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PROCEDURE FOR THE MANAGEMENT OF THE QUALITY ASSURANCE SYSTEM OF THE DEPARTMENTS

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1. PURPOSE AND SCOPE

The purpose of this procedure is to define the methods for managing the Quality Assurance (QA) System of the Departments, including the responsibilities of the bodies involved and the tools for planning, organization, and monitoring.

2. REFERENCES

- Law no. 240, 30 December 2010
- Legislative Decree no. 19, 27 January 2012
- Ministerial Decree no. 1154, 14 October 2021
- ANVUR Guidelines for the Quality Assurance System in Universities – Periodic Accreditation of Universities and Study Programs
- ANVUR Periodic Accreditation Model for Universities and Study Programs
- University Statute
- General University Regulations
- Procedures Manual

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3. ACRONYMS

- AQ: Quality Assurance
- AVA: Self-Assessment - Evaluation - Accreditation
- ANVUR: National Agency for the Evaluation of Universities and Research Institutes
- PQA: University Quality Committee
- NdV: Evaluation Unit
- CCS: Study Program Council
- CdD: Department Council
- SUA-RD/TM: Annual Departmental Research and Third Mission – Social Impact Report
- VQR: Research Quality Evaluation
- CPDS: Joint Student-Teacher Committees


4. RESPONSIBILITIES

The accreditation of Universities, in addition to the QA of Study Programs and PhD programs, also includes QA of research activities and third mission/social impact of the **Departments**, considering that Law No. 240/2010 grants Departments full responsibility for teaching, research, and Third Mission activities.

Departments are equipped with their own Regulations, approved by the Department Council based on a model adopted by the University's Governing Bodies. Each Department also prepares a strategic plan and, based on it, plans the activities to be carried out.

Departments enjoy organizational and administrative autonomy and define the use of allocated financial resources in line with the general criteria set out in University documents. Departments propose the teaching regulations, modifications to Study Programs, and activation of PhD Programs.

To implement their policies and strategies for education, research, innovation, and social development, each Department may enter into collaboration agreements with public and private economic, social, and cultural stakeholders at the local, national, and international levels, ensuring regular monitoring of results.

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Departments must also establish a governance system and an organization aimed at implementing their QA strategies for teaching, research, and third mission/social impact, defining work programs for technical-administrative staff characterized by responsibilities and specific objectives, consistent with strategic planning, and periodically verifying their effectiveness. This governance system must comply with the guidelines and recommendations of the University Quality Committee.

The Department must clearly and publicly define the criteria for the distribution of resources; it must also have adequate teaching, research, and technical-administrative staff, as well as facilities, equipment, and resources to support teaching, research, third mission/social impact, and PhD programs.

Departments are responsible for promoting, supporting, and monitoring staff (teaching, tutoring, research, and technical-administrative) participation in training and professional development initiatives.


The governance system of the Department refers to the Management, the Deputy Management, and the system of delegations and committee chairs where present.

The **Department Director** represents the Department, convenes and chairs the Council and the Executive Committee (where established), and ensures the execution of their resolutions. The Director promotes Department activities, maintains relations with other academic bodies, oversees compliance with laws, the Statute, and Regulations, and exercises all other powers assigned by university law, the Statute, and University Regulations.

The Director appoints a **Deputy Director**, chosen from among full professors in the Department, who replaces the Director in case of impediment or absence.

The **Department Council** is the body responsible for guidance, planning, coordination, and verification of the institutional activities of the Department.

Each Department may establish a **Research Committee**, whose main functions include making proposals to the Council for monitoring and improving scientific research results according to University guidelines and current regulations; liaising with the University Research Committee; compiling the SUA-RD/TM to be proposed to the Council; managing a regular flow of information to Department researchers on research calls; promoting joint research projects; verifying and supporting the technology transfer capacity of Department

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research results to institutions and companies; and organizing intra-department events and scientific dissemination seminars.

In each Department, pursuant to Art. 2, paragraph 2 of Law 240/2010, a **Joint Teaching-Student Committee** is established, composed equally of faculty and students, tasked with monitoring the educational offer and the quality of teaching, identifying indicators for evaluating results, and giving opinions on the activation and termination of Study Programs.

Each Department also has a **Departmental Quality Assurance Unit** (Department QA Committee), coordinated by the Department's representative in University Quality Committee, which oversees the smooth running of Study Programs and PhD courses and the quality of teaching, research, and the Department's third mission activities.


The **University Quality Committee** provides procedures, guidelines, and operational instructions for QA of Departmental research and third mission/social impact activities, also organizing specific training sessions.

The **Evaluation Unit** evaluates, including through hearings, the overall state of the Departmental QA System and the ways in which the Department ensures quality and monitors the progress of Study Programs, research, and third mission activities, considering also the monitoring results provided by the PQA; it monitors the recommendations and conditions formulated by ANVUR during periodic accreditation visits.

The **Central Administration** provides support for drafting documents and uploading them to databases.

5. DEPARTMENT REQUIREMENTS

The AVA 3 model, in line with Ministerial Decree 1154/2021, identifies four key focus areas at the Department level, structured from the definition of strategic lines (DIP.1), followed by implementation, monitoring, and review (DIP.2), definition of resource allocation criteria (DIP.3), and finally, the identification of staffing, facilities, and services (DIP.4). For each focus area, specific aspects are to be considered.

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PdA	Description of points of attention	N. AdC
E.DIP.1	Definition of strategic lines for teaching, research, and third mission/social impact	4
E.DIP.2	Implementation, monitoring, and review of teaching, research, and third mission/social impact activities	5
E.DIP.3	Definition of resource allocation criteria	4
E.DIP.4	Provision of staff, facilities, and support services for teaching, research, and third mission/social impact	6

6. ACTIVITIES AND DOCUMENTS

In the planning phase, the Department formally defines its own clear, articulated, and public vision of the quality of teaching, research, and third mission/social impact, considering the relationships among them, the University's strategic plan, the context of reference, available competences and resources, its development potential, and its impact on the social, cultural, and economic context.

The **Department Strategic Plan** plays a crucial role, as it is the key programming document that outlines the mission, strategic directions, and objectives of the Department, drafted in coherence with the main University strategic documents, namely the University General Guidelines and the University Strategic Plan.

For each strategic area (teaching, research, third mission/social impact), Departments identify their main strengths and weaknesses, as well as threats and opportunities. At the same time, in line with the strategic and operational objectives of the University Strategic Plan, Departments set goals and indicators for each strategic area.

The proposed objectives must be consistent with University policies and strategies, available teaching and technical-administrative staff, economic, structural, and technological resources, VQR results, ASN scientific productivity indicators, SUA-RD/TM content, and the results of any other teaching, research, and third mission evaluations conducted by the University and the Department.

Department Regulations govern the use of tools (equipment and laboratories) necessary for the scientific activity of faculty members or research groups affiliated with other Departments or external users, also based on the source of funds used to purchase the equipment.

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Beyond teaching and research, the AVA model requires Universities to create value not only within the academic community but also externally, generating positive impacts on their surrounding territories. Universities are required not only to produce knowledge but also to disseminate it within the socio-economic system, a function identified as the Third Mission. Considering the importance of Third Mission activities, the University sets specific strategic and operational objectives to guide the activities of individual Departments. Departmental actions must be aligned with central University directives and meet the specific needs of the local context. The objectives identified in the University and Department strategic plans are monitored throughout the relevant three-year period.

The central monitoring document for QA of Departmental Research and Third Mission is the **Annual Departmental Research and Third Mission Report (SUA-RD/TM)**, a fundamental tool for evaluating the Department's Research and Third Mission, both for accreditation and periodic assessment, as it collects information on the planning, management, and outcomes of Research and Third Mission monitoring activities, allowing Departments to measure results against objectives and share them continuously with the University's governing and oversight bodies.

The purpose of Research Review is to provide Departments with a useful tool for monitoring and self-assessment against their objectives through a critical analysis of results, strengths, identified issues, and related improvement measures.

Externally, research quality is assessed by ANVUR through the **Research Quality Evaluation (VQR) of Universities and Departments**, aimed particularly at evaluating research results, knowledge transfer, international projects, and research infrastructures.

Departmental Documents

SUA-RD/TM or other three-year strategic planning document of the Department, with annual updates;

Self-assessment document for Periodic Accreditation (if selected for institutional review);

Analysis document of results related to annual monitoring of research and third mission/social impact, ASN, recruitment, and ANVUR indicators.