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SUMMARY OF THE FINAL AUDIT REPORT

BUSINESS COLLEGE PAR

Zagreb, January 2020

Report Summary

The Expert Panel appointed by the Agency for Science and Higher Education carried out the audit of the Business College PAR, in line with the Ordinance on Audit of Internal Quality Assurance Systems at Higher Education Institutions in the Republic of Croatia.

The procedure was conducted in accordance with **ASHE Audit Criteria** and **ESG**.

The Panel was tasked with assessing whether HEI's internal quality assurance system is functional, fit for purpose and coherent, and whether it adequately supports institutional mission and overall development.

During the course of this procedure, the Panel identified HEI's strengths, weaknesses and good practices, and provided recommendations for the following period.

Basic information on higher education institution:

Name of institution: Business College PAR

Address: Trg Riječke rezolucije 4, Rijeka

Head of institution: Asst. prof. dr. sc. Gordana Nikolić, dean

This report was made by the Expert Panel:

- Mr. sc. Nataša Trojak, senior lecturer, College Algebra, Zagreb, Panel chair
- Prof. dr. Jaka Vadjal, GEA College of Entrepreneurship, Ljubljana, Slovenia
- Asst. prof. dr. Borut Werber, Faculty of Organizational Sciences, University of Maribor, Slovenia
- Lea Gagulić, M.Eng., Altima Ltd.
- Marko Dubroja, student, VERN Polytechnic

In the analysis of the documentation, site visit to the HEI and writing of the Report, the Panel was supported by:

- Goran Briški, coordinator, ASHE

Summary of audit results

Strengths

- Employee enthusiasm and efforts aimed at raising the quality to a higher level
- Focus on students
- Involvement and cooperation with the local community through a many activities and projects, as well as partnerships with organizations such as the Employers' Association, Chamber of Commerce, etc.
- Progress made since the 2017 re-accreditation procedure.
- System of student internship (how it is designed and implemented)
- Planned growth through the implementation of a graduate study programme and scientific research activities

Weaknesses

- The size of the organisation, particularly in terms of the number of employees and their workload, resulting making it necessary for one person to perform multiple functions, as well as operational tasks
- Late introduction of quality assurance / quality management processes
- Part of the documentation is not complete, adequate or fit for purpose (e.g. Book of processes)
- Informal organisation and communication
- Centralised decision-making

Good practice

- Student internship
- Organizational flexibility
- Projects and conferences
- Cooperation with the local community and business organizations

General recommendations

- Put greater effort into aligning ISO and ESG quality systems, and create a single quality system that meets the real needs of the institution and contributes to the quality improvement without additional burden on resources.
- Formalise the system to meet the development needs, considering that informal processes could hinder the further growth of the institution. Taking into consideration the development plans (graduate study programme, scientific organisation accreditation, etc.), it is necessary to create the preconditions for this growth, including the formalisation of key processes.
- Identify and remove organisational weaknesses.

- Introduce monthly meetings of all key departments, summarizing and formalising the quality assurance activities by keeping minutes and records; use this information as one of the inputs for self-evaluation.

Conclusion

On the basis of the analysis of submitted documentation, interviews conducted with HEI's stakeholders, and other evidence collected during the site visit, the Expert Panel reached a conclusion that internal quality assurance system of the Business College PAR is in the following stage of development by individual audit criteria:

- 1) Quality policy: INITIAL PHASE
- 2) Planning and management: INITIAL PHASE
- 3) Implementation and monitoring: INITIAL PHASE
- 4) Evaluation: INITIAL PHASE
- 5) Improvements, innovations, impact: INITIAL PHASE

The Expert Panel also provided recommendations for the following period, in order to ensure a continuous improvement of the internal quality assurance system, and consequently, the overall quality of all institutional activities.

Expert Panel's recommendation to the Accreditation Council of the Agency for Science and Higher Education

It is the opinion of this Expert Panel that the evaluated higher education institution **does not meet the requirements for certification.**

Zagreb, January 2020

Committee Chair

Mr. sc. Nataša Trojak, senior lecturer