



CLASS: 602-04/20-09/0001

FILE NUMBER: 355-02-03-22-0039

**SUMMARY OF THE
FINAL AUDIT REPORT**

POLYTECHNIC BALTAZAR ZAPREŠIĆ

Zagreb, April 2022

Report Summary

The Expert Panel appointed by the Agency for Science and Higher Education carried out the audit of the Polytechnic Baltazar Zaprrešić, in line with the Ordinance on the 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 the HEI's internal quality assurance system is functional, fit for purpose and coherent, and whether it adequately supports the institutional mission and overall development.

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

Basic information on the higher education institution:

Name of higher education institution: Polytechnic Baltazar Zaprrešić

Address: Ulica Vladimira Novaka 23, 10290 Zaprrešić

Head of institution: Dr. sc. Ivan Ružić, coll. prof.

This report was made by the Expert Panel:

- Dr. sc. Andrijana Kos Kavran, coll. prof., Međimurje Polytechnic in Čakovec
- Prof. dr. Darja Peljhan, School of Economics and Business, University of Ljubljana, Republic of Slovenia
- Associate prof. dr. Marina Letonja, DOBA Faculty of Applied Business and Social Studies, Maribor, Republic of Slovenia
- Dr. sc. Silvana Tomić Rotim, ZIH – Zavod za informatičku djelatnost Hrvatske, Ltd., Zagreb
- Matej Živikić, student, Faculty of Economics, Josip Juraj Strossmayer University of Osijek.

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

- Dr. sc. Vesna Dodiković-Jurković, coordinator, ASHE.

Summary of audit results

Strengths

- Management that is highly motivated to develop the institution's internal quality assurance system and is highly supportive of the employees.
- Openness to change.
- Employee enthusiasm and motivation with regard to planning and implementing improvements (collective awareness of the need for improvements and changes).
- Quality is part of the institution's mission and strategic plan. Annual plans are based on the strategic plan.
- The quality policy is an integral part of the institution's core activities and organisational processes.
- General awareness of quality and social responsibility (internal and external stakeholders).
- Close links with the business sector – Career Week, projects, links with global organizations.
- Further support of digitalization (study programmes, equipment, processes).
- Professional development is encouraged, as is staff and student mobility.

Weaknesses

- There is no risk management methodology, nor is risk managed consistently at institution level.
- No performance indicator targets have been defined. These would ensure adequate monitoring, measuring and reporting on institutional goals and whether they have been achieved. It would also enable the institution to monitor trends over a particular strategic period.
- The internal audit report is not consistent in terms of structure, which makes it difficult to compare internal audit results.
- There are very few assistants.

Good practice

- Close links with the business sector, which is evidenced by various activities such as Career Week, project activities and links with global organizations.
- Structured internationalisation, many international partners, consistent support in mobility and exchange activities for both teachers and students.
- Management is open to change and supports the overall enhancement of the quality management system.

General recommendations

- Establish a risk management system and rely on it consistently during the planning process.
- Define performance indicators and their level in order to improve measurements.
- Work on introducing a system to monitor efficiency and enable continuous process improvement (evaluation of employee satisfaction, alumni club, employability...)
- Pay greater attention to the issue of attracting younger teachers to the institution in the future.

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 the internal quality assurance system of the Polytechnic Baltazar Zaprešić is in the following stage of development by individual audit criteria:

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

The Panel's assessments are also presented in the table: Results of the audit procedure based on Audit Criteria (Annex 5.1 of the Audit Report.)

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 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, April 2022

Committee Chair

Dr. sc. Andrijana Kos Kavran, coll. prof, m. p.