and Departments by any employee of the University.

QUALITY MANUAL
LIST OF REVISED PROCEDURES BETWEEN 2013-2020

GENERAL PROCEDURES
OF THE QUALITY ASSURANCE SYSTEM

1. PG -01 Document control
2. PG -02 Control of records
3. PG -03 Internal audit
4. PG -04 Activity control
5. PG -05 Corrective action
6. PG -06 Preventive action

OPERATIONAL PROCEDURES
BY FIELD OF ACTIVITY

I. THE ACADEMIC FIELD

- PO-01 Evaluation of courses / seminars / practical works by students;
- PO-02 Procedure for drawing up schedules and optimizing the use of educational spaces;
- PO-03 Monitoring the teaching activity;
- PO-04 Peer evaluation of teaching staff;
- PO-05 Student Assessment and Examination Procedure;
- PO-06 Annual self-assessment of teachers;
- PO-08 Admission to the cycle of undergraduate, master's and doctoral studies;
- PO-09 Completion of studies at the undergraduate and master's degree cycle;
- PO-33 Procedure for the elaboration and defense of the bachelor's thesis and dissertation;
- PO-10 Completion of studies at the doctoral studies cycle;
- PO-47 Organizing and carrying out the process of obtaining the habilitation certificate;
- PO-48 Recognition of the doctoral degree at the “Vasile Goldiș” Western University of Arad and a doctorate in science or in a professional field, obtained abroad;
- PO-49 Automatic recognition by the “Vasile Goldiș” Western University of Arad of quality of doctoral degree obtained in accredited university institutions from abroad;
- PO-11 Procedure for the elaboration, revision and approval of curricula;
- PO-32 Procedure for initiating, approving, monitoring and internal evaluation of study programs;
- PO-41 Procedure for drawing up and approving the job descriptions of the teaching and research staff;
- PO-43 Procedure for multicriteria evaluation of teaching staff;
- PO-44 Procedure for the organization and operation of the Teaching Staff Training Department - D.P.P.D. ;
- PO-50 Procedure for preparing the enrollment file for the D.P.P.D. Level I;

PO-51 The procedure regarding the development of the pedagogical practice within the school units;

PO-52 Procedure on the selection of pre-university teachers who will coordinate the pedagogical practice activity (mentors / tutors);

PO-54 Procedure for choosing optional subjects for DPPD study programs;

PO-55 Procedure on the training of pre-university teachers who coordinate the pedagogical practice activity (mentors / tutors);

PO-56 Procedure for drawing up, reviewing and approving the discipline sheet;

PO-53 Procedure for updating internal regulations;

PO-45 Procedure for awarding prizes, diplomas, medals, academic distinctions and "Doctor Honoris Causa" titles;

PO-46 Operational procedure on corruption risk management within UVVG Arad

PO-34 Procedure for postgraduate specialization studies by residency;

PO-22 Procedure for conducting doctoral studies;

PO-38 Specialty Practice Monitoring Procedure (I.O.S.U.M.);

PO-39 Procedure for approving (approving) and evaluating learning resources (I.O.S.U.M.);

PO-40 Procedure for Monitoring Scientific Research (I.O.S.U.M.);

PO-23 Procedure for the elaboration, revision and approval of P-T curricula;

PO-24 Procedure for developing, reviewing and approving DL curricula;

PO-25 Procedure for periodic updating of study materials for DL and PT;

PO-26 Procedure for the elaboration, approval and updating of analytical programs and DL / PT discipline timetables;

PO-27 Procedure for the training of all staff involved in DL / PT programs.

PO-28 Procedure regarding the distribution of the necessary resources for the educational process from the DL / PT study programs;

PO-29 DL / PT tutorial and two-way communication system monitoring procedure;

PO-30 Procedure for periodically evaluating the performance of teachers involved in DL / PT study programs;

PO-31 Procedure for monitoring the professional path of graduates;

PO-15 Procedure for awarding student scholarships;

PO-16 Procedure for accommodating students in dormitories;

PO-42 B.C.U. Collection Development Procedure "Tudor Arghezi" and receiving donations

PO-58 Procedure regarding the preparation of the enrollment file for the D.P.P.D.

II. HUMAN RESOURCES

PO-12 Procedure for organizing the competition for teaching and research positions;

PO-35 Procedure for establishing the principles of filling a vacant or temporarily vacant position corresponding to the contractual functions and the promotion criteria in immediately higher professional grades or ranks for auxiliary and non-teaching staff;

PO-36 Procedure regarding the evaluation of individual professional performances for auxiliary and non-teaching staff;

PO-37 Procedure for drawing up and completing the general register of employees - R.G.E.S. ;

III. GENERAL SECRETARIAT

PO-17 Procedure regarding the registration and enrollment of Romanian and foreign students;

PO-18 Procedure regarding the ways of extending of schooling, re-enrollments, interruption of studies, transfers, withdrawals from studies;

PO-19 Procedure for completing examination catalogs and transcripts registers;
PO-20 Procedure for the application of the European Credit Transfer and Accumulation System;
PO-21 Procedure regarding the activity in the University secretariats.

IV. EXTERNAL RELATIONS

PO-07 Procedure for the selection of students performing ERASMUS mobility;
PO-13 Procedure on how to select instructors who carry out short teaching internships abroad;
PO-14 Procedure for the registration of students performing incoming study mobility.