



UniSR

Università Vita-Salute
San Raffaele

UNIVERSITY REGULATIONS

QUALITY ASSURANCE SYSTEM REGULATIONS



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1 Purpose and scope

These Regulations govern the organisation and responsibilities of Università Vita-Salute San Raffaele bodies as part of the Quality Assurance System, consisting of a set of processes aimed at:

- gearing activities towards the achievement of the development objectives defined by the University's top management;
- monitoring the activities mentioned in the previous paragraph on an ongoing basis;
- promoting the continuous improvement of the University.

These Regulations shall apply, within Università Vita-Salute San Raffaele (hereinafter also referred to as 'UniSR'), to all Quality Assurance processes in the Teaching, Research and Third Mission/Social Impact fields.

UniSR shall promote awareness among technical and administrative staff, teaching staff, researchers, and students to combat gender stereotypes, including through the adoption of gender-neutral language in institutional communications, where feasible. However, in certain instances – including the present document – the masculine form is employed as a generic **solely for the sake of brevity**; it shall, however, be construed as *inclusive* of all persons, regardless of gender.

2 Aim and objectives

The purpose of these Regulations is to provide UniSR with support in applying a design, management, evaluation and improvement model, functional to the achievement of its institutional purpose, by defining a Quality Assurance System.

UniSR's institutional purpose is to address the question "QUID EST HOMO?", premised on the conviction that the human being is a biological, intellectual, and spiritual *unicum*. This aim is achieved by investigating the essential biological structures, the treatment of pathological conditions, and the discovery of intellectual potential.

In the pursuit of its institutional purpose, UniSR shall fulfil three core mandates:

- the **first mandate** comprises Education, relating to teaching and training;
- the **second mandate** consists of Scientific Research development;
- the **third mandate** is the **Third Mission/Social Impact**, which reflects the University's commitment to engaging with the socio-economic context, expressed through the promotion and transfer of knowledge.

In the discharge of its duties, UniSR adopts a holistic approach whereby the three mandates are overseen within a Quality Assurance System; this system identifies the institutional bodies as the entities responsible for ensuring quality through accountable and reliable autonomy, with a view to placing students—and more broadly the individual and their needs—at the core of its activities.

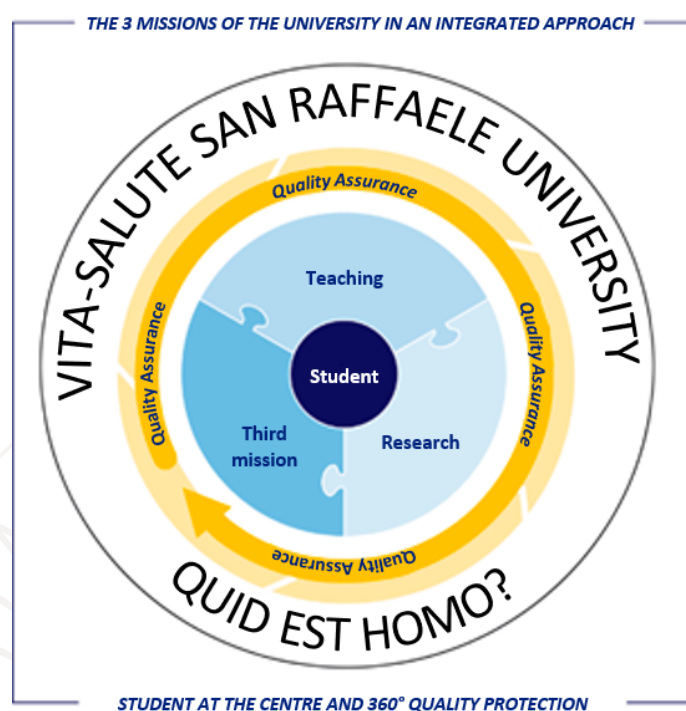


Figure 1: Quality Assurance System in relation to the University's institutional mandates

3 Abbreviations, Acronyms and Definitions

A list of the abbreviations and acronyms used in these Regulations is given below:

| Abbreviation and definition | Description |
|------------------------------------|--|
| ANVUR | Italian National Agency for the Evaluation of Universities and Research Institutes |
| AQ | Quality Assurance - see also "SGQ" |
| AVA | Self-assessment, Periodic assessment, Accreditation (ANVUR model) |
| CCDS | Course Committee |
| CD | Board Member |
| Cds | Degree Programme / Degree Programmes. As used in these Regulations, "Degree Programme" shall mean a Bachelor's Degree, Master's Degree, or Single-cycle Master's Degree, as well as a PhD Programme (the latter limited to specific processes). |
| CEV | Evaluation Experts Committee |
| CPDS | Joint Faculty Staff-Student Committee |
| DM | Ministerial Decree |
| NdV | University Board of Evaluation |
| PEV | Evaluation Experts Panel |
| PNdV | Chairperson of the University Board of Evaluation |

| | |
|---------------------------|---|
| PPQA | Chair of the University Quality Assurance Board |
| PQA | University Quality Assurance Department |
| SGQ | Quality Management System – see also "AQ" (QA) |
| SUA-Cds | Annual Consolidated Degree Programme Factsheet – Bachelor's, Master's, and Single-Cycle Master's Degree programmes) |
| SUA RD/TM-IS | Annual Consolidated Degree for Departmental Research, Third Mission and Social Impact |
| UniSR / University | Vita-Salute San Raffaele University |

4 Provisions set out in these Regulations

4.1 TITLE I – GENERAL PROVISIONS

ART.1 Sources of the Quality Assurance System Regulations

1. The Quality Assurance System Regulations have been prepared in accordance with the following external and internal sources:

- ANVUR Quality Assurance Guidelines;
- Specific ministerial provisions on accreditation;
- Italian Legislative Decree No. 19 of 27 January 2012;
- Charter of Università Vita-Salute San Raffaele;
- General University Regulations;
- University Academic Regulations;
- Regulations of the University Board of Evaluation;
- Regulations of the University Quality Assurance Board.

4.2 TITLE II – GOVERNANCE SYSTEM AND ENTITIES INVOLVED IN QUALITY ASSURANCE

ART.2 Governance System and entities involved in the Quality Assurance System

1. To achieve its objectives, UniSR defines its own Governance and Quality Assurance System as well as the roles, responsibilities and tasks of the Governance Bodies and the organisations responsible for Quality Assurance. Accordingly, UniSR shall establish an organisational structure designed to enable the above-mentioned entities to perform their duties effectively.

2. **Governance System** shall mean the Board of Governors, the President, the Rector, and the Academic Senate, as well as any individuals, bodies and/or entities vested by them with delegated authority.

3. The **main entities** in charge of the University's internal Quality Assurance and Evaluation are:

- a. The Governance System (Article 3);
- b. The University Board of Evaluation (Article 4);
- c. The University Quality Assurance Board (Article 5);
- d. The Joint Faculty Staff-Student Committee (Article 6).

The **peripheral bodies** of the University's internal Quality Assurance System comprise Degree Programmes, PhD Programmes and Faculties. Within these structures, the following entities are identified:

- for **Degree Programmes**:
 - a. Course Committee (Article 7);
 - b. Review Groups (Article 8);
 - c. Stakeholders (Article 9);
- for **PhD Programmes**:
 - a. PhD Programme Committees (Article 7);
 - b. Review Groups (Article 8);
 - c. Stakeholders (Article 9);
- for the **Faculties**:
 - a. Faculty Board (Article 7);
 - b. Review Groups (Article 8);
 - c. Stakeholders (Article 9).

ART.3 Governance System

1. The Board of Governors, the highest governance body of the University, the President, the Rector and the Academic Senate exercise the functions set out in the Charter and the General University Regulations.

Within the scope of these Regulations, the Board of Governors—including through any individuals, bodies and/or entities vested with delegated authority—shall:

- define and implements the strategic planning for Education, Research and Third Mission/Social Impact, as well as the model for monitoring the related plans and results achieved, including the periodic assessment thereof;
- define the strategic guidelines for Faculties, including with regard to Research and Third Mission/Social Impact, and the resources required to implement them, in accordance with the University's principle of autonomy and its own Charter provisions;
- define the guidelines and objectives of the Quality Policy, contributing to their formulation and sharing, and assigning responsibilities for their achievement within the University;
- ensure the implementation and updating of Quality Assurance System processes.

2. To carry out the activities referred to in paragraph 1, these bodies shall rely on the Governance and Quality Assurance System Review Process, as set out in Article 19 of these Regulations and in the University Operational Procedure on Quality Assurance process implementation.

ART.4 University Board of Evaluation (NdV)

1. The University Board of Evaluation shall exercise the functions defined in the General University Regulations, as approved by the competent Ministry and issued by Rector's Decree.

The Board shall act as a proposing and advisory body to the Board of Governors, to whom it shall report directly on its own activities.

2. The manner in which the Board of Evaluation performs the functions referred to in the previous paragraph is governed by the Board of Evaluation Regulations, which were approved by the Board of Governors and issued by Rector's Decree.
3. In accordance with section 2, the tasks of the Board of Evaluation are defined in the following paragraphs of this article.
4. The Board shall carry out the activities set out in legislative or regulatory provisions in accordance with the Charter and the University's principle of autonomy.
5. For Bachelor's Degree Courses, Master's Degree Courses, Single-Cycle Master's Degree Courses and PhD Programmes, it shall assess the quality and effectiveness of the academic provision.
6. It shall assess the quality and effectiveness of Research and Third Mission/Social Impact activities.
7. The Board shall periodically assess the Courses and Faculties' performance by analysing the results, based on interviews where appropriate and necessary.
8. It shall ensure that the recommendations and conditions set out by the Evaluation Experts Committee during external visits are implemented within Degree Programmes and Faculties, reporting primarily to the Governance Bodies.
9. It may require frequent Periodic Review Reports if any critical issues are found.
10. With regard to the Accreditation Procedures for University Locations and Degree Programmes, pursuant to Legislative Decree No. 19/2012, it shall perform the following functions:
 - a. provide an opinion that is binding for the University on the fulfilment of the requirements for initial accreditation for the establishment of new Degree Programmes, as well as on the coherence and sustainability of any achievement plans;
 - b. verify the proper functioning of the Quality Assurance System and provide support to the ANVUR and the Ministry in monitoring compliance with initial and periodic accreditation requirements for programmes and locations;
 - c. provide support to the University Governance Bodies and the ANVUR in monitoring the results achieved against the periodic assessment indicators, as well as to the University in the development of additional indicators for the achievement of its strategic planning objectives;
 - d. in the annual report referred to in Article 1(2) of Italian Law No. 370 of 19 October 1999, it shall report on the results of the activities referred to under b and c above.
11. The Board, in accordance with the procedures and timeframes set out by the ANVUR, shall:
 - a. draw up an annual report on the student opinion survey;
 - b. complete the audit factsheets concerning the resolution of shortcomings, in relation to the recommendations and conditions set out by the Evaluation Experts Committee (CEV) during external visits;
 - c. provide information on the AVA indicators, in compliance with the provisions of section 10(c) above;
 - d. draw up an annual report containing the results of its auditing and evaluation activities.
12. In order to carry out the above-mentioned activities, the Board of Evaluation shall rely on the evaluation process specified in Article 18 of these Regulations and the University Operational Procedure on Quality Assurance process implementation.

13. The chart below provides an overview of the Board of Evaluation's role:

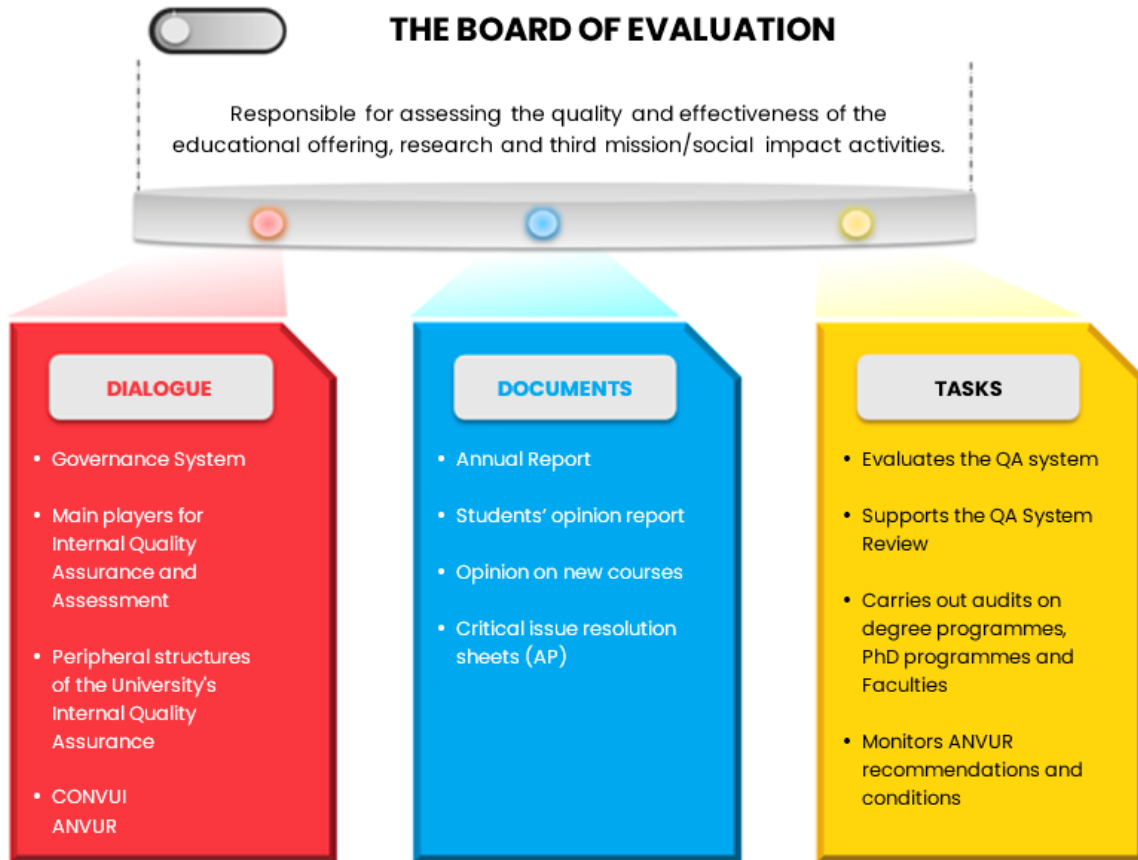


Figure 2: Board of Evaluation's role (source: retrieved from AVA guidelines)

ART.5 University Quality Assurance Board (PQA)

1. The University Quality Board exercises the functions defined in the General University Regulations, approved by the competent Ministry and issued by Rector's Decree.
2. The procedures through which the University Quality Assurance Board (PQA) fulfils the functions referred to in the preceding paragraph shall be governed by the PQA Regulations, as approved by the Board of Governors and issued by Rector's Decree.
3. The PQA shall implement any and all appropriate initiatives to promote a quality culture within a unified Quality Assurance process covering aspects relating to Education, Research, and the Third Mission/Social Impact, based on the guidelines set out by the University's Governance System, while managing the necessary internal and external information flows. It shall also organise and coordinate monitoring and data collection activities prior to the actual system evaluation carried out by the Board of Evaluation.

More specifically, the PQA shall:

- support the main stakeholders and University facilities in building Quality Assurance processes and the related procedures, ensuring the implementation thereof;
- propose common Quality Assurance tools;

- provide training in the area of Quality Assurance to support degree programmes, doctorates, faculties, Joint Faculty Staff-Student Committees and any other organisations involved in Quality Assurance;
- draft guidelines and documentation to support the self-assessment, assessment, and review **processes** for Degree Programmes, PhD Programmes, Faculties and the Joint Faculty Staff-Student Committee;
- support the University in monitoring Quality Assurance **processes** and reviewing the Governance and Quality Assurance System;
- monitor implementation of the measures taken following the recommendations and/or conditions set out by the **Evaluation Experts Panels** and **Evaluation Experts Committee**, and by the ANVUR in general, during the Initial and Periodic Accreditation activities;
- implement any further legislative or regulatory provisions on aspects for which it is responsible.

Furthermore, the PQA shall

- **with reference to teaching activities:**
 - organise the collection of the information contained in the Annual Consolidated Factsheet for each University Degree Programme, ensuring that this is constantly updated;
 - monitor student, undergraduate and graduate opinion surveys;
 - verify the review activities and ensure the correct flow of information to and from the Board of Evaluation and the Joint Faculty Staff-Student Committee;
 - collect data in order to monitor qualitative and quantitative indicators, and disseminate the results.
- **with reference to Research and Third Mission/Social Impact activities:**
 - monitor and supervise the smooth running of research Quality Assurance Procedures in accordance with the declarations and planning set out;
 - ensure the correct flow of information to and from the Board of Evaluation.

4. To carry out the above-mentioned activities, the University Quality Assurance Board shall rely on the Quality Assurance Process set out in Article 17 of these Regulations and the University Operational Procedure on Quality Assurance process implementation.

5. The chart below provides an overview of the role of the University Quality Assurance Board:

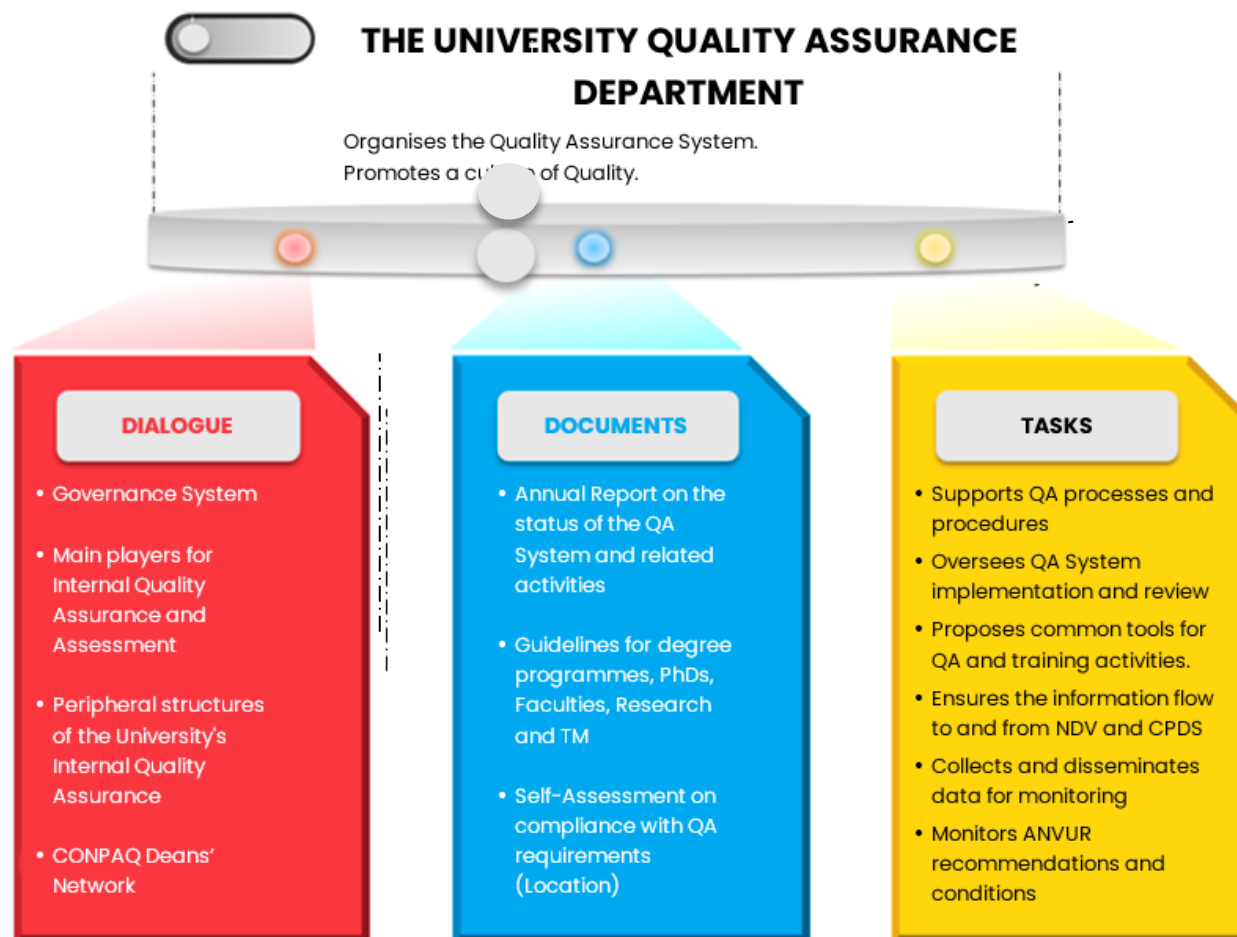


Figure 3: PQA's role (source: retrieved from AVA guidelines)

ART.6 Joint Faculty Staff-Student Committee (CPDS)

1. The **Joint Faculty Staff-Student Committee (CPDS)** is appointed annually for each Faculty, in accordance with the University General Regulations.
2. The Joint Faculty Staff-Student Committee shall be appointed annually based on a resolution passed by the Faculty.
3. Individuals already serving as members of a Review Group, as referred to in Article 8 of these Regulations, shall not concurrently serve on the CPDS.
4. Within the scope of Quality Assurance, the Joint Faculty Staff-Student Committee shall:
 - **monitor the ANVUR indicators** measuring the degree of achievement of teaching objectives at individual Degree Programme level;
 - in relation to the ANVUR indicators mentioned in the previous paragraph, identify specific indicators with the aim of monitoring the quality of teaching and student services provided by professors and researchers;

- **monitor student satisfaction** based on questionnaires and/or dedicated interviews;
- propose indicators, ways of managing or using the information obtained from students through the interviews and/or questionnaires mentioned in the previous paragraph;
- give opinions on the activation and cancellation of Degree Courses and Master's Degree Courses, more specifically by:
 - analysing and making proposals on the effectiveness of the expected learning outcomes in relation to the relevant functions and responsibilities (consistency between the planned educational activities, the ECTS credits assigned to them and the specific planned educational objectives);
 - submitting proposals for improving the quality and effectiveness of teaching structures, including in relation to (i) learning outcomes, in relation to employment and personal and professional development prospects, and (ii) the needs of the economic and productive system.
- provide an opinion on how complete and effective the Annual Monitoring and the Cyclical Review of the Pre-Bachelor's Degree/Pre-Master's Degree Courses were;
- draw up an **Annual Report** broken down by Degree and Master's Degree Courses and submit it to the Board of Evaluation, the University Quality Department, the Degree and Master's Degree Courses and the Academic Senate by 31 December each year (in accordance with Italian Legislative Decree No. 19 of 27 January 2012 and the AVA Guidelines);
- **disseminate** the University's quality policies to students, so that they are informed and aware of the Quality Assurance system adopted by the University (in accordance with Italian Legislative Decree No. 19 of 27 January 2012).

5. To carry out the above-mentioned activities, the Joint Faculty Staff-Student Committee shall rely on the Joint Faculty Staff-Student Committee Evaluation Process set out in Article 15 of these Regulations, as well as the University Operational Procedure on Quality Assurance process implementation.

6. The observations of the CPDS shall be transmitted directly to the NdV, the PQA, and the Deans of Faculties/Chairs of the Course Committees. These bodies must, in cooperation with the Joint Faculty Staff-Student Committee or other student representatives, incorporate the aforementioned observations when drawing up the resulting proposals for improvement.

ART.7 Faculty Board, Course Committee, Quality Assurance Management Groups and PhD Programme Committees

1. The functions and responsibilities of **Faculty Board and Degree Programme Councils** are defined in the Charter, the General University Regulations, the University Academic Regulations and the respective Faculty Regulations.

Each Degree Programme shall include advisory bodies known as **Quality Assurance Management Groups**, tasked with ensuring and enhancing the quality of academic provision through monitoring, evaluation, and the proposal of improvement actions in accordance with the AVA model. They are

identified as follows: the Chair of the CCdS/Programme Coordinator (or, in their absence, the Dean), the Head of the Joint Faculty Staff-Student Committee (CPDS), the Director/Coordinator of Professional Training Activities (where applicable), the Teaching Planning and Programming Office (or, in their absence, the Faculty Office), and faculty members identified by the Chair of the CCdS for their specific expertise in Programme Quality Assurance processes.

The Quality Assurance Management Groups for the main twin programmes shall be identified as follows: the Twin Programme Coordinator (or, in their absence, the Dean); the Head of the Joint Faculty-Student Committee; the Director/Coordinator of Professional Training Activities (where applicable); the Academic Planning Office (or, in its absence, the Faculty Office); and Faculty members identified by the Coordinator for their specific expertise in Degree Programme Quality Assurance processes.

The composition of the Quality Assurance Management Groups shall be formally tabled at the annual meeting of the Course Committee (or, in its absence, the Faculty Board) for the purposes of the SUA-CdS (Annual Programme Fact Sheet) compilation. Notification of the same shall be submitted to the Quality Assurance Board and the Organisation and Quality Office by electronic mail.

The Quality Assurance Management Groups may, in the discharge of their advisory duties, provide their contribution as part of the following activities:

- monitoring the progress of degree programmes and identifying areas for improvement;
- periodic assessment of learning outcomes and learning effectiveness;
- preparation of internal assessment reports according to AVA model guidelines;
- development and submission of action plans to improve the quality of education;
- collaboration with the University Quality Assurance Board to ensure alignment with the University's Quality Policies.

The duties and remit of the **PhD Programme Committees** shall be defined in the University General Regulations and the PhD Programme Regulations.

2. With regard to the Quality Assurance (QA) System, the Governing Bodies shall define the Quality Assurance model for Teaching, Research, and Third Mission/Social Impact activities, assigning specific functions, as set out below, to the Faculty Board, the Course Committee, and the PhD Programme Committees.

3. In accordance with paragraph 2:

- The Faculty, through the Faculty Board, shall:
 - appoint the Review Groups as detailed in Article 8 of these Regulations;
 - be responsible for drafting the RD and Third Mission/Social Impact Annual Consolidated Factsheet and the Annual Research and Third Mission/Social Impact Review Report, as outlined in Article 16 below;
 - coordinate the activities of the Steering Committees (where applicable);
 - where no Course Committee has been established, be responsible for consultation with stakeholders in the absence of Steering Committees;

- where no Course Committee has been established, promote and review the work of the Review Groups concerning the drafting of the Annual Monitoring Factsheet and the Cyclical Review Report for the Courses.
- The Course, through the Course Committee (where one is appointed), shall:
 - promote and review the work of the Review Groups concerning the drafting of the Annual Monitoring Factsheet and the Cyclical Review Report for the Courses;
 - ensure the educational and organisational coordination of the relevant Degree Programme activities, in compliance with the Faculty’s remit and directives;
 - manage stakeholder consultation activities;
 - promote—with the support of the Educational Planning and Programming Offices—clear and transparent procedures for Degree Programme admissions, student career management, and tutoring, through the planning and implementation of effective initial, ongoing, and exit orientation activities. The Tutor is the figure employed for support activities within on-campus educational programmes or for orientation purposes across individual Degree Programmes (“Tutoring”).

The chart below provides an overview of the role of the Degree Programme:

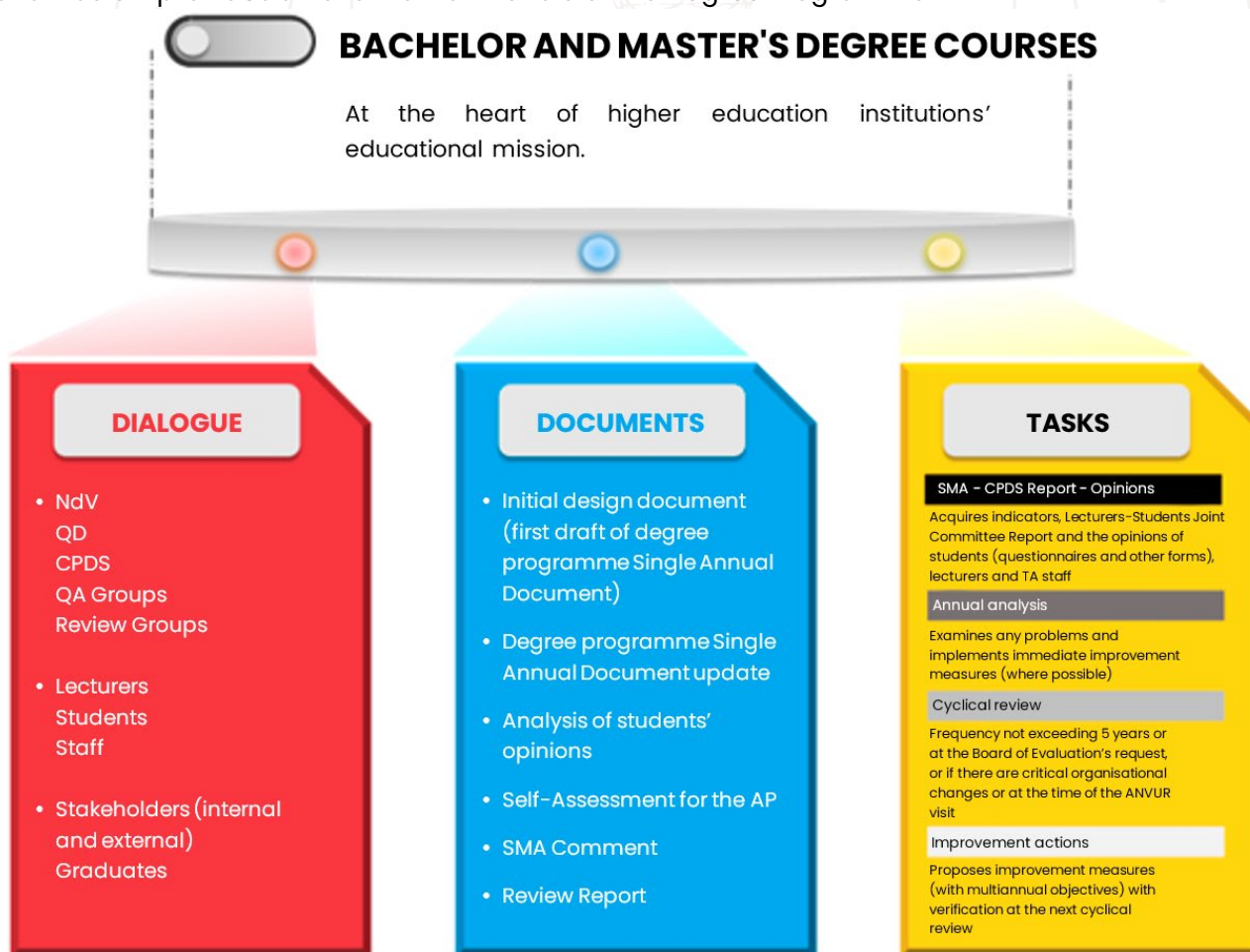


Figure 4: Role of the Degree Programme (source: retrieved from the AVA guidelines)

- The PhD Programme Committees shall:
 - promote and review the work of the Review Groups concerning the drafting the PhD Programme Accreditation Report and the Annual Review Report;
 - ensures the educational and organisational coordination of the relevant doctoral activities;
 - manage stakeholder consultation activities in the absence of specific Steering Committees.

The chart below provides an overview of the role of the PhD Degree Programme:



Figure 5: Role of the PhD Degree Programme

4. To carry out the activities outlined in the preceding paragraphs, the Faculty Boards, the Degree Programme Councils and the PhD Programme Committees shall rely on the Quality Assurance processes set out in the University Operational Procedure on Quality Assurance process implementation and in the following articles of these Regulations:

- Stakeholder Consultation Process (Article 11);
- Bachelor's Degree, Master's Degree and Single-Cycle Master's Degree learning process (Article 12);
- PhD Programme learning process (Article 13);
- Degree Programme Review process (Article 14)
- CPDS Evaluation Process (Article 15)

ART.8 *Review Groups*

ART.8.1 Bachelor's Degree, Master's Degree and Single-Cycle Master's Degree Review Groups

1. The Review Group for each Degree Programme is appointed with a resolution passed by the Faculty Board, based on a proposal from the Degree Programme Chairs and Coordinators.

2. The Review Group referred to in the previous paragraph shall comprise a minimum of three members, identified as follows:

- The Degree Programme Coordinator/Chair (Head of the Review Group);
- A Faculty member of the relevant Degree Programme;
- One student representative.

For Twin Programmes, the Review Groups shall also include the Twin Programme Coordinators (if appointed) and one student representative for each Twin Programme.

3. Additional members can be identified among the following: other Faculty members; technical and administrative staff providing support to the Degree Programmes; representatives from the labour market.

4. An individual who is already a member of the Joint Faculty Staff-Student Committee cannot be appointed as a member of the Review Group.

5. The responsibilities of the Review Group for each degree programme, Master's Degree and Single-Cycle Master's Degree Course are defined in the University Operational Procedure on Quality Assurance process implementation and in summary, cover the following aspects:

- **Completion of the Annual Monitoring Factsheet;**
- **Drafting of the Cyclical Course Review Report.**

6. To carry out the above-mentioned activities, the Review Groups shall rely on the Degree Programme Review Process set out in Article 14.1 of these Regulations and in the University Operational Procedure on Quality Assurance process implementation.

ART.8.2 Review Group for the PhD Degree Programmes

1. The Review Group for each PhD Degree Programme shall be appointed by the Academic Board and shall comprise:

- Coordinator;
- Deputy Coordinator;
- PhD student representatives;

- Three to five members of the Academic Board (or Committee or other Degree Programme bodies) identified by the Coordinator on the basis of their specific nature;
- Head of the Research Development Division;
- A contact person from the PhD Programme Office responsible for providing data useful for the drafting of the Review report.

2. The PhD Programme Coordinator shall be responsible for the Annual Review. The Annual Review Report shall be approved by the Academic Board.

3. The remit of the Review Group for each PhD Programme shall be defined in the University Operating Procedure governing the execution of Quality Assurance processes. In summary, it shall concern the **drafting of the PhD Programme Annual Review Report**, which must include the analysis of the questionnaires regarding the feedback of current and former doctoral students, as well as the analysis of the results relating to the ANVUR indicators.

4. To carry out the above-mentioned activities, the PhD Programme Review Groups shall rely on the Degree Programme Review Process set out in Article 14.2 of these Regulations and in the University Operational Procedure on Quality Assurance process implementation.

ART.8.3 Research and Third Mission/Social Impact Review Groups

1. The Review Group for the Research and Third Mission/Social Impact evaluation shall be appointed by resolution of the Faculty Board and shall consist of at least 5 members.

2. The members of the Review Group referred to above shall be identified as follows:

- the Dean of the Faculty, who is also the Head of the Review;
- three members from among the University's Professors and Researchers;
- one member chosen from the technical and administrative staff, acting as secretary to the Review Group.

3. The remit of the Review Group for the assessment of Research and Public Engagement and Social Impact shall be defined in the University Operating Procedure on Quality Assurance process implementation. In summary, it shall concern the **drafting of the Annual Consolidated Research, Third Mission/Social Impact Review Report**.

4. To carry out the activities referred to in the preceding paragraphs, the Review Group shall rely on the Quality Assurance Process for Research and Third Mission/Social Impact activities set out in Article 16 of these Regulations and in the University Operational Procedure on Quality Assurance process implementation.

ART.9 Stakeholders

1. Stakeholders shall mean to comprise all internal and external parties interested in the University's services and activities, or who interact with the University in various capacities.

2. The group referred to in the preceding paragraph includes students, Faculty members, Technical and Administrative Staff, families, schools, the community, scientific and professional organisations, cultural representatives, local, national and international institutions, enterprises, and any further organisations representing the world of production, services, and professions.

3. The University encourages the involvement of all stakeholders in Quality Assurance processes, in accordance with its Charter and in the manner set out in the University's Operational Procedures.
4. The University recognises the key role played by the students and, more broadly, the individuals in the achievement of its objectives. In accordance with its Charter, the University shall structure its QA Processes to foster the greatest possible involvement of students, ensuring they play an active and participatory role in the collection and management of information required to support such Processes.
5. Stakeholders outside the University shall be consulted on a regular and ongoing basis to ensure Degree Programmes are constantly kept up-to-date. This activity is known as Stakeholder Consultation and is governed under paragraphs 6 and 7 below.
6. The Stakeholder Council is the body comprising representatives from the world of work, culture, and research—including, but not limited to, representatives from public administrations, trade associations, registered professionals, enterprises in sectors relevant to the Degree Programme, third-sector organisations, and UniSR alumni). The Council may be established as a standing representative body for one or more Degree Programmes (in which case it shall be referred to as a Steering Committee).
7. To ensure consultation, the University shall rely on the Stakeholder Consultation Process set out in Article 11 of these Regulations and the relevant University Operational Procedure.

4.3 TITLE III – QUALITY ASSURANCE SYSTEM PROCESSES

ART.10 List of Quality Assurance System processes

1. Acting in its full autonomy and in accordance with its statutory purposes, the University—through the organisational structure set out in Title 4.2 of these Regulations—shall implement its vision for quality in Teaching, Research, and Third Mission/Social Impact, in compliance with the ANVUR Guidelines. To this end, the University shall ensure that planning, monitoring, and self-assessment processes (planning-design-monitoring-improvement) are activated within the Faculties and Degree Programmes. The University shall ensure that these processes are structured in such a way as to enable the timely detection of problems, their adequate investigation and the development of possible solutions.
2. The processes referred to in the previous paragraph, which are also referred to as Quality Assurance (QA) Processes, are listed below:
 - a. Stakeholder Consultation Process (Article 11);
 - b. Bachelor's Degree, Master's Degree and Single-Cycle Master's Degree learning process (Article 12);
 - c. PhD Programme learning process (Article 13);
 - d. Degree Programme Review process (Article 14)
 - e. CPDS Evaluation Process (Article 15);
 - f. Research and Third Mission/Social Impact Quality Assurance Process (Article 16);
 - g. Quality Assurance Process of the University Quality Assurance Board (Article 17);
 - h. Evaluation process of the Board of Evaluation (Article 18);
 - i. Governance System and Quality Assurance System Review Process (Article 19).
3. The details of the QA Processes are set out in specific Operational Procedures, which form an integral part of the University's Quality Assurance System documentation.

ART.11 Stakeholder Consultation Process

1. In accordance with the provisions of Article 9, both internal and external stakeholders to the University, shall be involved at all levels:

- in the design phase for Degree Programmes, Master's Degree and PhD Degree Programmes and on an ongoing basis, based on a context analysis (e.g. market surveys, questionnaires);
- in the planning and design phase for Research and Third Mission/Social Impact activities, based on an analysis of the repercussions in the local and social context consistent with the University's policies and strategies.

2. The Board of Stakeholders as set out in Article 9(6) must provide a formal opinion during the Degree Programme establishment phase and, in any event, be consulted periodically in order to:

- enable the academic community to develop competencies capable of meeting the demands of an ever-evolving labour market, through the promotion of high-quality educational models aligned with academic provision;
- verify the validity of the professional profile identified by the educational model and the related employment opportunities by evaluating proposed changes to the learning objectives and outcomes, analysing proposed teaching activities and identifying new frontiers for graduates and/or new proposals for establishing collaborative partnerships (e.g. internships and placements);
- investigate the motivations and potential for developing and updating the educational and research project of PhD Programmes, with reference to the cultural and scientific evolution of the relevant areas.

3. The process referred to in the preceding paragraphs shall be governed by the University Operational Procedure on Quality Assurance process implementation and by specific detailed Operational Procedures.

ART.12 Bachelor's Degree, Master's Degree and Single-Cycle Degree learning process

1. The educational process shall consist of the following phases:

- a. Establishment and initial accreditation of the Bachelor's Degree, Master's Degree or Single-Cycle Master's Degree Course;
- b. Periodic accreditation of the Bachelor's Degree, Master's Degree or Single-Cycle Master's Degree Course;
- c. Educational planning.

2. The phases referred to in paragraph 1 shall be managed through the drafting of the Annual Consolidated Degree Programme Factsheet—covering Bachelor's, Master's, and Single-Cycle Master's Degree programmes (SUA-CdS)—aimed at:

- designing, implementing, self-evaluating and redesigning the Degree Programme;
- collecting useful information:
 - professional profiles;
 - educational objectives;
 - the educational path;

- the learning outcomes;
- the roles and responsibilities pertaining to the management of the Degree Programme's QA system (prerequisites for the periodic Review of its system);
- any corrections identified and possible improvements.

3. The process referred to in paragraph 1 shall be governed by the University Operational Procedure on Quality Assurance process implementation and by specific detailed Operational Procedures.

ART.13 PhD educational process

1. The PhD educational process shall consist of the following phases:

- a. establishment and initial accreditation of the PhD Programme;
- b. periodic accreditation of the PhD Programme and activation of a new cycle;
- c. organisation and management of the PhD Programme.

2. The phases referred to in paragraph 1 shall be managed by completing an annual factsheet aimed at:

- designing, implementing, self-evaluating and redesigning the PhD Programme;
- collecting useful information:
 - professional profiles;
 - educational objectives;
 - the educational path;
 - the learning outcomes;
 - the roles and responsibilities involved in the management of the PhD Programme QA System;
 - evaluation of the Coordinator and the Academic Board;
 - any corrections identified and possible improvements.

3. The process referred to in paragraph 1 shall be governed by the University Operational Procedure on Quality Assurance process implementation and by specific detailed Operational Procedures.

ART.14 Degree Programme Review Process

ART.14.1 *Review of Programmes for Bachelor's Degrees, Master's Degrees and Single-Cycle Master's Degrees*

1. The Bachelor's Degree, Master's Degree and Single-Cycle Master's Degree Review process shall consist of:

- **Annual Monitoring:** a concise critical commentary on the quantitative indicators provided by ANVUR on a quarterly basis, with special reference to the analysis of deviations from the annual objectives established by the Course Committee, as well as the benchmark. It shall further include the proposal of corrective measures (where possible, immediate) and any necessary improvement actions; This activity shall be carried out by **filling in a predefined online form (Annual Monitoring Factsheet)**.
- **Cyclical Course review:** a document containing an in-depth self-assessment of the Degree Programme's overall performance, where the most significant problems and challenges are analysed and identified, monitored by means of all quality tools (including, but not limited to:

questionnaires, reports), and from which improvement actions may be derived. This activity refers to a specific time cycle, never exceeding five years; it shall be carried out whenever the need arises, or where expressly indicated by the University Operational Procedure on Quality Assurance process implementation.

The Review activity shall be carried out by drafting a **Cyclical Course Review Report**. The document is structured as a self-assessment and is designed to verify the following:

- consistency between the objectives identified during the degree programme design phase and the cultural, scientific, and social requirements of the relevant context, taking into account the distinctive characteristics of Bachelor's, Master's, and Single-Cycle Master's Degree programmes;
- ensuring that adequate teaching, staff and service resources are available for each Degree Programme;
- ensuring the monitoring of results and strategies adopted for correction and improvement;
- ensuring that teaching is student-oriented;
- with regard to international courses, the effective implementation of the international dimension of teaching, ensuring a satisfactory share of teaching hours provided by foreign experts and the presence of an appropriate number of foreign students.

2. The process referred to in paragraph 1 shall be governed by the University Operational Procedure on Quality Assurance process implementation and by specific detailed Operational Procedures.

ART.14.2 Review of the PhD Degree Programmes

1. The PhD Programme Review process shall consist of an annual in-depth analysis of the overall performance of the PhD Programme, where the most significant problems and challenges are analysed and identified, monitored by means of all quality tools (including, but not limited to: questionnaires, reports), and from which improvement actions may be derived.

The Review activity shall be carried out by drafting an **Annual Review Report**. The document is structured as a self-assessment and is designed to verify the following:

- processes and results related to Research, Education and Third Mission/Social Impact activities;
- analysis of PhD students' opinions based on the results of assessment questionnaires;
- monitoring the way the funds for the educational and research activities of PhD students are managed;
- periodic updating of the PhD students' educational and research paths, to align them with the cultural and scientific evolution of the PhD Programme's scientific areas of reference, including by relying on international comparisons, suggestions from (internal and external) Stakeholders and the opinions and proposals for improvement received from PhD students.

2. The process referred to in paragraph 1 shall be governed by the University Operational Procedure on Quality Assurance process implementation and by specific detailed Operational Procedures.

ART.15 CPDS Evaluation Process

1. In accordance with Article 6 of these Regulations, the CPDS assessment process aims to review the overall academic provision—with particular regard to student feedback results—identifying any issues specific to individual Degree Programmes, based also on documentation (e.g. teaching evaluation questionnaires, NdV report, Cyclical Review, annual monitoring, SUA) produced during the year by the various Quality Assurance stakeholders.
2. The activity referred to in the preceding paragraph shall be entail:
 - **Assessing the consistency of the educational objectives and ECTS credits** as under Italian Ministerial Decree 270/2004;
 - **Drafting an annual report**, which shall also include the Joint Faculty Staff-Student Committee's proposals for improvement for the individual Degree Programmes. The report shall be sent to the Faculty Secretariat, Academic Senate, the Board of Evaluation, Deans of Faculties, the Heads of Degree Programmes and the University Quality Department, by 31 December each year (in accordance with Italian Legislative Decree No. 19 of 27 January 2012 and the AVA Guidelines).
3. The process referred to in paragraph 1 shall be governed by the University Operational Procedure on Quality Assurance process implementation.

ART.16 Research and Third Mission/Social Impact Quality Assurance Process

1. The objective of the Research and Third Mission/Social Impact Quality Assurance Process is to:
 - plan Research and Third Mission/Social Impact activities. This entails defining the strategic guidelines on Research and Third Mission/Social Impact that make up the University's Strategic Plan;
 - design of Research and Third Mission/Social Impact activities. This entails drafting an Annual Consolidated Factsheet for Departmental Research, Third Mission and Social Impact. The purpose of drafting the DR/TM-SI Annual Consolidated Factsheet is to collect information and data on scientific objectives, the organisation of research activities and their results and the quality policies pursued in relation to Research and Third Mission/Social Impact and their promotion, at Faculty and University level;
 - monitor Research and Third Mission/Social Impact activities, to verify the outcomes and results of Research activities. This entails drafting an annual Research and Third Mission/Social Impact Review Report containing an insight into the Research and Third Mission/Social Impact activities (including the monitoring of Public Engagement activities), as well as an analysis of any unsatisfactory results and the submission of corrective and improvement measures.
2. The process referred to in the previous paragraph shall be governed by the University Operational Procedure on Quality Assurance process implementation and by specific detailed Operational Procedures.

ART.17 PQA Quality Assurance Process

1. In accordance with Article 5 of these Regulations, the Quality Assurance Process of the University Quality Board shall entail:

- supervising the implementation of Quality Assurance Procedures concerning teaching, research and Third Mission/Social Impact, according to the guidelines outlined by the University Governance System;
- ensuring the management of internal and external information flows, while supporting departmental and faculty action;
- implementing QA control actions (monitoring) and acting as a liaison with the bodies responsible for Quality Assurance.

ART.18 Board of Evaluation Assessment Process

1. In accordance with Article 4 of these Regulations, the NdV (Evaluation Board) assessment process shall consider the results of various reviews, questionnaires, reports and any hearings regarding the quality of academic provision, Research, and Third Mission/Social Impact—evaluating both content and quality. This process aims to provide support to the University Governing Bodies and ANVUR in monitoring results achieved against periodic assessment indicators, as well as to the University in developing further indicators to reach objectives set out in its academic planning.

ART.19 Governance System and Quality Assurance System Review Process

1. To disseminate and share QA outcomes, the University shall conduct annual reviews involving students, as set out in the processes described above, as well as Faculty and administrative staff through Academic and Administrative Reviews as defined below, respectively.

2. The **Administrative Review** is the critical analysis process which evaluates administrative aspects, data, and improvement opportunities deemed as material to the Quality Assurance System—through the “Management Processes” and “Compliance and Continuous Improvement” macro-processes—and contributes to the Review of the Governing Bodies and Quality Assurance Systems.

Administrative Reviews shall be conducted via a meeting (either on-campus or online), attended by the Heads of the relevant Divisions/Offices and/or their delegates, any persons invited by the Heads of Division, administrative Quality Assurance Board members, and members of the Organisation and Quality Office.

3. The **Academic Review** is the critical analysis process concerning Quality Assurance outcomes within the University’s Academic area—assessed through the “Teaching, Research, and Third Mission/Social Impact” and “Compliance and Continuous Improvement” macro-processes—and contributes to the Review of the Governing Bodies and Quality Assurance Systems.

Academic Review shall be conducted via a meeting (either on-campus or online), attended by the Chair of the Quality Assurance Board, academic Quality Assurance Board members, the Chair of the Evaluation Board, the Faculty Deans, the Chairs of Bachelor’s, Master’s and Single-Cycle Master’s Degree programmes, the PhD Programme Coordinators and members of the Organisation and Quality Office.

Drawing upon collected and processed data, this meeting shall address the most material elements emerging from the analysis of Degree Programme Reviews, as well as Research and Third Mission/Social Impact Reviews.

4. Review outcomes referred to in paragraphs 2 and 3 shall be submitted to the Rector and the Executive Member of the Board of Governors for the **Review of the Governing Bodies and Quality Assurance Systems**. This review shall be conducted via a meeting (either on-campus or online) attended by: the Executive Member of the Board of Governors, the Rector, any senior officers involved in the process invited by them, and members of the Organisation and Quality Office providing preparatory and administrative support.

The **Governance System Review** is the critical analysis process, which determines the suitability, adequacy and effectiveness of the Governance System in implementing the University's policies and strategies and in achieving the objectives set in the University's Strategic Plan.

The **Quality Assurance System Review** is the critical analysis process, which determines the suitability, adequacy and effectiveness of the Quality Assurance System in achieving the objectives set in the University's Strategic Plan.

5. The Rector shall report the outcomes of the Review of the Board of Governors and Quality Assurance Systems to the Senate and the Board of Governors, for any relevant resolutions and for the sharing and dissemination of University planning guidelines.

6. The process referred to in the preceding paragraphs shall be governed by the University Operational Procedure on Quality Assurance process implementation and by specific detailed Operational Procedures.

5 Entry into force and transitional provisions

1. The Quality Assurance System Regulations shall enter into force on the day following that on which the relevant Rector's Decree is issued.

2. These Regulations are published on the University website.

3. Any matters not expressly covered hereunder shall be governed by the laws and regulations currently in force.

The Italian version of this Regulations is the only legal means of communication of the relative contents and in case of dispute, the Italian version shall prevail.