

	<b>Regulation on the organization and functioning of the Directorate of Academic Management and Quality Assurance at TUM</b>	<b>Code: REG-16-OFDMAAC</b>
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# **REGULATIONS ON THE ORGANIZATION AND FUNCTIONING OF THE DIRECTORATE OF ACADEMIC MANAGEMENT AND QUALITY ASSURANCE AT THE TECHNICAL UNIVERSITY OF MOLDOVA**

## **I. GENERAL PROVISIONS**

1. This Regulation regulates the organization and functioning of the Directorate of Academic Management and Quality Assurance as a structure of the Technical University of Moldova (hereinafter University).
2. The Directorate of Academic Management and Quality Assurance (hereafter DMAQA) assumes the mission to:
  1. to contribute to the streamlining of the teaching process in the University by implementing modern policies and strategies in academic management;
  2. to ensure the quality of the professional training process at all study cycles within the University;
  3. to develop the quality culture in the university environment with the awareness of the need to assume the responsibility of the faculties, departments, as well as individual responsibility in the process of quality assurance of each study program and each activity;
  4. monitor and maintain the Quality Management System (hereinafter QMS) implemented in the University.
3. DMAQA operates on the basis of the University Charter, the normative documents regulating the educational process in the Republic of Moldova, the orders of the Rector and the First Rector for Studies.
4. DMAQA is constituted as an autonomous internal subdivision, based on the order of the Rector of TUM no. 412-r from 30.06.2016.
5. DMAQA in its structure includes the following subdivisions:
  1. Studies Service:
    - Studies Section;
    - Student Records Section;
    - Office of Study Documents.
  2. Quality Assurance;
  3. Section Information and Communication Technologies in Education Section;
  4. "Tehnica-UTM" Publishing House.

## **II. RELATIONS WITH OTHER UNIVERSITY STRUCTURES**

6. DMAQA has the following liaison positions with university and external structures:
  1. hierarchical: of subordination - to the First Rector of the University;
  2. functional: with all university subdivisions;
  3. coordination:
    - internal: faculties, departments, other subdivisions of the University;
    - external: Ministry of Education and Research of the Republic of Moldova, ANACEC, other institutions

and local and national organizations.

### **III. MAIN TASKS OF DMAAC SUBDIVISIONS**

#### **3.1. Tasks of the Studies Service**

7. The Studies Service is a subdivision directly subordinated to the head of DMAAC and is responsible for organizing and monitoring the study process at the University, the record and movement of the quota of students of cycle I - Bachelor's degree (full-time and part-time), integrated studies, cycle II - Master's degree and compensatory year, record and issuing of study documents.
8. The Studies Service has the following basic tasks:
  - carrying out activities in order to fulfill the provisions of national normative acts with reference to higher education, the decisions of the University Senate, orders and provisions of the university administration focused on the study process;
  - the control of the execution by the university subdivisions of the provisions of the normative-instructive acts and materials of the higher hierarchical bodies, of the decisions of the University Senate related to the development and improvement of the instructional-educational process, monitoring of methodical activities and analysis of the effectiveness of the study process;
  - elaboration of draft orders, reports and information on the instructional-educational activity and their presentation to higher hierarchical bodies;
  - elaboration of instructional materials and regulations on the organization and conduct of the study process, participation in the launching and realization of projects for the development of the university education system, as well as in the implementation of their results;
  - planning, coordinating and monitoring the study process at the University;
  - ensuring that activities related to calculating the teaching load and monitoring its distribution are carried out;
  - drawing up the list of scientific and teaching positions and their distribution by posts, departments and faculties by academic year;
  - the record and realization of activities related to the employment of teachers with remuneration based on the tariff salary per time unit;
  - coordinating the activities of academic departments for the organization and implementation of internships;
  - monitoring the conduct of ordinary sessions, the use of forms and methods of assessment of the knowledge of students of cycle I - bachelor's higher education (full-time and part-time), integrated studies, cycle II - master's higher education and compensatory year;
  - analysis of departmental reports on the totals of study activity, the results of the organization and conduct of internships, generalization of these totals and results for informing stakeholders;

- organizing, monitoring and analyzing the results of the Bachelor's, Integrated, Master's and Baccalaureate exams;
- the dynamics of the quota of students of cycle I - bachelor's degree, integrated studies, cycle II - master's degree and compensatory year;
- managing students' personal files;
- issuing study documents and their duplicates;
- keeping track and informing specialized institutions about students with facilities and those subject to conscription for military service in term or reduced term;
- examining documents issued abroad and in the eastern districts of the Republic of Moldova with a view to their equivalence;
- Examination of study documents proving the completion of periods of study abroad and their equivalence in order to continue training in bachelor's and master's degree programs;
- completion of the CTICE database with personal data of university graduates - cycle I - bachelor's degree, integrated studies and cycle II - master's degree, baccalaureate exam candidates;
- confirming, at the request of individuals, institutions, organizations and enterprises in the country and abroad, the veracity of diplomas issued to graduates of the University;
- monitoring, in cooperation with the Quality Assurance Section, the annual competition for posts with budgetary funding;
- coordinating the activity of finalization of students' applications and selection of candidates who meet the conditions for participation in competitions for merit scholarships awarded by the Government and various state and private institutions;
- coordinating and monitoring the process of realization and fulfillment of the plan for publishing didactic-methodical materials;
- providing faculties, departments with various forms related to the organization and conduct of the study process;
- organization of training activities for faculty staff on issues within the remit of the section;
- Attending the meetings of the University Senate, the Administrative Council, the boards of faculties, departments where subjects related to the study process are examined.

### **3.2. Tasks of the Quality Assurance Section**

9. The Quality Assurance Section is a subdivision directly subordinated to the Head of the DMAQA, being responsible for coordinating and realizing the compliance of the Quality Management System with the reference standards and carrying out the current activities related to quality assessment and quality assurance at university level.

10. The Quality Assurance Section has the following basic tasks:

- developing and maintaining the specific documentation of the University's MCS, on the basis of which its compliance with the requirements of ISO standards is ensured;
- elaboration and implementation of the Operational Plan for the assurance, control and continuous improvement of the quality of the study and research process at the University, preparation of annual activity reports;
- ensuring implementation of the quality policy and objectives declared by the University management;
- coordinating the activities of analyzing the non-conformities found in the implementation and maintenance of the SMC's compliance with the specified requirements and developing proposals for corrective/improvement actions to be submitted to the University management;
- conducting internal audits of the University's SMC, monitoring and evaluation of processes according to the SMC Scope Statement at TUM;
- the development, coordination and implementation of activities to determine corrections, corrective and/or preventive actions to remove non-conformities detected during internal and external audits;
- conducting and coordinating training activities and other actions to disseminate the principles of the functioning of the SMC, with a view to developing the quality culture at the University;
- carrying out the necessary activities to certify the compliance of the University's MCS with the established requirements;
- making arrangements for the organized conduct of external audits;
- coordinating the self-evaluation activities of the study programs and representing the university in the external evaluation process for the provisional operating authorization and accreditation of study programs;
- coordinating the activity of the Quality Management Committees of the University faculties.
- working with all academic and administrative structures of the University to continuously improve the SMC;
- organization and monitoring of the activities of elaboration of curricula for bachelor higher education (full-time and part-time education), integrated higher education and master higher education, and their submission for coordination to the Ministry of Education and Research of the Republic of Moldova, ANACEC;
- expertise of curricula, syllabuses, subject descriptions, departmental activity plans, individual plans of teachers and monitoring their fulfillment;
- coordinating the process of developing and modifying curricula, curricula of course units/modules in the context of ensuring continuous improvement of the quality of training;

- evaluation and assessment in collaboration with the Studies Service of the quality of the academic and methodical services provided by the University's scientific and teaching staff, including assisting in teaching activities and assessment of students' knowledge;
- managing the University's SMC documents and information on the quality of the study and research process;
- elaboration and presentation of regular reports to the meetings of the Administrative Board and Senate on quality assurance in the University, informing about the main problems and possible solutions;
- Attending the meetings of the University Senate, the Administrative Council, the Councils of faculties, departments, where subjects related to quality assurance and quality control of the study process are examined;
- developing tools for conducting various surveys, implementing them among all stakeholders, analyzing the results and proposing/suggesting necessary corrective measures;
- Participate in the endorsement of draft national normative acts with reference to the study process,
- participation in the elaboration of university normative acts with reference to the study process and processes with direct impact on the study activity;
- assessing and endorsing university normative acts to ensure compliance with the requirements of the SMC;
- analyzing and validating the self-assessment reports, the files submitted to ANACEC;
- other tasks according to specific internal regulations.

### **3.3. Tasks of the Information and Communication Technologies in Education Section**

11. The Section of Information and Communication Technologies in Education is a subdivision directly subordinated to the Head of DMAQA, being responsible for the promotion and implementation of digital technologies in engineering education and continuing education.
12. The Information and Communication Technologies in Education Section has the following core tasks:
  - promoting and developing scientific research in the fields of e-learning and Educational Software;
  - Providing access and skills training in the use of digital technologies in teaching and research;
  - implementation and promotion of training courses for academic staff in the field of e-learning, ICT;
  - elaboration of strategies for e-learning development and implementation of new teaching technologies at TUM;
  - maintaining and updating the Moodle and ELSE educational platforms.

### **3.4. Tasks of "Tehnica-UTM" Publishing House**

13. "Tehnica-UTM" Publishing House is a functional subdivision directly subordinated to the Head of DMAQA and is responsible for publishing teaching and methodical materials.
14. "Tehnica-UTM" Publishing House has the following basic tasks:
  - ensuring the editing and dissemination of scientific, didactic, cultural publications:
    - > teaching materials;
    - > treatises, monographs, dictionaries, studies, etc.;
    - > periodical publications (magazines, yearbooks, newsletters, etc.);
    - > workbooks, forms, registers, registers, necessary files in the didactic-methodical process, in the work of the Admission Commission, of the Administrative-Goods Service, of the accounting;
  - editing journals and volumes of conferences, self-refereed conferences;
  - writing didactic-methodical or scientific material from the stylistic and orthographic point of view;
  - providing advisory support on the correct layout of the submitted material;
  - providing teaching and learning materials with an International Standard Book Number (ISBN);
  - handing over of the multiplied work to the University library, to the author/group of authors;
  - monitoring the presence of didactic-methodical materials in the annual editorial plans of faculties/departments;
  - submission of annual reports for the academic years on the activities of the Publishing House, as part of the University's activity report/totals report on the totals of study activity.

### **IV. THE RIGHTS OF THE ACADEMIC MANAGEMENT AND ASSURANCE DIRECTORATE QUALITY**

15. The Academic Management and Quality Assurance Directorate has the right:
  - a) to control, within the University, the observance of the normative acts regulating the study process in higher education institutions with university autonomy, of the decisions (orders and provisions) of the University's governing bodies;
  - b) to evaluate and assess the quality of academic and methodological activities, including assisting in teaching activities and assessment of students' knowledge;
  - c) to request, in accordance with the law, from the internal subdivisions of the University information and other documents necessary for the exercise of its duties;
  - d) to exercise other rights provided for by internal normative acts (TUM Charter, etc.) and the legislation of the Republic of Moldova.

## **V. RESPONSIBILITY OF THE ACADEMIC MANAGEMENT AND QUALITY ASSURANCE**

16. The Academic Management and Quality Assurance Directorate is responsible for:
- a) effective implementation of modern working procedures and information technologies in the work of its subdivisions;
  - b) consistent performance of its activities based on the principles of objectivity, appreciation on merit, equal opportunities for women and men;
  - c) early detection of existing shortcomings in academic management and quality assurance and developing proposals to address them;
  - d) the quality and veracity of the information on the basis of which decisions (orders, provisions) are taken in the areas of activity of the Directorate;
  - e) correct documentation by area of activity;
  - f) continuous promotion at the University of an organizational culture based on general-human values, social responsibility and harmonious working relations.

## **VI. THE DIRECTORATE OF ACADEMIC MANAGEMENT AND QUALITY ASSURANCE**

17. DMAQA's activity is organized and managed by the Head of the Directorate, who is appointed and dismissed by the Rector of TUM, according to the law.
18. The Head of the DMAQA is responsible for the correctness of draft decisions (orders, provisions), for the effective implementation of the modern policy and procedures of the Directorate, for the activities of the subordinate staff (in accordance with the job descriptions).
19. The Head of DMAQA shall exercise the following core functions:
- a) plans, organizes, coordinates, coordinates, monitors and controls the work of the Directorate;
  - b) collaborate with deans and heads of departments in the planning and organization of study activity;
  - c) develops proposals for the optimization and streamlining of study activities and monitors the correct and timely implementation of planned activities;
  - d) ensures the fulfillment of functional obligations by subordinate employees, including the timely submission of reports by areas of activity of its subdivisions;
  - e) participates in the elaboration and implementation of various internal normative acts in order to ensure the proper functioning of the University in the academic field;
  - f) presents the Directorate's activity report at the end of each calendar and academic year;
  - g) other duties in accordance with the job description.
20. The Head of DMAQA must meet the following basic criteria:
- a) doctoral studies with the scientific degree of PhD and the scientific-teaching title of conf. univ;
  - b) managerial experience of at least five years;



- c) knowledge of academic management, quality assurance, ISO 9001 Quality Management System (QMS) standard, QMS documentation, traditional and modern student-centered teaching-learning-assessment methods, principles and means, general management;
- d) managerial skills: planning, organizing, motivating, coordinating, instructing, controlling, working with information, communicating effectively (orally and in writing), conflict resolution, negotiating, team building and teamwork, using office technology;
- e) Attitudes: responsibility, respect for people, receptiveness to new ideas, objectivity, dedication, loyalty, commitment, a tendency towards continuous professional development.

## **VII. FINAL PROVISIONS**

- 21. This Regulation shall enter into force on the date of its approval by the TUM Senate.
- 22. Amendments and additions to the Regulation may be made in the event of a change in the related legal framework, following the same procedure as its approval.
- 23. These Regulations shall be brought to the attention of the employees of the Academic Management and Quality Assurance Directorate against signature within 7 days from the date of approval, and to the new employees within 3 days from the date of hiring.