

Hólar University Quality Policy

Purpose and scope

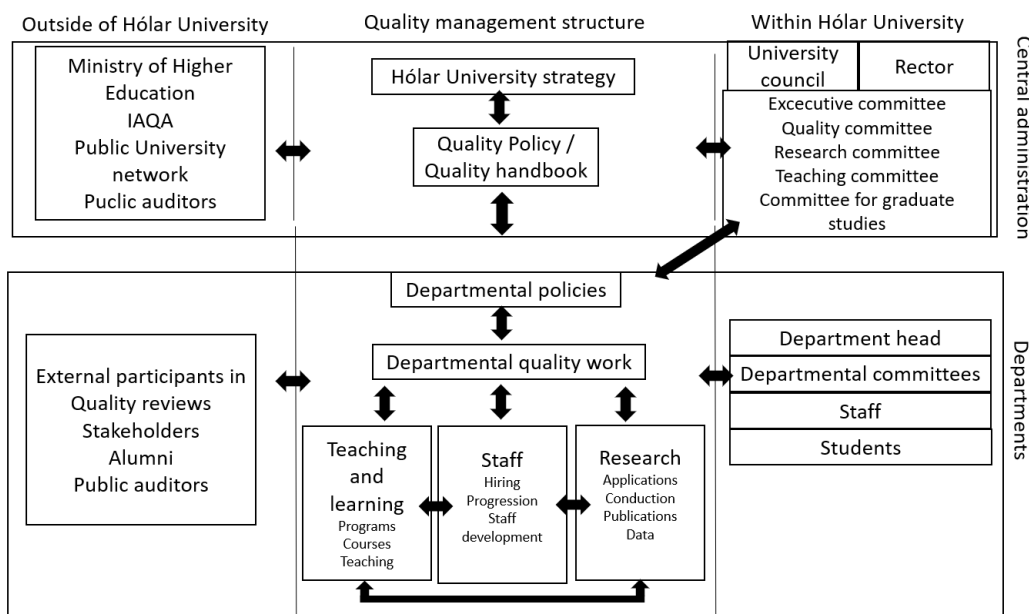
The purpose of the quality policy and quality system of Hólar University is to strengthen the quality of study programmes, teaching, and research, and to provide a framework for student support that contributes to a positive learning experience. The quality policy covers strategic management, learning, teaching, support services, and research at Hólar University.

Responsibilities

The University Council sets the quality policy of Hólar University. Department heads and the managing director are responsible for quality and quality assessment of operational units they supervise.

Quality documents are prepared in committees within their respective areas. The Quality Committee organises internal quality evaluation in consultation with the operational units and reviews its results. The quality manager chairs the Quality Committee and leads the implementation of the quality policy in cooperation with the relevant managers. The Quality Committee is composed of the rector, the quality manager, the managers of operational units, and the chairs of committees for teaching, research and graduate studies. The Executive Board may appoint additional members to the Quality Committee as appropriate. The responsibility of committees and the approval process for quality documents is described in the procedure VLR-001 Quality Document Control. External quality evaluation of the activities of Hólar University is carried out by the Icelandic Agency for Quality Assurance. The evaluation consists of an institution-wide review within the framework for strengthening quality in Icelandic higher education, along with annual follow-up on internal quality assessments, improvements, and responses to the review.

The following figure shows the context and structure of quality management at the university:



Policy

Hólar University meets the quality requirements for the operation of Icelandic universities

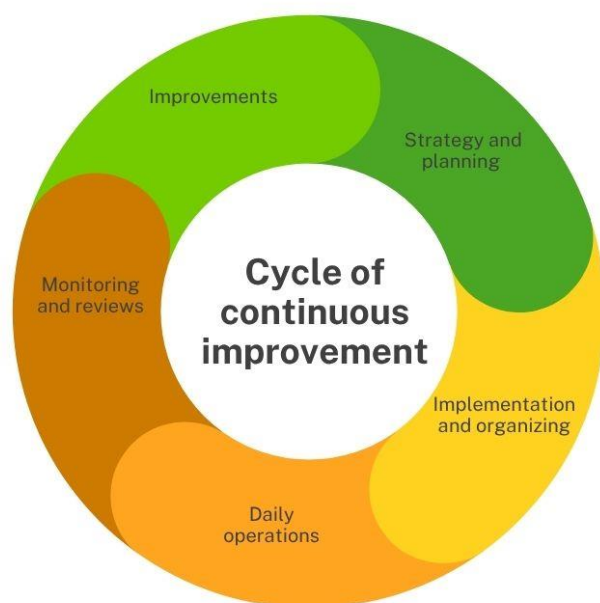
The work of Hólar University is based on the Act on Universities No. 63/2006, the Act on Public Universities No. 85/2008, the regulations established under these laws, the *Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)*, and the *Framework for Enhancing Quality in Icelandic Universities 2024–2029*.

Quality culture at Hólar University is a shared responsibility

Quality culture is a collaborative effort involving everyone engaged in the university's activities. Staff, students, and external stakeholders are encouraged to participate in strategic planning, internal quality evaluation, programme development, and the overall enhancement of the university's operations. Staff members are aware of their responsibilities within the quality system.

Hólar University works according to a continuous improvement cycle

Hólar University works according to a continuous improvement cycle. The university follows a continuous improvement cycle, illustrated in the following figure. Action plans are developed based on strategic planning. Policies are implemented through procedures and organizational structure. Operations are guided by the practices defined in the quality manual. Internal quality assessments of teaching, learning, and research are carried out systematically. The results of internal and external evaluations are reviewed, and improvements are made based on the findings.



Management at Hólar University is strategic, and decisions are evidence-based

Hólar University strategy is set on a five-year cycle. The strategy is accompanied by an action plan and key performance indicators. Specific strategies are developed in line with the overall strategy. Internal quality assessment supports the implementation of strategic objectives. Key data are collected and monitored and used for decision-making.

The Quality Manual of Hólar University describes the organization, implementation and improvement of its operations.

The quality manual compiles documented procedures with respect to planning, delivery, evaluation and enhancement of activities that relate to strategic management, the quality system, education, research and innovation, societal engagement, support services, and facilities for staff and students.

Hólar University carries out internal monitoring and reviews that are used for enhancement of activities

The internal monitoring and reviews of Hólar University includes annual monitoring as well as periodic reviews of units and programs.

Actions

To implement the quality policy, the following activities will be undertaken:

- Development of a new University strategy
- Do internal monitoring and review according to plan and use it for enhancement
- Prepare a quality manual, using the Icelandic Quality Enhancement Framework as a guideline
- Documents will be communicated as soon as they are published in the quality manual

Indicators

The following indicators are set for the academic years 2025-2026 and 2026-2027:

- Hólar University strategy will be completed by the beginning of 2027
- During the academic years 2025-2026 and 2026-2027 annual monitoring have been carried out in departments and support services according to the plan for annual monitoring
- The main policies, rules, and procedures regarding the quality system, strategic management, education, and research and innovation will be published in the quality manual by the end of the 2026–2027 academic year

Review

The quality policy will be reviewed when the university's overall strategy is adopted, and whenever external requirements affecting the quality policy change

Description of the Quality System of Hólar University

The quality system of Hólar University is based on its Quality Policy and encompasses management, teaching, learning, and research. The main pillars of the quality system are the Hólar University strategy and policies, the quality manual, and quality assessments.

University Strategy

Hólar University's strategy is published on its website. It is based on the university's core values: respect, professionalism, and creativity. Policies, specific strategies and departmental strategies are aligned with the overall strategy. Strategic planning will take place in 2026, and the new strategy will take effect from the beginning of 2027.

Quality Manual

The Quality Manual compiles documented procedures of Hólar University. It is divided into four chapters: 1) The Quality system and strategic management 2) Teaching and learning, 3) Research and innovation, 4) Human resources, facilities and safety. The quality manual is published on the staff intranet in Microsoft Teams under the channel *Quality Manual*.

Documents in the quality manual use prefixes and numbering. The prefix indicates the type of document. The prefixes and their meanings are as follows:

- REG: Rules
- STE: Strategy / policy
- VLR: Procedure
- VLY: Work description / guidelines
- EYB: Form / template / checklist

The quality manual is available on the internal staff website. Policies and regulations are also published on the university's external website. If there are differences in interpretation due to translation it is the Icelandic version that is valid.

Internal and external Quality Assessment

External quality assessment is carried out by the Icelandic Agency for Quality Assurance. The university undergoes an institutional review in each framework cycle. The current framework applies from 2024 to 2029.

Internal quality assessment includes both ongoing annual monitoring and more comprehensive periodic review every three to five years. Details of the internal quality assessment are provided in separate guidelines.

Reviews of study programs is conducted both annually and periodically every four years. Each year, feedback from students and teachers, as well as key metrics, are reviewed to determine whether changes are needed in a program or its courses. In the periodic review, all aspects of the program are examined with input from relevant stakeholders.

Monitoring of departments and support services also takes place annually. The annual departmental review examines key statistics on teaching and learning, human resources, and research.

The Quality Committee oversees the annual calendar for internal evaluation. Examples of evaluations managed by the quality committee include quality surveys, analysis of statistical data, and student focus groups for each study program.

The policy was approved by the University council on May 21st 2026