

STATEMENT ON QUALITY POLICY

The "ASPIRA UNIVERSITY OF APPLIED SCIENCES" quality system respects standards in the context of providing training services and education. This policy of management quality with the following procedures defines and documents the systems and methods for applying and maintaining objective evidence that all Aspira's activities are at the level of the ISO 9001:2015 standard and the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) and determines activities within its framework (undergraduate and graduate professional study and execution of lifelong learning programs, scientific, professional, research and project activities) and compatibility with regulations of the Ministries.

The goals which Aspira aims for through politics and system qualities are:

1. Accomplishment of full satisfaction of our service's user and inclusion of process for permanently improving qualities of the services in accordance with standards, legal regulations and stakeholder requirements
2. Ensuring academic integrity, freedom and equality in the exercising of rights arising during and after completion of education
3. Development of study and lifelong learning programs based on research, which result in a high level of achieved learning outcomes.
4. Permanent improvement of the teaching process, by harmonizing the teaching program with the latest requirements of the profession, development of technologies, international cooperation and scientific research work.
5. Insuring appropriate work ambience and conditions of work for employees and external collaborators as well as students and attendees.
6. Continuous improvement of knowledge of teachers and employees, acquisition of new and/or increase of existing competencies.
7. Development of the University of Applied Science as a socially responsible institution that contributes to the development of the economy, local community, region and society through knowledge transfer.
8. Risk management for the purpose of financial sustainability of the University of Applied Science.

The attendee/student is at the centre of attention of all our employees, associates and lecturers, and one of the most important goals of the established quality system is to effectively observe the needs and expectations of the attendee/student and to track and continuously maintain the satisfaction of the attendee/student with the purpose of improving the quality of services. Aspira continuously follows and adopts new trends, in technological, as well in educational sense, adjusting to the needs of the markets. Keeping high professionalism and motivation of our employees, lecturers and associates and with the modern equipment of our classrooms and other spaces, we constantly strive towards improvement. The quality policy is appropriate to the goals of the organization, it is oriented towards the continuous improvement of the efficiency of the quality system, it provides a framework for the evaluation of quality goals, it is known within the organization and evaluated in the goal of permanent adequacy.

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President of Governing board
Milivoj Jerkunica