

DEMOCRITUS UNIVERSITY OF THRACE  
QUALITY ASSURANCE UNIT



ΔΗΜΟΚΡΙΤΕΙΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΘΡΑΚΗΣ  
DEMOCRITUS UNIVERSITY OF THRACE

IQAS PROCEDURE

D-2.5 Training of Human Resources



TABLE OF CONTENTS

1	PURPOSE.....	3
2	IMPLEMENTATION STEPS.....	3
3	SCHEDULE .....	5
4	RELATED DOCUMENTS.....	5
5	DOCUMENTATION - RECORDS.....	5
6	RESPONSIBILITIES .....	5
7	DEFINITIONS.....	6
8	WORK INSTRUCTIONS.....	6
9	FLOWCHART .....	7

## 1 PURPOSE

This procedure defines the manner in which human resources training on subjects of quality assurance is performed.

## 2 IMPLEMENTATION STEPS

RESPONSIBLE: QAU

RECORDS:

DESCRIPTION:

QAU organizes, at regular intervals training sessions for those involved in the IQAS processes.

Indicative human resources training subjects include:

the internal evaluation procedure, the compilation of a SP accreditation dossier, the preparation for the External Evaluation and Accreditation Committee SP audit, the evaluation of teaching performance, etc.

The target groups of the training are: students, administrative employees, IET members, teaching staff, and Department Chairs.

The training sessions are run either by QAU staff trained in quality assurance matters, or, in cases of more specialized topics, by invited instructors.

There is a category of training subjects that are necessarily conducted during the course of an academic year, and are the following:

No.	Target-group	Training subject	When?
1	Department Chairs, IET members, Administrative Employees	Internal Evaluation Process	Once / year

**AUDITED DOCUMENT**

2	Department Chairs, IET members, PSP Directors, other parties involved in the process upon their request	Compilation of a SP accreditation dossier	In the context of HAHE calls, prior to the expiry of a SP's accreditation
3	Department Chairs, IET members, PSP Directors, other parties involved in the process (according to the audit schedule) upon their invitation by the Department's Chair	Preparation for the External Evaluation and Accreditation Committee audit.	One to two weeks prior to the EAAC audit of the SP under accreditation, as scheduled by HAHE
4	A) Students, B) Instructors (faculty, LTTS, LTS, SES, adjunct lecturers)	Evaluation of teaching	once / year, separately for each group (A and B)
5	Newly appointed faculty, LTS, SES, LTTS members	Briefing on all services and processes as well as on DUTH's IQAS	Once within the first two years of their appointment at DUTH
6	Administrative employees	Training on matters pertinent to administrative staff (e.g. staff evaluation, personal data, etc.)	Whenever deemed necessary (introduction of a new process, revision of an existing one, etc.)
7	Faculty, LTS, SES, LTTS members, Administrative Employees	Training on specialised topics presented by guest speakers	Whenever deemed necessary

In cases 1, 2, 4, and 6, QAU reaches out to all members of the target groups and may repeat the training on 2 or 3 different dates, dividing participants into groups.

**AUDITED DOCUMENT**

With regard to case 3, QAU contacts the Department Chair whose SP has been scheduled by ETHAAE/HAHE for accreditation, and training is conducted exclusively for the IET members and the Department Chair (for USPs) and the PSP Director (for PSPs) on a specific date.

Regarding case 5, at the commencement of the academic year, QAU, in collaboration with the other services involved in the orientation programme of newly appointed faculty, LTS, SES, and LTTS members, obtains a list with the details of the newly appointed, during the previous year, DUTH faculty members, from the Directorate of Administrative Affairs. A detailed programme is drawn up with informational presentations from each of DUTH's services and the processes followed by them, and is communicated, in a timely manner, to the target group members, in order to ensure their full participation.

In case 7 (training sessions with guest speakers), QAU sends a call for expression of interest to every member of the target groups, which is posted on its webpages as well as DUTH's webpage. The call describes in detail the training subject as well as the eligibility requirements for participation.

Training sessions can be provided either online or in person.

**3 SCHEDULE**

The training of human resources on quality assurance matters is a process that is conducted throughout the year.

**4 RELATED DOCUMENTS**

**5 DOCUMENTATION - RECORDS**

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
_____				

**6 RESPONSIBILITIES**

6.1 QAU is responsible for drafting and reviewing the present Procedure.

- 7      **DEFINITIONS**
  
- 8      **WORK INSTRUCTIONS**

9 FLOWCHART

