

Wroclaw University of  
Economics and Business

**INTERNAL SYSTEM  
FOR QUALITY  
IN EDUCATION**

Wrocław 2020

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## 1. OBJECTIVES AND TASKS OF THE INTERNAL SYSTEM FOR QUALITY IN EDUCATION AT THE WROCLAW UNIVERSITY OF ECONOMICS AND BUSINESS

Continuous improvement of the quality in education is a process which determines the further development and strengthening of the position of the Wrocław University of Economics and Business (WUEB) at the national or European levels in the field of education.

Numerous changes in the area of education have been introduced since the 2019/20 academic year. The most important of them was the construction of a separate non-scientific structure of teaching units at the University. In connection with numerous changes in regulations and procedures in force at the University, it became necessary to modify the Internal System for Quality in Education.

The following study, describing the Internal System for Quality in Education, emphasizes the cohesion of the introduced procedures and the need to respond to the changing needs of the socio-economic environment of the University, related to education.

The Internal System for Quality in Education is coherent with the mission of the university, enabling it to reach the level of a leading center of creative thought and economic education in Europe. It is based on the educational quality improvement practices developed within the University as well as on national and European standards. A premise for its creation is the need to organize and link a whole range of processes and procedures for ensuring the quality of education in such a way that they contribute to a system oriented toward the development of a quality culture.

The main objective of the Internal System for Quality in Education at the Wrocław University of Economics and Business is **to continuously improve the quality of education by creating transparent rules for monitoring, evaluating and improving its processes**. The University's vision emphasizes the need to balance the pursuit of modernity, also in education, with a sense of social and ethical responsibility toward employees, students, graduates and the socio-economic environment. Developing full transparency and reliability in the field of education provides an opportunity to fulfill the tasks set by the Wrocław University of Economics and Business. In order to achieve the above objectives, specific goals of the Internal System for Quality in Education have been identified:

- analysis, assessment and improvement of learning outcomes at all levels and forms of studies, including ensuring the participation of interested parties in this process,
- developing a learning process that provides students with a basis for achieving their intended lifelong learning outcomes, including in an international setting,

- preparing graduates for their future careers by equipping them with the knowledge, skills and social competences necessary for operation in the labor market, enabling them to work in an acquired profession and giving them the opportunity to retrain according to the needs of employers,
- contributing to the personal development of students and building attitudes promoting social responsibility,
- improving the University's educational offer in cooperation with the socio-economic environment,
- raising quality and ethical standards in the educational process at the University, including raising the role of teaching and building a culture of mutual respect.

The specific goals are implemented through tasks related to the creation and compliance with procedures and good practices, including:

- the recruitment process,
- creating curricula and learning programs,
- creating syllabuses,
- formulating criteria and procedures for assessing students,
- principles of subject selection by students,
- defining criteria for the selection of supervisors and reviewers of theses,
- defining standards for diploma theses and procedures for conducting diploma exams,
- ensuring a high level of preparation of the teaching staff for conducting classes,
- evaluating the education process,
- reviewing teaching conditions and the information policy on the quality of education,
- maintaining relations with graduates,
- cooperating with local businesses.

All the tasks listed above, together with the tools for their implementation, have been described in detail in the further part of the study.

## **2. ENTITIES OF THE INTERNAL SYSTEM FOR QUALITY IN EDUCATION**

The entities of the Internal System for Quality in Education at the Wrocław University of Economics and Business are the following:

- Rector,
- Vice-Rector for student affairs and education,
- Dean and Deputy Deans for student affairs,

- Dean and Deputy Deans for education.

Pursuant to § 99 of the WUEB Statute, the Rector entrusts the duties of organizing and managing activities related to education at the University to the Vice-Rector for Student Affairs and Education. Responsibility for the organization of the education system at the University is transferred to the Dean for Student Affairs, the Dean of the Branch, the Dean for Education, the Head of the EMBA Program and the Head of Lifelong Learning Center, appointed by the Rector.

The entities performing tasks related to ensuring the quality of education are:

- Education Council,
- Rector’s Committee for Quality in Education,
- Rector’s Plenipotentiary for Quality Assurance in Education,
- Council of Managers / Council of Branch Managers,
- Faculty Managers,
- Faculty Council,
- all employees of Wroclaw University of Economics and Business.

The tasks of the Education Council include, in particular:

1. preparing draft study regulations and their amendments,
2. developing and giving opinions on draft regulations concerning the curricula realized at the University within the framework of first and second cycle studies, EMBA studies and post-graduate studies and trainings,
3. giving opinions on applications addressed to the Rector to create new majors,
4. giving opinions on applications addressed to the Senate concerning the curricula,
5. developing and giving opinions on projects concerning the organization of education.

The tasks of the Rector’s Committee for Quality in Education, include:

1. formulating objectives and principles of the quality assurance policy at the Wroclaw University of Economics and Business,
2. approving and verifying quality assurance and evaluation procedures,
3. updating and modifying the Internal System for Quality in Education,
4. analyzing reports on the evaluation of quality assurance processes prepared by the Faculty Councils, issuing opinions and recommendations,
5. becoming acquainted with the assessments of the quality performance reports produced by the National Accreditation Committee and by regional accreditation committees,

6. setting directions for improvements in all aspects of the operation of WUEB that involve quality assurance,
7. analyzing and evaluating practical implementations of strategic goals related to quality assurance.

The tasks of the Rector's Plenipotentiary for Quality Assurance in Education include:

1. informing about national and regional accreditation at the University,
2. organizing, supervising and controlling the national and regional accreditation process at the University,
3. cooperating with organizational units of the University and persons delegated to perform specific activities associated with national and regional accreditation,
4. organizing and coordinating activities related to the implementation of the Bologna Process on quality assurance in education,
5. Managing, organizing and controlling the operation of the Center for Quality in Education at the WUEB,
6. updating the Internal System for Quality in Education,
7. supervising the compliance with the procedures and processes of the Internal System for Quality in Education,
8. managing the work of the Committee for the verification of theses,
9. promoting (with the support of the Rector's Committee for Quality in Education) surveys among students and academic teachers assessing the quality of teaching.

The tasks of the Council of Managers / Council of Faculty Managers include, in particular:

1. developing draft regulations concerning education at the University within first and second cycle studies – excluding study regulations,
2. monitoring the education market and proposing new majors of studies, in accordance with the needs of the labor market,
3. establishing the rules for enrollment in diploma seminars and the rules for the selection of majors, modules and learning pathways in consultation with the Dean for Student Affairs.

The tasks of Faculty Managers include:

1. organizing and coordinating the work of the Faculty Council,
2. supervising the quality of education in a given field and introducing corrective measures,
3. cooperating with the Promotion Center / Branch Office in promoting a given field of study,
4. planning a list of the appropriate teaching staff and presenting it to the Dean for approval (Dean of the Branch),

5. preparing, in consultation with the Dean for Education (Dean of the Branch), documentation necessary for the accreditation of faculties by PKA, with the support of other organizational units of the University,
6. verifying the seminar offer for consistency with the learning outcomes of a given field of study,
7. supporting the graduation process,
8. verifying and approving the course syllabuses implemented in a given field of study,
9. taking care of the quality of documentation concerning the curriculum of a given field of study.

The tasks of the Faculty Councils include, in particular:

1. developing learning outcomes for a given field of study,
2. preparing changes in the curriculum for a given field of study, including the development of a learning pathway / module / major,
3. monitoring the quality of education in a given field of study,
4. analyzing potential and actual problems related to the realization of the curriculum in a given field of study,
5. analyzing the compatibility of learning outcomes in a given field of study with the needs of the labor market.

The cooperation of the abovementioned entities of the Internal System for Quality in Education enables continuity of work on improving the quality of education at the WUEB to be maintained.

### **3. PROCEDURES AND STANDARDS OF QUALITY ASSURANCE**

- 3.1. The process of formulating selection requirements – desired learning outcomes adopted in education standards

The education system in force in Poland, and thus at Wroclaw University of Economics and Business, is based on learning outcomes. It assumes that the basis of the teaching process are three main types of learning outcomes that a graduate acquires during his/her studies. The indicated learning outcomes refer to the knowledge, skills and social competences of the graduate, defined within particular fields of study. The Internal System for Quality in Education is based on the creation of conditions for the achievement of specific learning outcomes, determined in accordance with the Polish Qualification Framework for all fields of study conducted at the University. This means directing the assessment of the quality of education to verifying

the level of achievement of the assumed outcomes by comparing them with the adopted teaching objectives.

The University conducts regular works on the optimization of the teaching process in the scope of the curricula and organization of first and second cycle studies. The assessment of learning outcomes takes place at each stage of education, both at the level of individual courses (elements of the final grade should reflect the realization of the assumed learning outcomes), as well as at the level of the entire field of study (diploma thesis, diploma exam and verifying learning outcomes for obligatory student internships).

Pursuant to the Regulation of the Minister of Science and Higher Education of 27 September 2018 on higher education studies (Journal of Laws of 2018, item 1861, as amended), hereinafter referred to as the Regulation, the curricula in force at the WUEB indicate the means of verifying the student's achievement of each learning outcome during the entire course of study. When creating a study syllabus for a given course, the lecturer indicates learning outcomes for the course and associates them with learning outcomes for the field of study, and then defines the form in which they will be verified. In the syllabuses applicable at the Wrocław University of Economics and Business (in the KRK electronic syllabus system), learning outcomes for individual courses can be verified by: exams, control papers, research projects and activity.

### 3.2. Determining criteria and recruitment process for studies

Pursuant to Article 70 of the Act of 20 July 2018 – Law on Higher Education and Science (Journal of Laws of 2018, item 1668), hereinafter referred to as the Act, the conditions of recruitment for studies at the Wrocław University of Economics and Business shall be set out in a resolution of the Senate adopted on recruitment for the next academic year. The selection procedure is competitive in nature.

The main element of the recruitment procedure for the first cycle studies is competition of the secondary school leaving certificates (“Matura”). The selection takes place on the basis of the sum of recruitment points obtained from the subjects passed on the secondary school leaving examination in the written part. The same subjects are required in the recruitment process for all fields of study conducted at the University. These are mathematics, a foreign language and one subject to choose from: Polish language, geography, history, social studies, physics, chemistry, biology, computer science and philosophy. If a candidate applies for admission to a field of study conducted in English, the foreign language may only be English at an advanced level. This is the only case where the University determines the required level at which



the subject should be passed on the secondary school leaving certificate. Recruitment points are calculated according to the following rule: for each percentage point obtained at the basic level, the candidate receives 0.5 points and at an enhanced level, respectively, for each percentage point, the candidate receives 1 point. An exception is made for the results of a foreign language secondary school leaving examination taken at the bilingual level, for which the candidate receives 1.5 points. Pursuant to Article 70 para. 2 of the Act, the University shall give an opportunity to recruit persons who have applied for admission to first cycle studies in a given field of study for the academic year for which the recruitment is being carried out, and whose results from the secondary school leaving examination in a given subject or subjects have been increased as a result of verifying the sum of points or an appeal.

For candidates who have passed the “International Baccalaureate”, the basis for selection is the grades from the secondary school leaving certificate converted into recruitment points depending on the level of exams passed. The score applies to both Polish and foreign language studies, but the latter on the condition that the language of the studies is consistent with that of the “International Baccalaureate”.

Applications for admission to second cycle studies in all fields of study conducted at the University may be submitted by candidates holding at least a first cycle diploma in any field of study (except Finance, for which the list of fields of study has been narrowed down). In addition, candidates for fields of study conducted in English are required to take a test verifying the level of their language skills. Exemptions from the test may be granted to persons holding a certificate confirming at least B2 level of English language proficiency or holding a diploma of completion of studies conducted in English.

A key criterion for recruitment to the full-time second cycle studies is an average of the grades received in the first cycle studies and a test or interview covering the range of curriculum related to the learning outcomes of the first cycle studies in the same field of study. Recruitment for part-time second cycle studies is open. Qualification is based on verification of submitted documents.

Pursuant to Article 71 of the Act, the rules of recruitment for studies at the Wrocław University of Economics and Business allow candidates to be admitted to the studies by confirming the learning outcomes acquired in non-formal and informal systems. The binding regulations specify the detailed rules of confirming learning outcomes, the initial requirements to be met by the candidate, the procedure and the authorities conducting the procedure.

The rules, conditions and procedure for the recognition of learning outcomes and periods of learning and qualifications obtained at another university, including foreign universities,

are set out in the study regulations. It indicates that a student transferring classes passed at another university receives as many ECTS credits as assigned to the learning outcomes obtained as a result of the realization of relevant classes at the Wrocław University of Economics and Business.

Foreigners may take up and pursue studies at the Wrocław University of Economics and Business if they hold a secondary school leaving certificate. If they apply for admission to the second cycle studies, a graduation diploma entitles them to take up studies in the country under whose educational system it was issued. In addition, the candidate is required to present a legalization or apostille for a certificate or diploma received abroad. The foreigners referred to in Article 324, paragraph 2 of the Act are entitled to take up studies without paying fees, but are required to meet the same recruitment requirements as Polish citizens. Foreigners other than those referred to in Article 324, paragraph 2 of the Act may take up and pursue studies at the University on a fee basis. They are qualified as part of open recruitment, based on submitted documents.

The Wrocław University of Economics and Business is a disabled-friendly university, which is also reflected in the conveniences used in the recruitment process. The Recruitment Office and all rooms of the recruitment committees are located in buildings with elevators and ramps, which allow easy access for people with physical disabilities. In the case of candidates with disabilities preventing them from taking part in the recruitment process in the form provided for in the recruitment rules, it is allowed to use conveniences consisting, in particular, in the changed form of the exam, extending its duration, using an alternative form of enrollment, participation of a sign language interpreter in the exam. In addition, the resolution of the Senate sets out the rules for awarding additional recruitment points for these candidates.

The Senate of the Wrocław University of Economics and Business agrees to grant rights to the winners and finalists of the subject Olympiads when applying for admission to studies. These include exemption from the recruitment procedure for all or specific fields of study (for stage III laureates or finalists of specific Olympiads) or the maximum number of points from language exams for stage III finalists of language Olympiads.

### 3.3. Development and evaluation of curricula and learning programs

The Rector and the Senate are responsible for the education policy at the University. The Rector's competences include developing studies at a specific field, level and profile. The tasks of the Senate include establishing curricula for studies, post-graduate studies and specialist training.

The University conducts fields of study on the basis of the applicable laws, the Act and the Regulation, and in accordance with the University's Statute and the Internal System for Quality in Education, which was restructured in the academic year 2019/20 due to the reorganization of the teaching process and new structures. The Rector appointed a Dean for Education who coordinates and implements tasks related to the process of education at the first and second cycle studies, in particular he or she initiates new fields of study or modifies the existing ones according to the needs of the labor market and the University's mission and strategy.

The annexes to the Statute indicate the scope of responsibilities of the Vice-Rector for Student Affairs and Education and the Dean for Education. In accordance with § 100 of the Statute, educational activities at the University are organized by:

1. Education Council,
2. Council of Managers and the Council of Branch Managers,
3. Faculty Council – from the academic year 2020/21, the Faculty Council consists of a representative or representatives of business, who are the advisory voice in the field of curricula for particular fields of study, and thus – the University's cooperation with the socio-economic environment, especially in terms of analyzing the compliance of learning outcomes with the needs of the labor market.

The current substantive, organizational and administrative supervision over the course of the studies is exercised by the Faculty Manager. The Manager reports directly to the Dean for Education, who monitors education in all fields of study. The Manager of a faculty operated at the Branch reports directly to the Dean of the Branch, who supervises education in faculties operated at the WUEB Branch. The tasks of the Manager listed in § 104 of the Statute include, among others, supervising the quality of education at the faculty. The Manager's actions are supervised by the Faculty Council.

The design, modification and approval of the curriculum is based on the WUEB Statute and the resolution of the Senate on the framework principles of developing new curricula and modifications of existing ones. Work on the teaching offer and curriculum for the next academic year is a permanent element of the calendar of WUEB events. It covers the period from the second half of October to the end of March and involves many representatives of the academic community, i.e. lecturers, students, business representatives. Proposals for changes in the set of courses in the curriculum are submitted to the Faculty Manager, and then the opinions of students and external interested parties are gathered – on the usefulness of the course and, above all, on the learning outcomes that will allow the graduates to gain an advantage on the modern labor market. Positive recommendations obtained for the reported changes allow them to be

introduced into the curriculum and refer the project of corrections to the Education Council for its opinion. Finally, the changes in the curriculum are approved by the Senate. The same procedure applies to the development of a new curriculum. In such a case, the Faculty Council, extended to include business representatives (from October 1, 2020), whose main profile of activity must be consistent with that of a given field of study, collects proposals, gives opinions and introduces them into the curriculum. Managers also analyze the curriculum content and approve syllabuses, taking care of their compliance with the assumed learning outcomes for a given field of study.

Managers are also responsible for the selection of proper teaching staff for the courses, ensuring the realization of learning outcomes, and the Dean for Education (Dean of Branch) supervises the realization of employees' teaching loads.

Once approved, the curricula are available on the website of the WUEB Bulletin of Public Information (BIP), as well as on the University's website.

#### 3.4. Principles for the preparation of syllabuses

The syllabuses of individual courses are evaluated and approved annually by the Faculty Manager. This is done before the beginning of the academic year in which the syllabus-based learning cycle for the given year begins. Work on the syllabuses for a given field of study takes place in the Syllabus KRK electronic system, which is one of the sources of information on curricula for the entire academic community. Each curriculum is written in the system in accordance with the adopted resolution of the Senate concerning the curriculum of a given field of study for a given cycle of study. The authors of the syllabuses are asked to update the entered data every year.

When evaluating the syllabuses by the Faculty Managers, they take into account the compatibility of the course's learning outcomes with the learning outcomes of a given field of study, teaching methods, assessment criteria, and topics of classes, which should include the latest achievements of the discipline and ensure that the student is prepared for scientific research, indicate the elements of their work and methods used to verify the learning outcomes for the course and the student's workload, taking into account the number of ECTS credits assigned to the course. The Faculty Manager also verifies the validity of the literature suggestions. In the case of irregularities, he or she rejects the syllabus and informs its author electronically in the system about the need to make changes. When evaluating a new course offer (new syllabus), related to the results of the conducted research or partnership with the business, the Manager may support the opinion of the members of the Faculty Council. The guidelines for

the preparation of syllabuses are prepared by the Council of Managers which, based on them, conducts a uniform verification of syllabuses of all courses conducted at the University.

### 3.5. Formulating criteria and procedures for assessing students

The focus on verification of learning outcomes is translated into the standards, including criteria and procedures, for assessing students. They are expressed in the nature and forms of assignments and examination papers. These standards are intended to ensure the achievement of a higher education graduate profile defined in terms of knowledge, attitudes and skills necessary to pursue the profession in accordance with the learned profession and major / module / learning pathway.

Detailed rules of conducting assignments and exams as well as the formulation of criteria and procedures for assessing students in the courses realized at the Wroclaw University of Economics and Business are specified in the study regulations. ECTS credits, which are supposed to provide objective assessment process, are awarded when a student has received a positive total grade in a given course, which confirms the achievement of the assumed learning outcomes. Students are assessed in accordance with the rules and criteria presented in the syllabuses for particular courses published on the University's website. The study regulations specify the principle that during the first classes, the academic teacher provides information about the rules applicable to the course, i.e., the scope and forms of the credit and examination requirements. If classes within a given course are conducted by different academic teachers, they are obliged to apply comparable requirements and criteria for assessing students' performance. In the first classes, academic teachers provide their consultation and feedback hours, telephone number and e-mail address, which ensures transparency and quick response to student problems. The teacher is also obliged to provide students with explanations about the assessment of their assignments and examination papers, to provide insight into these papers and to justify the assessment when verbally verifying their knowledge and skills.

It is the academic teacher's responsibility to comply with the course completion criteria presented in the first classes. Their change during the classes can only take place with the consent of all participating students. The criteria for passing must be formulated in a clear and unambiguous manner and, after their presentation, the teacher must make sure that they are understood by the students.

Field practice is subject to the provisions of separate regulations, which specify the duties of the instructor of such practice and its participants, aimed at reliable, safe and transparent implementation, allowing for proper verification of the achieved learning outcomes.

The verification of knowledge and skills in all classes takes place in the language in which they are conducted. The rules for verifying knowledge and skills from classes conducted in a foreign language are the same as in Polish to ensure the same way of verifying learning outcomes. Course credit is given by the academic teacher conducting classes in a given course, and in special situations (in the case of illness, travel, etc.) by another teacher appointed by the Dean for Student Affairs (Dean of the Branch). The same scale of grades applies to credits, exams, individual questions of the diploma exam and individual grades of the diploma thesis, and when using each of the instruments of assessing learning outcomes within each course, depending on the percentage degree of acquisition of the required knowledge and skills. A few courses indicated in the curriculum may be passed without a grade.

Students are assessed on the basis of written papers, class activities, projects and other forms that require their involvement and acquisition of knowledge and skills specified in the course syllabus. Pursuant to the provisions of the study regulations, each course is passed on the basis of one total grade, determined – in accordance with the algorithm specified in the announcement of the Vice-Rector for Student Affairs and Education – on the basis of partial grades from all forms of classes in which the course is conducted. In order to provide an objective assessment process, it has been established that the basis for passing the course must be at least two grades (except for classes lasting less than 16 hours). The final grade is also a derivative of the students' involvement in the classes, and all of its criteria are presented in an indisputable manner during the first classes. The manner of providing information on the results obtained by students is consistent with Polish and European regulations on personal data protection.

The student receives a course credit if he or she meets the following requirements:

- has acquired at least a sufficient level of knowledge resulting from the learning outcomes contained in the course literature given in the syllabus, provided by the teacher or obtained through their own work,
- has acquired at least a sufficient level of skills resulting from the learning outcomes, as provided for in the syllabus, practiced in class and as part of the student's own work,
- has demonstrated social competences resulting from the learning outcomes,
- has attended mandatory classes and has been properly prepared,
- has duly completed all tasks and exercises provided for in the syllabus.

The student is required to check his or her grades entered in the electronic University Study-Oriented System (USOS) no later than on March 1<sup>st</sup> in the winter semester and July 20<sup>th</sup>

in the summer semester; after this date, the grade entered in the system is deemed correct. In the absence of a grade in the USOS system or a grade that is inconsistent with the credited grade, the student immediately notifies the teacher, who promptly corrects the grade in the system. If the teacher does not enter or correct the grade within 3 working days of the student's notification, the student shall inform the relevant Dean's Office. This procedure allows the student to check whether the entered grade is correct and to raise doubts, which are later verified by the Student Affairs Department.

The grades from the courses passed by the student at the University, as well as the positive partial grades obtained at the University, are the student's permanent achievement. The condition for recognizing the previously obtained grade is the compliance of the achieved learning outcomes with the outcomes required from the student in a given field of study and submitting an application to the Dean of Student Affairs (Dean of the Branch).

The dates of exams are set by the course instructor, controlled and approved by the Dean for Student Affairs (Dean of the Branch) in consultation with the student government, and then announced to the students – at the latest one month before the beginning of the end-of-term exams. In order to enable students to prepare for the exams in a reliable and planned manner, in full-time studies, the interval between exams in the pre-scheduled period must be at least two calendar days, while in part-time studies and in the make-up period, in each form of study, only one exam may be conducted per day. The dates of the credit assignments should be communicated to students at least two weeks in advance. Additionally, the students may not be required to take exams in more than four courses per semester. The Dean for Student Affairs (Dean of the Branch) may, at the justified request of the student, let the student take assignments and exams on a later date, but not later than March 8<sup>th</sup> in the winter semester and September 28<sup>th</sup> in the summer semester. The student may also take exams before the end-of-term exams, if the examiner agrees.

In the case that the student obtains a failing grade from the course in the pre-scheduled period, the student is entitled to take a make-up exam. The Dean for Student Affairs (Dean of the Branch), after consultation with the lecturer, may decide that the student is not entitled to the right to take a make-up exam if the reason for the lack of pass was the student's absence from laboratories, physical education classes or other forms of classes conducted with activating methods, which cannot be completed at another date, and the student was informed about the lack of possibility of such completion during the first classes. This only applies to classes that cannot be completed at another time, which in most cases allows students to achieve the assumed learning outcomes in an alternative way in the case of a justified absence from classes.

However, the student is strictly obliged to participate in exercises, laboratories, lectures and seminars. Failure to attend classes, regardless of the justification for absence, may be the basis for the decision of the Dean for Student Affairs (Dean of the Branch) to repeat the course. This decision takes into account the need to properly verify the achievement of learning outcomes.

In order to allow the student to put the validity of the received grade into question, if he or she obtains such a grade within the pre-scheduled period or the make-up period, the student may submit a duly justified application to the Dean for Student Affairs (Dean of the Branch) for permission to take another make-up exam or an exam conducted before an examination board.

The achievements of students coming from other universities who have received permission to transfer and study at the Wrocław University of Economics and Business are recognized according to the provisions of the study regulations. The comparison of completing and passing courses in terms of obligatory learning outcomes for a given field and degree of study is subject to particular restrictions. The number and structure of hours of classes completed within particular courses and the number of obtained ECTS credits are compared. If the student has not achieved the specified learning outcomes, the Dean for Student Affairs (Dean of the Branch) sets a deadline by which the student should complete the missing courses, obtain credits and pass exams. In the case of foreign language classes, the recognition of a grade or credit is possible based on documentation including: the grade obtained at another university, the level of advancement, the number of ECTS credits and the number of completed hours of classes.

The student who has received permission to resume studies (granted in exceptional and justified situations), except in the case of resumption for the sole purpose of taking the diploma exam, should pass the curriculum differences indicated by the Dean for Student Affairs (Dean of the Branch), which arose during his or her absence from the University. Differences are realized by attending classes and passing courses together with a lower year of studies or, if a given course is no longer taught, with the consent of the Dean for Student Affairs (Dean of the Branch) in an individual course. The Dean sets the deadline for passing the course, covering the next semester or year. In the case of an individual course, the Dean appoints an academic teacher who is responsible for indicating the scope of material, controlling the student's work and giving a pass. The individual course of study includes full-time or part-time studies conducted by the student.

If the student does not have enough ECTS credits (due to repetition of the year, changes in the curriculum, resumption of studies, return from vacation), which, in accordance with the regulations, makes it impossible for him or her to complete the studies, it is possible to complete



them by participating in the classes indicated by the Vice-Rector for Student Affairs and Education. The decision in this matter is made by the Dean for Student Affairs (Dean of the Branch).

The transfer of achievements obtained during domestic and foreign exchange programs is subject to the following rules, resulting from the exchange program regulations adopted by the Student Internship Department:

- The Student submits the required documents to the Dean's Office (e.g. Transcript of Records – an original issued by a foreign university, with a stamp and signature, or a copy certified by the Center for International Cooperation to be a true copy of the original; certificate of completion of the exchange program – a document signed by the ECTS coordinator; application for recognition of courses and grades – signed by the student and the coordinator). If the student has not passed all the courses in a given semester (they are transferred to the following semester), he or she additionally applies for a conditional entry for the next semester.
- An employee of the Dean's Office provides the Dean with a set of the above documents and an application previously submitted by the student to transfer (and possibly update) courses. On the basis of the original Transcript of Records and the application submitted by the student to transfer (and possibly update) courses, the Dean verifies whether the coordinator's decision on the recognition of courses and grades and on passing the exchange program is correct. If it is correct, he or she accepts it. In the case of an error – the documentation is returned to the ECTS coordinator for correction, and the university coordinator is notified about the error.
- In the case of a lack of the original Transcript of Records, if the application for recognition was submitted on the basis of other documents or an uncertified copy of Transcript of Records, the Dean notes the lack of the original on the application form together with information about the necessity of the student's application for conditional entry. The student applies for a conditional entry for the next semester and undertakes in writing to deliver the original within a specified period. When issuing the decision on conditional entry, the Dean indicates the date of delivery of the original Transcript of Records; in the case of failure to deliver the original within this deadline, the proceedings for removal from the list of students are initiated (due to failure to obtain credit for the semester within the specified deadline).
- Failure to complete the course(s) at a foreign university results in the need to complete the appropriate course(s) previously removed from the curriculum. In exceptional cases (e.g.

the last semester of studies), and provided that the student achieves all learning outcomes and the appropriate number of ECTS credits, and that the course is optional, it is permitted to transfer the course credit to another course at the University – the decision in this matter is made by the Dean in consultation with the coordinator.

- In the application for recognition of the surplus of ECTS credits obtained during the student exchange program for the passing (deletion from the curriculum) of courses in subsequent semesters, the student indicates the courses that would be subject to passing (deletion). The Dean checks whether the surplus of ECTS credits are not less than the number of ECTS credits assigned to the deleted courses and whether they are optional. The application is then forwarded, together with the documentation, to the Faculty Manager (or the teacher of the deleted courses) for an opinion on whether the student's learning outcomes will be fully achieved after the deletion of the courses.

Academic teachers at the Wrocław University of Economics and Business are obliged to observe ethical principles, in accordance with generally applicable regulations, good manners and practices, in particular concerning values and resulting attitudes in the field of:

- commitment and responsibility for shaping students' knowledge, skills and competences,
- showing respect for diverse opinions, attitudes and lifestyles of students, and showing empathy and courtesy,
- encouraging students to actively participate in classes, research projects and other forms of activity conducted at the University,
- promoting a culture of academic discussion, constructive criticism and practical knowledge transfer,
- respecting intellectual property,
- continuous development and improvement of knowledge, skills, methods used to pass on the curriculum content and teaching methods to students.

No form of discrimination or preference based on age, gender, religion, sexual orientation, nationality, ancestry, political views, attitudes, lifestyle choices, family ties, material status, social or professional position or on any other grounds, may be used in relations with students, particularly in the assessment process. Violation of this prohibition constitutes grounds for disciplinary action against the academic teacher. It is unacceptable to impose additional duties on students which are not related to the educational process and not resulting from the internal regulations of the University.

When assessing the knowledge, skills and competences of students, the teacher should strive to avoid situations that give rise to a conflict of interest, for example, if the student is a spouse or a person related to the academic teacher, another person should assess his or her academic progress, the thesis reviewer should not be the supervisor's spouse or a person related to him or her, members of the examination board should not be spouses or related persons, etc.

The method used by the academic teacher to assess the level of students' achievement of the required learning outcomes is subject to supervision and verification based on the results of assessment visits and student questionnaires.

In order to pursue a coherent policy in the field of ethical conduct at the University, the Rector's Commission for Good Academic Practices for the term of 2020-2024 was appointed by Regulation No. 132/2020 of the Rector of the Wroclaw University of Economics and Business on 1 September 2020.

### 3.6. Principles of course selection by students

In order to increase flexibility of the learning process and to enable the students to develop their individual interests, the principle is that each student has the possibility to choose the learning content within a portion of the courses. This includes:

- physical education (choosing the type of physical activity),
- foreign languages (choosing the language and advancement within the scope indicated in the curriculum),
- diploma seminar (choosing the subject area related to the choice of a supervisor),
- humanities and social science courses (choosing the general learning content),
- transferable courses, while maintaining their compatibility with the learning outcomes of a given field of study,
- major courses and courses within the framework of learning pathways and modules (selection of specialized learning content).

At each level of study, the student has the possibility to choose courses which have been assigned ECTS credits of not less than 30% of the total number of ECTS credits for a given field of study. In addition, students have the right to participate in classes organized by the University outside the curriculum in which they can obtain up to 30 ECTS credits.

Registration and enrollment for courses, majors, learning pathways and modules takes place through the USOS system. Registration for foreign language classes is conducted by the Department of Foreign Languages. The dates of enrollment are set by the Dean for Student

Affairs (Dean of the Branch) and are announced to students at least two weeks before they are launched. The Dean may make the order of enrollment dependent on additional criteria such as the average grade or time remaining for students to complete a given course. The decision to launch a course, major, learning pathway and module is made by the Dean for Student Affairs (Dean of the Branch) based on the number of applicants. A student who enrolls in a course and does not resign from it within two weeks from the beginning of the semester at the latest is obliged to take the course.

An important tool for the flexible shaping of a learning pathway tailored to the students' own interests and needs is an Individual Curriculum Plan (ICP). It consists in the transfer of courses from the adopted curriculum to other courses, consistent with the learning pathway adopted by the student. To guarantee the quality of the ICP structure, these changes are made in consultation and with the approval of the academic advisor. The academic supervisor is chosen by the student and may be an academic teacher with at least a PhD degree, appointed by the Dean for Student Affairs (Dean of the Branch), or the student's supervisor. One academic advisor may supervise no more than ten students.

The students shall submit an ICP proposal to the Dean for Student Affairs (Dean of the Branch) for approval with a positive opinion from the academic advisor no later than three weeks before the beginning of the semester. Refusal to approve the ICP involves setting a weekly deadline for its correction.

#### Rules for preparing Individual Curriculum Plans:

- Courses can only be transferred to other courses of the same degree of studies (different degrees have different qualification frameworks and different learning outcomes).
- Only those courses that are not marked as obligatory in the curriculum (major courses and some of the courses conducted in a given field of study) can be transferred.
- It is not possible to complete a course within an ICP that is identical or very similar to the one that is covered in later semesters of the studies in the basic offer for a given field of study (in any major). This is contrary to the nature of an ICP, because then it is not a course transfer, but shifting between semesters.
- The sum of ECTS credits for courses entered into the program cannot be less than the sum of credits for courses removed from the standard program. Otherwise, the student will collect too few ECTS credits to graduate.
- One ICP application may concern one or more semesters.

- A student who does not have a supervisor, chooses an ICP advisor in his or her application, who may be any University teacher with at least a PhD degree. This person will ultimately also be the student’s supervisor (provided he or she meets the requirements adopted at the University).
- The completion of a field of study requires the realization of learning outcomes in a given field of study specified by the Senate of the University. Each course in the standard curriculum realizes the selected learning outcomes, and passing all courses in the standard curriculum allows for the realization of all learning outcomes. Therefore, the basic task of an ICP advisor is to verify whether the student studying according to an individual curriculum (instead of the standard curriculum) will realize all the required learning outcomes for a given field of study. By giving a positive opinion on the ICP, the advisor confirms that the transfer of courses will not cause the student to fail to achieve any of the results.

Some students of the Wrocław University of Economics and Business are obliged to participate in an internship. This applies to first cycle studies and students starting their education before the academic year 2020/21. The internship is a period of time devoted to deepening the knowledge and improving the student’s practical skills and social competences in a chosen economic entity or institution, which corresponds to the nature of studies in a given field of study and allows them to achieve the assumed learning outcomes indicated in the syllabus for a given field of study.

The role of the Internship Coordinator is fulfilled by the Director of the Business Cooperation Center or the heads of the offices/sections subordinate to the center, and in the Branch, a person appointed by the Dean of the Branch. The internship program is handled by the Career Office of the Business Cooperation Center (CO – BCC), and in the Branch – by the Branch Office.

The length of the internship is not less than 120 hours, and a pass is granted by the Dean for Student Affairs (Dean of the Branch) on the basis of the documentation submitted by the student (internship journal). In justified cases, the internship may be credited on the basis of paid or social work, if the student demonstrates that the nature of the work corresponds to the learning outcomes of the internship and that the number of completed work hours is not less than 120 hours.

The internship is aimed at:

- deepening and broadening the knowledge gained during the classes and developing the ability to use it,

- preparing the students to enter the labor market by shaping the skills necessary for future professional work, including analytical and organizational skills, teamwork, establishing contacts, conducting negotiations, as well as preparing them for independence and responsibility for the tasks entrusted to them,
- deepening knowledge of the economic sector which the organizer of the internship belongs to, getting to know the structures and mechanisms of enterprises and institutions,
- creating conditions for professional activation of students on the labor market,
- collecting source information necessary for writing the thesis,
- possibly extending the knowledge of foreign languages.

The choice of the place of internship is made in a transparent manner and guarantees the acquisition of new skills and experience in the student's new work environment, ensuring: compliance of the internship program and the student's learning objectives (learning outcomes), fulfillment of the employer's requirements by the student during the internship, appropriate working conditions and equipment of the place of internship, real and effective role of the internship supervisor, summary of the defined and confirmed internship results. The possibility of including an environmental theme in the internship program – how to manage resources / reduce the negative impact on the environment – further strengthens the quality framework of the internship.

Students have the opportunity to choose where and how to complete their internship under the following rules:

- The organizer of the internship can be an economic entity, a local government institution or a social organization that operates in Poland or abroad.
- The student has the possibility of completing the internship within one of three organizational paths: the internship realized in an entity included in the university's database of internship organizers, the internship realized in an entity not included in the database, the internship credited on the basis of documented professional or social activity.
- The internship program, based on the records contained in the syllabus, is drawn up by the student in consultation with the internship organizer / supervisor and accepted by the internship coordinator.
- The student submits an application for an internship where he or she indicates the place of internship, i.e. he or she selects the place of internship from the database of internship organizers or proposes another place, which is verified in terms of meeting the criteria for the

realization of the internship for a given field of study. Based on the application, an internship agreement is prepared between the University, the student and the internship organizer.

Students also have the right to take optional apprenticeships and internships consistent with the field of study and not interfering with the schedule of classes. They are subject to the rules defined by the Rector and allow the students interested in such a form of activation to gain additional professional experience.

### 3.7. Procedure for the selection of thesis supervisors and reviewers

The primary goal of the diploma seminar is to provide students with optimal conditions for preparing their diploma thesis and for completing it with a scheduled diploma exam. Diploma seminars are obligatory classes conducted by the supervisor, i.e. a person appointed by the Dean for Student Affairs (Dean of the Branch) to manage the process of preparing the diploma thesis by the student.

Striving to ensure high quality verification of learning outcomes has a significant impact on the substantive and formal requirements for supervisors and reviewers of diploma theses prepared at first and second cycle studies, as well as on the criteria for their selection. It is assumed that the thesis supervisor should be, as a rule, an independent research worker. The role of a supervisor can also be performed by experienced adjuncts or senior lecturers, at least with a PhD degree. However, in such a case, formal conditions must be met in order to ensure the appropriate qualifications of such persons when conducting work at the second cycle studies: at least seven students must have been previously supervised, they must have at least three years of teaching experience after obtaining their degree, and the number of students supervised at the same time must not exceed five. In exceptional cases, the Dean for Education, in consultation with the Dean for Student Affairs (or the Dean of the Branch), may consent to the conduct of a diploma seminar also by a retired academic teacher or a person from outside the University, in accordance with the rules indicated above.

The proposed list of academic teachers scheduled in a given academic year to act as supervisors in a given field of study and form of study, together with determination of the maximum number of students in each seminar group, is prepared by the Dean for Education (or the Dean of the Branch) in consultation with the Faculty Managers and, if necessary, Department Managers as direct supervisors of teachers. The proposal is then approved and formally announced by the Dean for Student Affairs (Dean of the Branch). The permissible size of the seminar group (15 people) is determined by a resolution of the University Senate. This level is

low enough to provide the right conditions for the teaching process, allowing for an individual approach to the student and allowing the supervisor to give him or her due attention and time.

Academic teachers assigned to the role of supervisor in a given academic year develop the thematic scope of the seminar and transmit it in electronic form to the Faculty Managers. Based on the reported areas, the managers develop a collective presentation of the candidates for supervisors for a given field and form of study.

Students choose a supervisor through the USOS system. In order to make it easier for the students to choose a supervisor according to their individual interests and the chosen learning pathway, it is possible to obtain prior knowledge of the supervisors' areas of thematic specialization by presenting them on the University's website, supporting direct contact between students and teachers during consultations and on duty and, if necessary, organizing meetings with supervisors, during which they present the scope of seminars and theses.

In exceptional cases, justified by important reasons, resulting from e.g. the interdisciplinary nature of the planned diploma thesis, on the basis of a written application of the student with the opinion of the candidate for a supervisor, the Dean for Student Affairs (Dean of the Branch) may agree to choose a supervisor from outside the offer for a given field of study.

In the case that the student is not satisfied with the cooperation with the supervisor, or after enrolling in the seminar he or she decides to change the thematic scope of his or her diploma thesis, he or she may submit an application to the Dean for Student Affairs (Dean of the Branch) to change the supervisor. Such an application, if submitted after the second seminar classes, requires justification and the opinion of the current supervisor. Also in the case of a longer absence of the supervisor, which could disrupt the process of preparing the thesis by the student and delay the deadline for its submission, the Dean for Student Affairs (Dean of the Branch) appoints an academic teacher who will take over the responsibility of supervising the thesis.

The thesis submitted by the student is assessed by a supervisor and one reviewer. In the case of significant discrepancies in the assessment of the thesis (by at least 1.5 grades), the Dean for Student Affairs (Dean of the Branch) may appoint an additional reviewer, motivated by the need to provide an objective final assessment. If a supervisor or a reviewer gives a failing grade, the appointment of a third person, who is an independent researcher, to assess the thesis is mandatory.

Reviewers of the theses prepared at the Wroclaw University of Economics and Business are appointed by the Dean for Student Affairs (Dean of the Branch). In order to ensure the



elimination of premises which could disturb the objective and reliable assessment of the thesis, the following conditions limiting the reviewer's selection were introduced:

- the reviewer can only be an academic teacher with at least a PhD degree.
- if the thesis supervisor does not have a post-doctoral degree, the reviewer must be an independent researcher.
- the reviewer cannot be an employee of the same department as the supervisor, unless there are justified reasons related to the availability of reviewers representing a given scientific specialty.

Within the deadline set by the Dean for Student Affairs (Dean of the Branch), the supervisors submit topics of the diploma theses in electronic form. The Dean appoints a reviewer for each thesis based on the list of reviewers for a given field of study, prepared by the Faculty Council. In order to ensure objectivity in the selection of reviewers, it is not allowed to consult with supervisors, and the Dean should be motivated solely by technical considerations, i.e. the thesis topic and the specialty of the reviewer, or the maximum number of theses reviewed by one person. In order to enable the organization of later diploma exams, the Dean should also – if possible – not differentiate between reviewers of theses prepared under the direction of a given supervisor. A significant differentiation of reviewers would force constant changes in the composition of examination boards, which would adversely affect the comfort of diploma exams and, consequently, would cause unnecessary stress for students.

### 3.8. Defining standards for diploma theses as well as criteria and procedures for conducting diploma exams

The curriculum of the first and second cycle studies, conducted at the WUEB, imposes an obligation to write a diploma thesis. The diploma thesis (bachelor's, engineer's, master's) should be a study of a specific scientific issue presenting the student's general knowledge and skills related to a given field and degree of study, the profile of education and the leading discipline to which the field is assigned. The thesis topic should be related to the learning outcomes adopted for a given field of study and take into account the student's scientific interests, availability of source materials and other premises established by the student and the supervisor. The thesis is supervised by a supervisor who will ensure the achievement of the assumed outcomes.

Diploma theses prepared at the end of the studies should shape the student's skills:

- expanding knowledge through independent study of the literature,

- selection and connection of the literature with the research problem (in the first cycle studies) or critical assessment of the theoretical achievements in the research area and embedding the problem in the literature (in the second cycle studies),
- diagnosis and assessment of the problem in the studied entity or institution,
- designing new solutions or modifying existing ones,
- applying a research workshop, and in particular applying methods of scientific study,
- identifying and analyzing the surrounding phenomena, especially those that the graduate will have to deal with in practice,
- perceiving regularities occurring within these phenomena,
- assessing and drawing conclusions,
- actively using the knowledge acquired during studies and applying it in practice or for theoretical reasoning,
- providing logical arguments and using clear and precise language.

Detailed requirements for diploma theses (standards) are defined by the Rector in a resolution. They include general and content-related requirements concerning the nature of the thesis, as well as regulatory, formal and editorial requirements. The diploma thesis is prepared in the same language as the student's curriculum. At the student's request, with the consent of the Supervisor and the Dean for Student Affairs (Dean of the Branch), a thesis in a field taught in Polish may be written in English. Also, with the consent of the Supervisor and the Dean, the diploma thesis may constitute one piece of work developed by a team of students, provided that the contributions of the individual authors are clearly defined and assessed separately.

The thesis approved by the Supervisor is submitted by the student to the Dean's Office in the form and within the time limits set by the Dean for Student Affairs (Dean of the Branch), after completing all courses included in the curriculum. The student is obliged to submit his or her diploma thesis not later than September 30th if the studies end in the summer semester or February 28<sup>th</sup> if the studies end in the winter semester.

Diploma theses are assessed and archived in the APD system (Archive of Diploma theses). Supervisors and reviewers have access to the diploma theses. Reviews are public and should be done at least two working days before the date of the diploma exam. They are drawn up using a standard form, covering:

- substantive and methodical assessment of the thesis taking into account the learning outcomes of the field of study in terms of knowledge, skills and social competences,
- assessment of the formal side of the thesis,

- recommendations on the use of the thesis,
- supervisor's assessment of the student's social skills and competences,
- justification for the final grade.

The student has the right to request that the thesis be kept classified, i.e., that it be restricted because of the confidential data it contains or because of the protection of intellectual property. The procedure may be carried out on the basis of an agreement concluded between the interested entity and the Wrocław University of Economics and Business or an application of a student who is the author of the thesis, submitted to the Dean for Student Affairs (Dean of the Branch). The condition for the diploma thesis to be kept classified is to justify the reasons for keeping the thesis classified by the institution whose data were used by the student to prepare the thesis, and the Supervisor's opinion.

All diploma theses created at the University are subject to an anti-plagiarism procedure, specified in the appropriate regulations. The text of the final thesis is uploaded to the APD by the student and automatically directed to the Uniform Anti-plagiarism System in order to generate resemblance reports. The analysis of the reports is made by the supervisor who then makes a decision about approval for the diploma exam, about sending the thesis for correction, about approval for the diploma exam together with justification of the decision in the case of a high resemblance ratio (so-called PRP indicator) or about sending the thesis to the Thesis Verification Committee, which issues appropriate recommendations. This recommendation may indicate that the thesis should be directed to the author in order to correct it, that the Supervisor may accept the thesis and allow the student to take the diploma exam or that the Supervisor should apply to the Rector in cases of suspected plagiarism. If the corrected thesis still has a high PRP indicator, the supervisor may either allow the student to take the exam by making an originality review report or reject it completely. The thesis verification committee is appointed by the Rector and chaired by the Rector's Plenipotentiary for Quality Assurance in Education. The Committee consists of at least 3 persons (including the coordinator) for each field of study.

The rules and criteria for conducting diploma exams and the scale of applied grades are specified in the study regulations and in the Rector's resolutions. The diploma exam is aimed at testing knowledge, skills and social competences in the scope of learning outcomes and curriculum content realized in a given field of study. It also serves to verify whether the diploma theses were prepared by the students on their own. During the diploma exam, the student should demonstrate that he or she is able to provide comprehensive answers to questions related to the diploma thesis and learning outcomes related to the field of study, using theoretical knowledge

and the results of his or her own research, and to provide logical arguments using clear and precise language.

The diploma exam is conducted in oral form in the language in which the diploma thesis was prepared and consists in answering questions asked by members of the board. It includes three questions to verify whether the student has achieved the learning outcomes for a given field of study, i.e:

- first, detailed question covering the curriculum content for a given field of study,
- second question, concerning the theoretical part of the thesis,
- third question aiming at verifying competences, in particular in the field of scientific research. The student should determine the method of conducting research, justify the choice of research methods used and present the conclusions resulting from the research.

The exam in the scope of the second and third questions may also include presentation of significant conclusions from the diploma thesis. The grade from the diploma exam is given based on the average grade from the questions asked.

The list of subjects concerning the first question, applicable at the diploma exam for a given field of study, is established by the Faculty Council, following the principle that it should include both questions from the basic obligatory courses, as well as from the major courses. The lists are public and announced on the University's website not later than three months before the basic date of submitting the diploma thesis.

The condition for admission to the diploma exam is obtaining credit for all courses and internships provided for in the standard or individual curriculum, obtaining at least two positive grades for the diploma thesis and settling the student's accounts with the University. In the case of diploma theses written by a team of students, each student takes the exam separately.

The diploma exam takes place in front of a three-person board appointed by the Dean for Student Affairs (Dean of the Branch) from among the academic teachers. The examination board consists of the chairman, supervisor and reviewer of the thesis. As a result of the rules adopted when appointing the reviewer, in each case at least one member of the committee holds a post-doctoral degree. In order to guarantee transparency of the diploma exam, an observer may be present at the student's request. At the written request of the student and the supervisor, the Dean for Student Affairs (Dean of the Branch) may also decide to conduct an open diploma exam.

The date of the diploma exam is set by the Dean for Student Affairs (Dean of the Branch) within seven days from the submission of the diploma thesis by the student, based on a proposal submitted by the chairperson of the board in agreement with its other members. The purpose of

this is to adjust the date of the exam to the time limitations and other duties of the board members. It takes place no later than one month after the submission of the thesis, but the Dean may decide to exclude July and August, or part of this period, due to the leave of academic teachers. The Dean for Student Affairs (Dean of the Branch) may also set an individual date for the diploma exam at the student's request.

In justified, urgent cases (e.g., sick leave, business trip, etc.) the Dean for Student Affairs (Dean of the Branch) may appoint a substitute for a member of the board, i.e., another person representing the field of study covered by the thesis.

If the student obtains a failing grade from the diploma exam, which occurs when the number of failing grades from the questions asked is greater than or equal to the number of positive grades or when the student does not take the exam, the Dean for Student Affairs (Dean of the Branch) sets a second date for the exam, not later than 30 days after the first date. If the student obtains a failing grade or does not take the diploma exam on the second date, he or she will be removed from the list of students.

The diploma exam may be conducted remotely with the use of information technology ensuring control of its course and, if necessary, its registration. Detailed rules of the exam conducted remotely are set by the Dean for Student Affairs (Dean of the Branch).

### 3.9. Determining substantive and formal requirements for teaching staff

The high quality of education at the WUEB is guaranteed by professional and committed teaching staff, meeting the provisions of the Act. The provisions of the Act state the necessity of conducting classes by academic teachers employed at a given university, who have competences and experience allowing for the proper realization of the classes, and by other persons who have such competences and experience.

Internal regulations precisely define the conditions of employment as well as formal and substantive requirements for research workers and lecturers who submit their applications on the basis of a competition. It is necessary for teaching staff to have experience in the education of doctoral students (in the case of professors), writing textbooks and scripts, participating in teaching and methodological conferences, teaching internships and programs improving professional competences related to the education process.

A high quality of education is possible when the teaching process is carried out by professional and committed academic staff. This is fostered by:

- adequate human resource policy,
- conducting teaching courses for young research and teaching workers and doctoral students,

- conducting trainings for research and teaching workers,
- pro-quality principles of academic teacher assessment,
- systematically conducted assessment visits,
- conducting regular assessments of teaching activities through student surveys.

At the Wrocław University of Economics and Business, there are obligatory, periodic assessments of academic teachers, whose main purpose is to determine whether the employees have fulfilled their duties in a given position. Periodic assessment of academic teachers is carried out once every four years or at the request of the Rector. In justified cases, the competent Dean or the head of an organizational unit may submit a request to the Rector to conduct a periodic assessment after two years.

Assessment is carried out in electronic sheets specially prepared for particular groups of academic teachers and positions. An employee, according to specific rules, puts credits in the following areas:

- 1<sup>st</sup> area – conducting research activities,
- 2<sup>nd</sup> area – teaching and educating students or teaching doctoral students,
- 3<sup>rd</sup> area – carrying out organizational activities.

In the case of a negative assessment, the next assessment is made not earlier than 12 months after the previous one.

### 3.10. Evaluation of the teaching process

#### 3.10.1. Forms of monitoring teaching activities

- Student surveys

The WUEB implements a process of monitoring teaching activities with the use of anonymous surveys, distributed to students after the completion of the whole cycle of education in a given course. Students have the opportunity to fill in these surveys in electronic form through the USOS system. The surveys are conducted each time among students of all degrees, modes and forms of studies, and they consist of grades and comments on classes and lecturers who have held more than two hours of classes with those students.

Evaluation of teaching activities by students is based on a set of questions developed by the Rector's Committee for Quality in Education. Students grade the activities on a scale of 1-5 or give "difficult to evaluate" answers, they can also post comments. They are related to: the substantive level of the classes, the way the classes were conducted, the attitude toward the students, the teacher's compliance with the established criteria of credits, the students' opinions

on improving the level of their knowledge and skills through the classes. In the situation of a temporary transition to the remote education system, there is an additional question concerning the manner of realization of such a form of classes by individual lecturers.

The assessments are made after each semester. Their results are communicated to the Rector, Vice-Rector for Student Affairs and Education, Dean for Student Affairs, Dean for Education, Office of Analysis and Reporting, Chairman of the Rector's Committee for Quality in Education and the Manager in the scope of the classes conducted in his or her major. All the lecturers have access to the results of the surveys on the realization of their classes in the USOS system. All teachers, as well as students, have the right to access the average grades in a given field, mode and level of study, included in the reports of the Faculty Council, prepared after the end of each academic year.

The results of these surveys are included in the periodic assessment of employees. In the case of obtaining average grades from surveys below a certain level, i.e. 2.5, 3.0 and 3.5, the employee is interviewed by the Rector, Vice-Rector for Student Affairs and Education, Dean for Education/Dean of the Branch, respectively. From such an interview, an official note is drawn up and forwarded to the Quality in Education Center.

– Assessment visits

Another form of monitoring the quality of conducted teaching activities is an assessment visit. They have a consultative and methodological character and are obligatory for all forms of classes at every level and mode of studies, including internships and on-line classes. They are aimed at improving the quality of classes in terms of their content and selection of appropriate teaching methods. Teaching classes conducted by academic teachers are subject to assessment visits at least once every 3 years, or more often at the request of the Rector's Committee for Quality in Education if the teacher received an average grade from student surveys lower than 3.5. Doctoral students conducting teaching classes are subject to assessment visits at least once every 2 years, but advisory assessment visits are obligatory in the first year of conducting classes by a doctoral student.

Assessment visits may have a scheduled and unscheduled nature. The schedule of assessment visits for the designated persons in a given semester of the academic year is presented by the Rector's Committee for Quality in Education by the end of the fourth week of each semester. The conduct of such assessment visits shall be entrusted by the Committee to one person who may be the Vice-Rector for Student Affairs and Education, the Dean and the Vice-Dean for Education, the Dean and the Vice-Dean for Student Affairs, the Dean and the Vice-Dean of the Branch, the Rector's Plenipotentiary for Quality Assurance in Education or persons

indicated by the Rector's Committee for Quality in Education from the list of persons who received an average grade from student surveys from the last two semesters above 4.25. In the case of foreign language classes, assessment visits are conducted by the Head of the Department of Foreign Languages and one employee of the language team, and in the case of physical education classes – the Head of the Department of Physical Education and Sport. Minutes of such assessment visits are drawn up, submitted to the person being assessed for approval, and then to the Center for Quality in Education, which prepares a register of scheduled assessment visits. In the case of a negative outcome of an assessment visit, it is obligatory to repeat it within six months. After completing the schedule of assessment visits in a given academic year, the Chairman of the Rector's Committee for Quality in Education passes a summary and conclusions to the Vice-Rector for Student Affairs and Education.

Unscheduled assessment visits are carried out at the request of the Rector, the Vice-Rector for Student Affairs and Education, the Dean for Student Affairs, the Dean for Education, the Dean of the Branch, the Head of the EMBA Program, the Faculty Manager to the Dean for Education (Dean of the Branch), when a formal report of irregularities during classes is submitted by the students to the Dean for Student Affairs (Dean of the Branch) or when the assessment visits are not carried out because the classes do not take place according to the timetable. Applications for unscheduled assessment visits are forwarded to the Chairman of the Rector's Committee for Quality in Education in order to appoint the visitors. The register of unscheduled assessment visits is also kept by the Center for Quality in Education.

Internships realized by first cycle students are also subject to assessment visits. They are an integral element of the education quality improvement system and concern all students obliged to complete an internship. The Business Cooperation Center – Career Office, and in the Branch – Deputy Dean of the Branch, conduct the assessment visit at the place of the internship. Assessment visits are conducted from July 15 to September 15 in a given academic year. The entity is not informed about the date of the assessment visit. The purpose of such assessment visits is, among other things, to assess the compliance of the conducted internships with the assumed learning outcomes in the area of knowledge, skills and social competences, expressed in the framework program of internships for a given field of study, cycle and major, and in the syllabus of the course “Professional Internship”, the compliance of the internship with the nature of studies in a given field of study or the nature of tasks assigned to students, their relevance, purposefulness and compliance with the program of internship. Scheduled assessment visits in a given academic year include at least 10% of the internship places indicated for a given



field of study. The internship assessment visits are recorded in an assessment visit card, and on its basis – a register of internship assessment visits is made.

### 3.10.2. Monitoring learning outcomes on the labor market

The “Graduates’ Professional Careers Monitoring” study is conducted by the Business Cooperation Center of the Wrocław University of Economics and Business. The survey is carried out in order to improve the quality of education by adapting curricula to the needs of the labor market. It is conducted one year after the completion of studies by graduates, among those who agree to participate in the survey. It is conducted for one month (from April to August) using an anonymous, electronic form. After the survey is completed, a summary report is prepared for the entire university, as well as for particular fields and levels of study (depending on the number of answers). The prepared report is submitted in accordance with the Rector’s resolution to: The Vice-Rector for Student Affairs and Education, the Rector’s Plenipotentiary for Quality Assurance in Education, the Dean for Education (Dean of the Branch) and Faculty Managers.

In addition to the information on the quality of education received by the graduates, a survey for employers was developed. In this survey, employers receive the same set of questions about the quality of education as the graduates. The goal is to obtain reliable, complementary information about the quality of education at the Wrocław University of Economics and Business. The employers’ survey lasts one month and is conducted after the Graduates’ Monitoring is completed. Companies that cooperate with the university are invited to participate in the survey. The results are communicated to the same persons as the report from the “Graduates’ Professional Careers Monitoring”.

### 3.11. Overview of learning conditions, material resources of the university and administrative service

Important elements of ensuring appropriate material conditions for the education of students at the Wrocław University of Economics and Business are the appropriate teaching infrastructure, including the needs of people with disabilities, convenient access to scientific, IT and audiovisual aids, as well as to the book collection of the Library and Reading Room. To this end, detailed guidelines have been formulated on the mode and method of carrying out inventories of library materials in the Main Library of the Wrocław University of Economics and Business. The inventories of materials in reading rooms (with free access to materials) is carried out at least once every five years, and an inventory for the remaining part of the materials is

conducted continuously. To this end, a Commission for the control and selection of library materials was established.

Since 1 October 2019, due to the change of the University's organizational structure, the organization of the Dean's Offices was completely reconfigured. Currently, there is one central dean's office, instead of the former offices divided into departments. Students are consulted in a separate zone, the so-called front office, and in the back office, there is an office work zone. Students are consulted according to the same rules and standards, however, in Wrocław University there is a division into three places: for Polish-speaking students of faculties assigned to Economics and Finance, Polish-speaking students of faculties in the field of Management and Quality Sciences, and English-speaking students. Establishing a separate place for English-language programs is justified by the need to internationalize the studies and the need to deal with foreigners in the immediate vicinity of the Center for International Cooperation.

Students are consulted through the USOS system, which provides remote management of administrative processes and student affairs, starting from accepting a candidate for studies to graduation – including electronic review service. USOS allows the academic progress of the students to be monitored through the use of electronic course records, which replaced their paper versions, and by supporting the process of passing and examining the students, simplifies and shortens the process of passing the semester and year of studies. The system provides a full financial service, including material aid and charging fees. It also supports communication with students (targeted mailing, dedicated announcements), including the survey procedure, which is extremely important for improving the quality of education. An important convenience for students is also the possibility to use a mobile application – compatible with the USOS system, allowing for remote access to key data.

### 3.12. Establishing rules for collecting, monitoring and publishing information on the University's activities in order to improve the quality of education

All regulations concerning the quality of education, both national and university, are available on the University's website. They have been collected in the Center for Quality in Education tab in order to facilitate the use by employees and students of the database of regulations concerning processes related to education and improvement of its quality.

The curricula for subsequent cycles are available on the website of the electronic system Syllabus KRK, where one can find syllabuses for all courses in each field of study conducted at

the University. They are consistent with the resolutions of the Senate on the curricula of individual fields of study, and the Faculty Manager is responsible for the completeness and accuracy of the data.

The timetable of classes in each academic year is determined by the Rector. A detailed timetable is announced on the University's website not later than a week before the beginning of each semester.

Reports from the study on the quality of classes based on student surveys, prepared on the basis of materials of the Faculty Councils, are presented to the Senate once a year by the Chairman of the Rector's Committee for Quality in Education.

Public access to information for students is provided by the homepage of the Wrocław University of Economics and Business – “News for students”, and in the Branch – on the website of the Branch. It is the basic channel of knowledge about current affairs for students, which contains information about recruitment for foreign internships and student exchange programs, enrollment for optional courses, dates of submitting diploma theses, Scholarship Allowances Department, events aimed at improving qualifications (for example, Internships for Start, Job Fairs, BIPS) or achievements and activities of student organizations. The “Students” section of the WUEB website is an information channel for students, which includes Dean's announcements, contact information for Dean's and Deputy Dean's offices for student affairs, academic year schedule, dates of on-campus sessions, study regulations, document templates and a link to the Syllabus KRK system.

The Public Information Bulletin of the Wrocław University of Economics and Business (BIP UE) is an electronic publisher whose main goal is to provide permanent and universal access to public information. The Bulletin can be accessed by every employee, University student and all individuals interested in the University's activity by searching it on the University's website or general Internet search engine.

A special tab for publishing information for students has been created on the BIP WUEB website and is placed on the Bulletin's menu. Students can find interesting information, concerning, among others, the schedule of the academic year, recruitment for studies, material aid and dormitories and social support.

The on-line internal communication at the University has been created in order to improve communication between employees. It supports the flow of important information, the content of decisions and documents published every day in the form of resolutions, messages and circular letters. Messages sent by different units are published on the SharePoint platform, which is accessible to all employees, and then around 3:00 p.m. they are sent in a summary.

Thanks to this, employees are kept up to date with any changes, including in the area of quality assurance, which is easily accessible.

### 3.13. Remote learning principles

In the academic year 2019/20, the WUEB implemented solutions allowing for remote learning covering all classes. A number of regulations were introduced, which clearly specified the way the classes are held following the study schedule, as well as the duties of the teacher and students. The issues related to conducting credits, exams and diploma exams were also regulated. In the academic year 2020/21, due to circumstances, the system of synchronous teaching is maintained as the basic system of education at the WUEB. Considering the specificity of laboratory classes conducted by employees of the Production Engineering Department, it is allowed to conduct them at the University in order to maintain the quality of education.

When conducting classes in a remote form, the employees are obliged to contact students directly in real time using the Teams module of the Office365 package, to conduct classes in accordance with the schedule and realize the learning outcomes envisaged for the given course, as well as monitor their achievement by students. Remote classes are also subject to assessment visits.

Employees of the WUEB use remote solutions allowing for so-called blended learning. During the teaching process, teachers also use the university e-portal as a form of support for basic classes carried out in remote form, which allows for the distribution of teaching materials among students, but also for a return contact with the teachers. Teachers can control some of the projects and contact individual students remotely through the Chat Room. This platform is treated by the WUEB as an addition to classes conducted in synchronous mode.

In order to improve the level of quality of education at the University, the Remote Learning Council was established. The WUEB also organizes training for teachers in the field of remote learning tools and provides rooms for live streaming classes.

## **4. EDUCATION QUALITY POLICY – OVERVIEW**

In order to improve the quality of education, the WUEB quality policy prioritizes the following activities:

- monitoring and verification of learning outcomes in all fields of study, levels and profiles of learning, including how they are achieved,
- linking education to the social and economic needs of the country and the region, including the extent to which graduates are prepared to enter the labor market,

- improving the quality of the teaching process through monitoring, assessment and improvement of teaching competences of academic teachers.

The boards of particular faculties, in cooperation with a relevant manager, constantly monitor and supervise the quality of education, drawing up regular reports for the Rector's Committee for Quality in Education, which issues opinions and recommendations. Details of the education quality policy and the list of monitored indicators will be determined and included in the Internal System for Quality in Education in the academic year 2020/21. This document will be updated based on new regulations at the beginning of each academic year.

## **5. LEGAL BASIS OF THE INTERNAL SYSTEM FOR QUALITY IN EDUCATION**

- Act of 20 July 2018 – Law on Higher Education and Science (Journal of Laws of 2018, item 1668), together with executive acts – regulations of the Minister of Science and Higher Education
- Regulation of the Minister of Science and Higher Education of 27 September 2018 on higher education studies (Journal of Laws of 2018, item 1861, as amended).
- Resolutions of the Presidium of the Polish Accreditation Committee
- Statute of the Wrocław University of Economics and Business
- Study Regulations of the Wrocław University of Economics and Business (Resolution No. 52/2020 of the Senate of the Wrocław University of Economics and Business of 23 April 2020)
- Resolution No. 57/2019 of the Senate of the Wrocław University of Economics and Business 17/2015 of 26 March 2015 on the approval of the Development Strategy of the Wrocław University of Economics and Business until 2020
- Resolution No. 57/2019 of the Senate of the Wrocław University of Economics and Business of 31 May 2019 on the conditions, mode and date of beginning and end of recruitment for full-time and part-time studies in the academic year 2020/2021
- Resolution No. 127/2019 of the Senate of the Wrocław University of Economics and Business of 26 September 2019 on the approval of the number of students in a group for the academic year 2019/2020
- Resolution No. 237/2019 of the Senate of the Wrocław University of Economics and Business of 19 December 2019 on the opinion on the general principles, mode, criteria and scores for the periodic assessment of academic teachers at the Wrocław University of Economics and Business

- Resolution No. 44/2020 of the Senate of the Wrocław University of Economics and Business of 23 March 2020 on the framework rules for new curricula and modification of existing ones
- Resolution No. 55/2020 of the Senate of the Wrocław University of Economics and Business of 23 April 2020 on the establishment of curricula for first and second cycle studies at the Wrocław University of Economics and Business
- Resolution No. 73/2020 of the Senate of the Wrocław University of Economics and Business of 28 May 2020 on the amendment of Resolution No. R.0000.44.2020 of the Senate of the Wrocław University of Economics and Business of 23 March 2020 on the framework rules for new curricula and modification of existing ones
- Resolution No. 74/2020 of the Senate of the Wrocław University of Economics and Business of 28 May 2020 on the approval of the Regulations for the confirmation of learning outcomes acquired in non-formal and informal systems at the Wrocław University of Economics and Business
- Resolution No. 89/2020 of the Senate of the Wrocław University of Economics and Business of 25 June 2020 on the conditions, mode and date of beginning and end of recruitment for full-time and part-time studies in the academic year 2021/2022
- Regulation No. 90/2018 of the Rector of the Wrocław University of Economics and Business of 23 November 2018 on the implementation of the Regulations on Student Exchange Programs
- Regulation No. 68/2019 of the Rector of the Wrocław University of Economics and Business of 13 September 2019 on the introduction of the Inventory Instructions
- Regulation No. 140/2019 of the Rector of the Wrocław University of Economics and Business of 27 November 2019 on the introduction of amendments to the Regulations on Student Exchange Programs
- Regulation No. 147/2019 of the Rector of the Wrocław University of Economics and Business of 10 December 2019 on the approval of the principles of appointing supervisors and reviewers of diploma theses
- Regulation No. 1/2020 of the Rector of the Wrocław University of Economics and Business of 7 January 2020 on the results of student surveys evaluating teaching activities
- Regulation No. 42/2020 of the Rector of the Wrocław University of Economics and Business of 13 March 2020 on the implementation of teaching activities at the Wrocław University of Economics and Business during the suspension of in-person classes

- Regulation No. 46/2020 of the Rector of the Wrocław University of Economics and Business of 23 March 2020 on the amendment of the Regulation No. 42/2020 of the Rector of the Wrocław University of Economics and Business of 13 March 2020 on the implementation of teaching activities at the Wrocław University of Economics and Business during the suspension of in-person classes
- Regulation No. 56/2020 of the Rector of the Wrocław University of Economics and Business of 22 April 2020 on conducting diploma exams in the academic year 2019/2020 at the Wrocław University of Economics and Business
- Regulation No. 65/2020 of the Rector of the Wrocław University of Economics and Business of 12 May 2020 on the passing of courses, exams and diploma exams until 30 September 2020
- Regulation No. 66/2020 of the Rector of the Wrocław University of Economics and Business of 13 May 2020 on the implementation of the graduation process at the Wrocław University of Economics and Business
- Regulation No. 74/2020 of the Rector of the Wrocław University of Economics and Business of 29 May 2020 on the Regulations of field practice at the Wrocław University of Economics and Business
- Regulation No. 79/2020 of the Rector of the Wrocław University of Economics and Business of 8 June 2020 on monitoring the professional careers of graduates of the Wrocław University of Economics and Business
- Regulation No. 80/2020 of the Rector of the Wrocław University of Economics and Business of 8 June 2020 on the introduction of the Regulations for professional internships carried out by students of first cycle studies at the Wrocław University of Economics and Business
- Regulation No. 88/2020 of the Rector of the Wrocław University of Economics and Business of 18 June 2020 on the introduction of templates for documents concerning non-obligatory student internships
- Regulation No. 102/2020 of the Rector of the Wrocław University of Economics and Business of 13 July 2020 on assessment visits of teaching activities at the Wrocław University of Economics and Business
- Regulation No. 120a/2020 of the Rector of the Wrocław University of Economics and Business of 28 August 2020 on the form of teaching in the winter semester of the academic year 2020/2021

- Regulation No. 128/2020 of the Rector of the Wrocław University of Economics and Business of 1 September 2020 on the employment of academic teachers
- Regulation No. 132/2020 of the Rector of the Wrocław University of Economics and Business of 1 September 2020 on the appointment of the Rector's Commission for Good Academic Practices for the term of 2020-2024
- Regulation No. 137/2020 of the Rector of the Wrocław University of Economics and Business of 1 September 2020 on the implementation of the Regulations of the 1<sup>st</sup> Rector's Competition for the best thesis defended at the Wrocław University of Economics and Business
- Regulation No. 152/2020 of the Rector of the Wrocław University of Economics and Business of 15 September 2020 on the principles of conducting remote classes and verification of learning outcomes in the winter semester 2020/2021
- Regulation No. 156/2020 of the Rector of the Wrocław University of Economics and Business of 23 September 2020 on the establishment of the Remote Learning Council
- Announcement No. 4/2017 of the Vice-Rector for Education of the Wrocław University of Economics and Business of 8 November 2017 on selectable humanities or social science courses
- Announcement No. 3/2019 of the Vice-Rector for Student Affairs and Education of the Wrocław University of Economics and Business of 13 November 2019 on the completion of ECTS credits
- Announcement No. 2/2020 of the Vice-Rector for Student Affairs and Education of the Wrocław University of Economics and Business on the principles of giving a total grade from the course