MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE

National Aviation University

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Management quality system (MQS)

REGULATIONS

Of Department of public management and administration

Of Educational and Research Institute of Continuing Education (ERICE)

MQS NAU 17.13(01) – 01 – 2018

Kyiv

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1. **GENERAL PROVISIONS**

1.1 Department of Public Management and Administration (hereinafter - the Department) is a basic structural unit of Educational and Research Institute of Continuing Education (hereinafter referred to as the Institute) of the National Aviation University (hereinafter - the University) conducting educational, methodological and/or scientific activities in a specialty (specialization) or interbranch group of specialties according to the purpose, main tasks and University Quality Policy.

1.2 The Department is created by the decision of the Academic Council of the University if it includes not less than five scientific and pedagogical workers for whom the department is the main place of work and at least three of them have scientific degree or title.

1.3 The Department can be created, liquidated and changes activity profile and name by the rector order by submission of the Institute director and decision of the Academic Council of the Institute and Academic Council of the University.

1.4 The department has the right to make independent decisions that do not contradict the current legislation, the University Statute and are aimed to increase efficiency of the Department and the University, and ensuring quality of specialists training.

1.5 The department work is carried out in accordance with perspective and annual plans covering educational, methodological, scientific, scientific and technical, educational and other types of work. The department plans are approved by the director of the ERICE.

Discussion of implementation progress of these plans and other issues of the department is held at meetings under the Department head with participation of scientific-pedagogical and other workers.

1.6 The whole department’s staff participates during solution of personnel questions. Scientific and pedagogical workers of the department participate in voting to elect scientific and pedagogical staff positions.

1.7 Scientific and pedagogical workers, scientific staff and auxiliary staff may be engaged in training and research work combining jobs in accordance with the labor legislation.

1.8 The department certification is carried out based on expert opinion of the Academic Council of the University or relevant governing bodies in accordance with the current Regulations, taking into account data of internal and external audits within the framework of the management quality system (hereinafter - MQS).

1.9 The Department is guided in its activities by the Law “On Education”, the Law of Ukraine “On Higher Education”, the Regulations of Educational and Research Institute of Continuing Education, this Regulation, the existing (work) educational plans, educational (working-educational) programs, instructions, by orders of the rector (vice-rectors in directions) of the University, the orders of the director of the Institute, the decisions of the Academic Council of the University and the Academic Council of the Institute, the Commission on the quality of the Institute, other normative documents of the University that regulate educational, methodological and scientific activities of the department.

1.10 The department regulations are approved by the University rector after agreement with the Institute director, vice rector for educational and pedagogic work in accordance with agreement letter. Changes to the Regulations are introduced, if necessary, by the department head after considerations during the department meetings, approval of the Institute academic council. Then changes are approved by the rector in the established order.

1.11 The Department performs following:

- familiarization of employees with the normative documents on personal data protection and their obligations regarding non-disclosure of data obtained during their professional duties.

- Personal data processing of workers and students.

1.12 The Department ensures safekeeping of documents containing personal data and ensures entities access to their own personal data.

1.13 The Department provides placement of scientific and teaching materials in the institution's depository.

**2. MAIN TASKS**

2.1 The department’s main task is organization and implementation of a high level educational and teaching-methodical work of disciplines attached to the department, educational work among students, scientific researches on the department profile, training of scientific and pedagogical workers and their qualification improving.

2.2 Basic tasks of the department:

2.2.1 Educational process conduction of appropriate forms of study and types of classes in disciplines in specialties (specializations) of the department.

2.2.2 Conduction activities on educational process among students.

2.2.3 Set of works conduction on teaching and methodological support of educational process.

2.2.4 Development of educational programs in disciplines.

2.2.5 Participation in development of educational plans of specialties (specializations) attached to the department.

2.2.6 Organization and conduction of research works on the main scientific areas of the department (Appendix 1).

2.2.7 Measures conduction on management of documented information of the department.

2.2.8 Development and implementation of corrective (preventive) actions to provide the department educational services.

2.2.9 Risks identification and managing to provide quality of educational services and researches;

2.2.10 Measures conduction to monitor and measure educational process.

2.2.11 Participation in professional orientation of graduates of higher educational establishments and participation in the process of entrants selection.

2.2.12 Participation in activities related to consumers of educational services (employers).

2.2.13 Participation in graduate employment processes.

2.2.14 Participation in conducting of internal and external audits.

2.2.15 Participation in processes of personnel management (staff of the department of the educational and research institute, the University).

2.2.16. Participation in management of medium production (educational process conditions).

2.2.17 Participation in management of information resources of library (library fund).

**3.FUNCTIONS**

There are following functions of the department related to implementation of the main tasks:

- strategy development of the department, perspective and annual work plans;

- conduction of training lectures in all forms;

- management of practice activities, course design and independent work of students;

- conductions of tests, examinations, abstracts and other types of work on disciplines of the department;

- preparation of textbooks, guidebooks, educational programs on the department disciplines;

- development of methodical materials that are part of educational-methodical complexes on the department disciplines as well as monographs, scientific works and scientific publications;

- participation in organization and conduction of continuous monitoring of training specialists’ quality;

- activities conduction for organization of educational work among students;

- organization and conduction of research works, preparation of package of orders for research works and grants, organization and management of research work of students;

- preparation of scientific and pedagogical staff, including through postgraduate studies and doctoral studies, aimed to improve quality of scientific and pedagogical staff of the department;

- studying, generalizing and disseminating of best lecturers’ experience, assistance of beginning lecturers in pedagogical skills mastering;

- development of new lecturing technologies and their application in educational process;

- links establishment with external and internal consumers of educational services, participation in marketing researches of the needs of educational services users;

- materials preparation and submission to the Institute's management to conduct internal and external audits of the department and analysis of the performance indicators of the department;

- participation organization of lecturers, staff, students, post-graduate students and doctoral candidates of the department in competitions, conferences of seminars, creative exhibitions, competitions, etc.;

- the department coordination with the structural units of the Institute (University), development of business and creative relationships with related departments of other universities, related enterprises and organizations;

- establishment and development of creative connections with foreign universities on educational, methodological and scientific issues, as well as for qualification improvement of scientific and pedagogical staff of the department and postgraduate students;

- preservation ensuring of equipment, literature, methodological and educational materials and other material values ​​attached to the department;

- participation in professional orientation work and employment of graduates of the department;

- keeping records, educational, methodical, scientific and reference information documentation;

- conduction of plans and reports by type and scope of work;

- placement of scientific and teaching materials in the institution's repository.

**4. MANAGEMENT**

4.1 The department managing is performed by the department head of the. The head cannot occupy this position more than two terms. The department head must have a degree and/or scientist title in accordance with the department profile. The department head is elected by competition by secret ballot by the Academic Council of the University for five years term, taking into account the of the of the Institute and the department staff. Appointment of the head is carried out by the rector order. The University Rector concludes a contract with the department head.

4.2 The department head is guided by labor legislation, orders of the University rector, a representative of senior management quality, vice rector for educational work, orders of the Director of the Institute, the University Statute, this Regulation, job description, documentation of the University's MQS and other normative documents.

4.3 The head carries out the department managing in accordance with job description, which is approved by the rector order in established manner.

4.4 The head carries out the official activity based on approved plans.

4.5 The department head is personally responsible for issues of the department's MQS.

4.6 Management of the department is carried out in accordance with official subordination, provisions of job descriptions of employees by identifying actions aimed to ensure efficiency of the department. Block diagram of the department management activity is presented in appendix 2.

Functions responsible for the department activities can be united and executed by one person.

**5. RIGHTS AND RESPONSIBILITIES**

5.1 The department is responsible for quality of training of specialists according to the department profile.

5.2 Responsibility of the head, scientific and pedagogical staff, teaching staff is determined by current legislation, rules of internal order of the University and their official instructions.

5.3 The head is personally responsible for the following: level of provision and conduction of educational, methodological, scientific work; implementation of curricula; disciplines quality monitoring, methodological and scientific activities of scientific and pedagogical workers; creation of healthy, creative medium among workers of the department; improvement of staff qualification; maintenance of discipline, internal regulations, safety, fire protection; conservation, efficient and sustainable use of equipment, property and facilities.

5.4 Each employee responsibility is individual, depending on their duties in relation with tasks and functions of the department in MQS.

5.5 The Department and its employees have right to initiate measures to improve educational services level.

5.6 The Department has right to demand necessary conditions for conducting of educational process and scientific activity within its competence.

5.7 The Department has right to initiate promotion of its employees.

5.8 The department head has right:

- to participate in work of all units and authorities of the University (Institute), where the department issues are discussed and solved;

- to approve following documents: calendar plans of the department work; individual plans of scientific-pedagogical stuff work; examination tickets. Individual work plan of the head is approved by the Institute director;

- to distribute training load and functional responsibilities among the staff, to control the timeliness and quality of their implementation; to control all forms of educational activities of the department;

- to select candidates for vacant positions; to submit proposals on employment, dismissal and removal of employees of the department to the rector of the University, the Director of the Institute, in accordance with the established procedure;

- to demand creation of social and living conditions that would ensure successful conduction of educational, pedagogical, methodological, research and educational work by the department staff from the structural units and services of the University;

- to submit proposals for improvement of educational process and research at the University to the rector (vice-rectors for directions, the director of the Institute);

- to demand from scientific, pedagogical and other workers compliance with the rules of internal regulations and labor discipline, rational use of materials, spare parts, devices and equipment in educational and scientific work.

**6. STRUCTURE, STAFF SCHEDULE AND RESOURCE SUPPLY**

6.1 The Department is a part of Educational and Research Institute of Continuing Education of the University.

6.2 Structure, quantitative and qualitative composition of the department depends on established by the University ratio “pedagogical worker - students number”, the volume and nature of training load determined by the curricula of training specialists, as well as nature and scope of scientific work.

6.3 The department consists of the department head, professors, associate professors, senior lecturers, specialists of I category and leading specialists.

6.4 Computer classes, studying rooms, educational laboratories and equipment for educational process can be attached to the department.

6.5 Sectors that bring together scientific and pedagogical workers of one specialty or the closest educational disciplines by content can be created as part of the department for effective solution of methodological and organizational issues of educational process.

6.6 The department makes a staff schedule within remuneration fund, which is approved by the University rector) for each academic year.

6.7 Competitive selection should be taken during replacement of vacant positions of scientific and pedagogical workers - the department head, professors, associate professors, senior lecturers, faculty members to enter labor the contract (contract) according to procedure approved by the Academic Council of the University.

6.8. Property and premises are arranged to the department to organize educational audiences, educational and research laboratories and classrooms. They are an integral part of the University property.

6.9. Scheme of the organizational structure of the department is presented in Appendix 3.

**7. INTERACTION WITH OTHER STRUCTURAL DIVISIONS**

7.1 The Department interacts with other Institute departments and the University to identify and implement interdisciplinary logical connections, exchange of experience, joint scientific research, conduction of joint educational and cultural-mass events with listeners.

7.2 It interacts with the Institute structural units to plan and organize educational process and research work, participation of the faculty staff in conduction of all activities with students held at the Institute, the department accountability in all areas of the Institute's administration.

7.3 It also interacts with educational department, educational-methodical department, training technical means department, department of humanitarian development of communications, research unit, doctoral and post-graduate department, administrative-economic unit, scientific and technical library, planning and finance department, accounting department, department of marketing and technical development and other services – to implement functions assigned to the department staff.

**8. PROCESSES OF MANAGEMENT QUALITY SYSTEM THAT ARE REALISED BY THE DEPARTMENT**

8.1 List of realized processes at the department are related to the three main groups of processes of the MQS NAU - management processes, processes of higher education and security processes to implement tasks and functions of the department. These processes contribute to effective functioning of MQS NAU.

8.2 The department carries out following processes of higher education:

- educational process;

- scientific and technical activity.

8.3 The University defines educational services for the department. The department participates in processes of scientific and technical activities, processes of management and security processes:

- processes related to consumers;

- design and development;

- educational process

- scientific, technical and innovative activity;

- graduates employment process.

8.4 The department carries out appropriate measures in the following security processes and management processes:

- management of documented information;

- management of inconsistencies and corrective actions;

- international activity;

- risk management;

- activity analysis;

- stuff management;

- infrastructure management;

- management of information resources of the library;

- educational and social work.

8.5 The educational process provides an opportunity:

- gaining knowledge, skills and abilities in the humanitarian, social, scientific and natural sciences and technical fields;

- intellectual, moral, spiritual, aesthetic and physical development of person, contribution to individual formation.

8.6 Education at the department is carried out in the following forms: full-time and part-time.

8.7 The educational process organization at the department is carried out according to the following forms: training sessions by type (lectures, practical classes, individual classes, consultations, etc.); independent work; practical training; control measures.

The description of actions implemented by the department is given in Appendix 4.

**9. ACTIVITY RESULTS**

9.1 The department efficiency is defined by the level of the entire department and level of each employee.

9.2 Quantitative efficiency estimation is calculated as percentage of planned tasks implementation assigned to the department or to each employee.

9.3 Implementation efficiency criterion is a condition under which the quantitative efficiency assessment is not less than planned level, which is determined in accordance with the MQS documented procedure “Process Management”.

9.4 Indicators for processes efficiency calculation are determined (revised) by the department head (employees responsible for activities), taking into account the university indicators as a whole at the reporting period beginning.

9.5 The efficiency indicators of the department and their analysis are monitored during the reporting period.

9.6 Processes efficiency assessment is performed by the department head together with the department responsible for quality. The efficiency assessment of the department is formed based on these assessments. It is transmitted to relevance and efficiency sector of the Department of Internal Audit to form integrated assessment of the National University of Science and Technology.

9.7 Corrective and preventive actions are performed in discrepancies case during implementation of processes.

9.8 Analysis of the efficiency indicators is carried out in time. Conclusions on the structural unit functioning (processes and staff) are brought to the attention of the department staff.

**10. ADDITIONAL FUNCTIONS OF GRADUATION DEPARTMENT**

The department is appointed by the rector order on submission of the faculty dean (director of educational and research institute) (based on decision of the faculty academic council).

Graduation department performs following functions:

10.1 Organization and conduction of works to open knowledge fields for training of specialists, specialties and specializations for a certain higher education degree.

10.2 Organization and conductinon of works on accreditation, licensing and attestation of knowledge fields and specialties for specialists training for a certain degree of higher education.

10.3 Studying of demand of enterprises, organizations and institutions in specialists in the field of training, specialty and specialization, which are included in this specialty.

10.4 Participation in the work for students admission to the university paid by state budget and contractual forms of financing.

10.5 Development, approval and submission of relevant parts of educational and vocational programs of higher education applicants for approval.

10.6 Development and adjustment of working curricula for graduate training in the field of knowledge and specialty.

10.7. Harmonization of educational and working educational programs in all disciplines in the field of knowledge, specialty and specialization.

10.8 Quality analysis of the all academic disciplines teaching in corresponding field of knowledge, specialty and specialization.

10.9 Analysis of the attendance of training sessions and current progress of students in the field of training, specialty and specialization. Development of proposals for their improvement and further training of students, including transfer to the next educational level.

10.10 Participation in the rector's control over the quality of specialists training.

10.11 Development of methodological materials on organization and holding of state and qualification exams of graduates of bachelor's and master's educational degrees.

10.12 Organization and conduction of state and qualification examinations of graduates of bachelor's and master's educational degrees.

10.14 Development of methodological materials to implement and defend diploma projects (works) of educational degrees graduates.

10.15 Development of diploma projects topics (works) of graduates for all educational levels. Organization of work of examination commissions, reviewing and defence of graduates diploma projects (works).

10.16 Organization and conduction of defense of graduates diploma projects (works) of all educational levels.

10.17 Organization, conduction and methodical provision of all types of educational and industrial practices of students in the field of training, specialty and specialization.

10.18 Development and implementation of measures set to strengthen professional orientation of teaching fundamental and special educational disciplines in the field of knowledge, specialties and specialization.

10.19 Development of proposals to improve graduates training of all educational levels.

10.20 Organization and holding of scientific-methodological conferences, seminars or meetings on issues related to quality of specialists training of all educational levels by involving of leading lecturers who conduct training sessions in the field of training and specialty at the university and other higher educational institutions of the country, as well as representatives of production, customers.

10.21 Participation in specialists recruitment providing methodological assistance to enterprises in their internship organisation.

Organization of connections with graduates in order to investigate quality of their practical training and development of measures to improve specialists training in the field of training, specialties and specializations. Investigation of issues related to young specialists adaptation to conditions of enterprises functioning, their professional growth.

10.22 Organization and conduction of self-certification of the department, direction of training, specialties and specializations.

10.23 Development of cooperation with enterprises, institutions and organizations on training of specialists in the field of training, specialties and specializations.

10.24 Organization of the speeches of senior staff and leading specialists of enterprises, institutions and organizations with students, scientific and pedagogical workers; involvement of leading scientists and industry practitioners in the pedagogical activity.

10.25 Implementation of cooperation with related higher educational institutions of Ukraine, foreign higher educational institutions in educational, pedagogical, methodological and research work, as well as with foreign scientific research organizations in accordance with established procedure.

Appendix 1

**List and characteristics of the department scientific activities**

1. History and theory of public administration.

2. Public policy and parliamentarism.

3. Public service.

4. Public administration of sustainable local development.

5. State regulation of entrepreneurial activity.

6. Management of innovation and investment activity.

7. Behavioral Economics and Public Governance.

8. Management of social development.

9. Anticorruption policy in public administration.

10. Psychology of management.

11. Public administration of foreign economic activity.

12. Management of projects and programs in public sphere

13. Territorial and sectoral management.

14. Mechanisms of society and the state interaction.

15. Methodology and organization of scientific research.

Appendix 2

**Scheme of the department management**

Responsible officials for activities:

- scientific and methodological activity

- diploma development

- scientific work

- acceptance commission

Project leaders by specialties:

- Scientific and pedagogical stuff

Deputy of the department head

Responsible for the Institute quality

Auxiliary teaching stuff

PhD students

The department secretary

Responsible for the department quality

The department head

Appendix 3

**Scheme of the department organizational structure**

Scientific and pedagogical stuff

Auxiliary teaching stuff

The department head

Appendix 4

**Description of actions in framework of MQS that are realized at the department**

A1. Description of actions within the framework “Educational process” is given in the Regulation on the organization of educational process in NAU.

A2. Process “Educational-methodical activity” includes complex of works on development and improvement of methodical support of educational process. Methodical support includes - textbooks, manuals, lecture notes, guidelines for laboratory work, course projects (works), etc. Description of actions within the process “Educational-methodical activity” is given in the Regulations on educational-methodical department.

A3. Design and development process (regarding educational process) includes a set of works on development of educational programs, training and work curricula of specialties, training and work programs on disciplines.

Description of actions within process “Educational-methodical activity” is given in the Regulations on educational-methodical complex of academic discipline, the Regulations on editorial-publishing activity of the National Aviation University.

A4. The process “Scientific activity” includes complex of research works within limits of carrying out state budgetary, economic, departmental and other scientific researches in directions of scientific activity of the department. Description of activities of the department within the process “Scientific activity” is given in the Regulation on the research part of the National Aviation University.

A5. Process “Consumer-related processes” include a set of works to establish relations with employers, parents of entrants, MSEU, to sign cooperation agreements with consumers, identifying their requirements for implementation of one of the basic principles of international standards ISO 9000. It contributes to ensure efficiency of MQS at the university. Description of department's actions within “Consumer-Related Processes” is given in the Regulation on Internal system of quality provision of higher education in the National Aviation University.

A6. Process “Pre-university preparation” is related to vocational orientation of graduates of secondary schools, participation in development and dissemination of information materials among young people. Description of activities of the department within framework of the process “Pre-university preparation” is given in the Regulations on Educational and Research Institute of Continuing Education.

A7. Process of applicants’ selection is related to works of the NAU Admissions Committee. Description of activities of the department within \framework of the “Admission Selection” process is given in the Regulations on Admissions Committee and the Rules of Admission to the National Aviation University.

A8. “Process of graduates employment” includes complex of works on creation and use of information database on employment of graduates at the enterprises of branches according to directions of training specialists of the department providing advisory assistance to graduates. Description of actions of the department within “Process of graduates employment” is given in Regulations on Internal system of quality provision of higher education in the National Aviation University.

A9. Internal Audit Process of the Department is related to involvement of leading internal auditors and specialists of the department within audit teams to conduct internal audits of MQS in NAU divisions. Process of “Internal audits” also applies to the department in accordance with internal audit program. Description of the department's actions within the Internal Audit process is given in the documented procedure “Internal Audit Procedure”.

A10. Process “Stuff Management” includes complex of works on advanced training of scientific and pedagogical staff of the department, organization and control of training of doctoral students, graduate students, applicants, interns, recruitment, dismissal, investigation, generalization and dissemination of experience the best scientific and pedagogical workers, provision of assistants with help mastering of pedagogical skills. Order of actions by staff of the department is regulated by relevant job descriptions, which are part of the MQS documentation and are in the archives of the department. Description of department's actions within framework of “Stuff management process” is given in Regulations on Organization of Educational Process at the National Aviation University.

A11. Process “Infrastructure Management” at the department is related to justification of proposals to provide the department with auditorial and laboratory funds, equipment and technical training facilities, including computers for implementation of modern teaching technologies, planning and implementation of activities on efficient use of rooms and storage of equipment. Description of department's actions within framework of “Infrastructure Management process” is given in terms of licensing and accreditation of specialties, the Regulations on operational and technical departments and services.

A12. Process “Management of production medium” involves participation in activities to provide supportive medium for educational process in production medium. Description of department's actions within framework “Management of production medium” is given in the Regulations on the University's Department of Occupational and Environmental Protection and in the NAU's Occupational Health and Safety Management System.

A13. Process “Management of library information resources” is related to formation of proposals for scientific and technical library of NAU on list of educational and methodical publications, published in Ukraine and in other countries to ensure educational process on the disciplines of the department to track provision of educational process by educational and methodical publications according to provision maps of the disciplines. Description of department's actions within the process “Management of library information resources” is given in the Regulations on Scientific and Technical Library, educational and methodical department, department of humanitarian development, editorial and publishing department.

A14. Process “Documentation Management” is performed in accordance with Instruction on the Records of the University and documented procedure “Documentation Management”.

The list of documents to be managed at the department is given in the “Register of documents”. Document form is listed in “Document Forms”.

A15. Process “Protocols management” is performed in accordance with documented procedure “Protocols management”. The list of protocols to be managed at the department corresponds to general list of documents “Register of documents”. Document types are listed in “Document Forms”.

A16. Process “Nonconforming products management (Educational Service)” is performed in accordance with documented procedure “Nonconforming products management”.

A17. Process “Corrective actions” is performed in accordance with documented procedure “Corrective actions”.

A18. Process “Preventive actions” is performed in accordance with documented procedure “Preventive actions”.

A19. Process of MQS monitoring and measurement is related to the department in part of development, application and refinement of methods, technologies and regulatory framework for monitoring and measuring processes to provide educational services and scientific activities. Description of department's actions within MQS “Monitoring and measurement process” is provided in Section 8.2.3 of Quality guidelines.

A20. Description of actions within processes presented in Sections 8.2, 8.3, is provided in documented procedure “Process Management”.

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