

## QUALITY POLICY STATEMENT

### 1. INTRODUCTION

The present briefly described Quality Assurance Policy of the Postgraduate Programme (MSc) — Administration and Management of Health and Social Care Services of the University of West Attica is a fundamental binding strategic framework for its operation. A framework of operation that includes the basic directions applied by this academic entity of the second cycle of higher education studies in order to ensure both continuous quality assurance and continuous improvement.

This Quality Assurance Policy is based on six main axes as follows:

- i. Continuous upgrading of the overall academic work of the MSc;
- ii. Improvement of the educational work and its learning outcomes;
- iii. Continuous curriculum modernisation;
- iv. Support and further development of its research activity;
- v. Efficient organisation and management of its services; and
- vi. Increase of the degree of implementation of its visionary objectives, through an educational and administrative scientific methodological framework of standardised procedures and actions.

The core implementation of the Quality Assurance Policy of the MSc is based on the commitment of the Director, the Steering Committee, the Academic Heads of the courses, the teaching staff as a whole, the external associates, the visiting professors from other universities of the country and abroad and the administration and management personnel, as well as on the commitment of the students to being in line with this policy to a significant extent, inspired by the values and objectives of the MSc, thus adopting its vision and mission. This leads to their active participation in processes of continuous improvement through the implementation of educational, research and sociocultural activities, thus jointly defining, in an interacting relationship, policies and specialised accepted actions for the development of the MSc, achieving the maximisation of the satisfaction of the jointly active human resources, students, teachers and administrative staff.

It should be noted that the above framework of Quality Assurance Policy of the MSc — Administration and Management of Health and Social Care Services of the University of West Attica is fully harmonised with and delineated by the quality policy of the University's MODIP (Quality Assurance Unit), as approved by the decision of the Institution's Senate at the 4th extraordinary meeting of 8 May 2020.

## **2. QUALITY ASSURANCE POLICY**

The Quality Assurance Policy approved by the University of West Attica for all cycles of studies aims to develop a quality culture, which mobilises all the members of the Institution to undertake in the most responsible way the implementation of quality actions and procedures and to actively participate in its safeguarding. This policy is legally binding and is directly linked to all institutional arrangements governing the functioning of the Institution, and is made public.

Since its establishment, the MSc — Administration and Management of Health and Social Care Services has set the following objectives as its visionary strategic educational goal:

1. The provision of advanced knowledge, theoretical background and specialised know-how, the provision of epistemological and methodological knowledge and research techniques, and the practical training of postgraduate students in such a way that they can either create added scientific value by continuing academic activity or pursue a professional career.
2. The creation of high-level specialized staff in Economics, Administration, Organisation and Management of Health and Social Care Services, who have the most advanced knowledge that will meet the current and future needs of both Public Organisations and the labour market and enterprises in such a way that they are a priority of selection in the high-level jobs offered.
3. The provision of technical skills, capacity building and empowerment of self-awareness and personality with a view to maximising the creation of a quality culture conducive to initiatives and actions whereby public and private health and social protection organisations and undertakings will ensure their sustainability, develop and be competitive.
4. The provision of a modern socio-cultural knowledge framework of an experiential type focusing on respect for human development and new generations, so that the staff applies the principles of the circular economy that will result in the protection of the environment and the conservation of scarce resources, a knowledge framework that will disseminate and apply the values of gender equality, equal opportunities and cooperativeness, i.e. group interdisciplinary cooperation.
5. The creation of a culture of respect for patients and vulnerable persons by ensuring both their safety and the provision of quality services as well as decent and healthy ageing.

The overall vision of the MSc, which results from the combined achievement of the above five fundamental objectives, is to constitute an educational and research centre for the production and dissemination of advanced scientific know-how that can contribute to the overall human development of the country, as defined in the United Nations Principles, and to make the Health and Social Protection System a

model for providing quality services and improving the quality of life, thus promoting the modern social vision of economic efficiency and social well-being.

In order to achieve the vision and the above objectives of the MSc, a general Quality Assurance System and a holistic QM policy framework has been implemented according to a framework of specific principles that define procedures for achieving objectives, implementing planned procedures and applying improvement interventions.

### **3. COMMITMENT OF THE BODIES RESPONSIBLE FOR THE MANAGEMENT OF THE POSTGRADUATE PROGRAMME**

A prerequisite for the operational and effective implementation of the Quality Assurance Policy is the clear commitment of the bodies responsible for the management of the Postgraduate Programme to implement its basic guidelines. The quality assurance procedures of the Postgraduate Programme are coordinated and carried out under the responsibility of the Steering Committee. To achieve its mission, the Steering Committee cooperates with the Director of the Postgraduate Programme and the faculty members, the MSc's Secretariat and the Quality Assurance Unit (MODIP).

### **4. PUBLIC DISCLOSURE OF QUALITY POLICY**

The Quality Assurance Policy of the Postgraduate Programme is disclosed, disseminated and applied to all members involved, faculty members, laboratory staff members (EDIP), Special Technical Laboratory Staff members (ETEP), external associates and postgraduate students so that everyone takes responsibility for assuring quality in their work. Students are informed about the quality policy of the Postgraduate Programme, the Department and the University in general from the beginning of their studies, in the context of the welcome event for new students. The Postgraduate Programme communicates its quality policy at national and international level events that it organises or participates in, as well as in meetings with professional, research, social, environmental and cultural institutions. The Quality Policy Statement is posted on the Postgraduate Programme's website (<https://healthcare-management.uniwa.gr/>) and included in all the forms used for its promotion.