Note: this English translation is provided **solely for information purposes**. The Polish language version published in the Legal Monitor of the Silesian University of Technology should be considered the only authentic text. In case of any discrepancies between the two language versions, the Polish language version shall prevail.

ATTACHMENT
to Ordinance No. 43/2026 of the Rector
of the Silesian University of Technology
dated 2 April 2026

Silesian University of Technology

EDUCATION QUALITY ASSURANCE SYSTEM MANUAL

Version No. 6

GLIWICE 2026

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Introduction

The Education Quality Assurance System (System Zapewnienia Jakości Kształcenia - SZJK) applies to all forms and types of study programmes offered by the Silesian University of Technology and to the process of educating doctoral students in the doctoral school. The system is operational, active and subject to continuous improvement.

The Education Quality Assurance System incorporates both the requirements of the Polish Accreditation Committee (PKA) and, to a reasonable extent, elements of the ISO 9000 series standards. The system complies with the standards defined in the Bologna Declaration and with the European Standards and Guidelines for Quality Assurance in Higher Education (ESG) adopted in Bergen in 2005 and updated in Yerevan in 2015.

The main objectives of the SZJK are: to strengthen a culture of quality, to establish mechanisms responsible for high-quality education, and inspiring improvement through:

1) creating, supporting and promoting a culture of quality,
2) introducing appropriate mechanisms to ensure the quality of education,
3) creative planning of the teaching process, taking into account the needs of various stakeholders,
4) the proper implementation of the teaching process, including through the development of educational facilities and conditions,
5) ensuring a high level of competence and the continuous development of academic staff's skills and knowledge,
6) continuous monitoring and assessment of the quality of education,
7) collecting, processing and analysing the data and information obtained,
8) using information for decision-making and improvement,
9) inspiring and supporting improvement initiatives,
10) raising the status of teaching work, inter alia through an objective and effective incentive system.

Improving the quality of education should be a continuous process of development involving staff, PhD students and undergraduates at the Silesian University of Technology, through so-called self-assessment and the implementation of recommendations arising from audits and reviews of the SZJK.

Ensuring high-quality education is:

1) a priority element of the Silesian University of Technology's strategy,
2) a concern of the University authorities and the management of organisational units, it also is a duty of the entire academic community of the Silesian University of Technology.

Raising the status of teaching – one of the guarantees of high-quality education – requires the use of objective incentive mechanisms and effective evaluation of teaching and administrative staff.

The system has been presented in the Education Quality Assurance System Manual, procedures and instructions, together with the relevant attachments.

Compliance with the established procedures is intended to ensure consistent and uniform conditions enabling students to obtain a proper education through the implementation of ambitious and modern study programmes that ensure the achievement of learning outcomes appropriate to the given field of study.

The Rector appoints, for the duration of their term of office, the Rector's Plenipotentiary for the Education Quality Assurance System and the University Council for the Education Quality Assurance System, whose responsibilities include all matters relating to the quality of education, and primarily the supervision and coordination of work related to the planning, implementation, operation and improvement of the SZJK at the Silesian University of Technology.

In the basic and university-wide units, plenipotentiaries and the relevant committees for the Education Quality Assurance System for a fixed term are appointed for a fixed term by the heads/directors of these units.

A plenipotentiary of the head of a basic unit/director of a university-wide unit for the Education Quality Assurance System shall prepare an annual report on the review of the functioning of the SZJK and submit it to the head/director of that unit and to the Rector's Plenipotentiary for the Education Quality Assurance System. The Rector's Plenipotentiary, on the basis of the reports collected from the units, prepares a final report for the entire University.

The basis for the implementation of the processes related to the quality of education are generally applicable legal acts, such as: the Act on Higher Education and Science, executive regulations to the Act, and internal university documents, such as: the Statutes, Senate resolutions, regulations, ordinances and circulars of the Rector.

The present SZJK documentation has been prepared by the University Council for the Education Quality Assurance System.

Glossary

Surveying – a written or electronic system for evaluating the educational process, involving the collection of responses to specific questions from respondents (undergraduates/students, doctoral students and participants in postgraduate programmes).

APD – Thesis Archive – a component of the USOS system used to manage the assessment of theses and degree examinations (engineering, bachelor's, master's).

Audit – an examination of the functioning of the Education Quality Assurance System with a view to improving the quality of education.

Auditor – a person authorised to conduct an audit.

COS – Studies Service Centre.

PhD Student – a student participating in education at the doctoral school.

Document – information and its medium.

Improvement Measures – any measures taken to improve the SZJK (corrections, corrective actions and preventive actions).

Corrective Action –an action taken to eliminate the cause of a detected non-conformity or other undesirable situations.

Preventive Action – an action taken to eliminate the cause of a potential non-conformity or other potential undesirable situations.

Diploma Examination – an examination verifying the learning outcomes achieved by a student during first-cycle, second-cycle or uniform master's degree studies.

Remote Diploma Examination – an oral examination conducted remotely, in the language in which the thesis was written. All rules governing the conduct of the diploma examination in remote mode are regulated by the ordinances of the Rector of the Silesian University of Technology. A diploma examination conducted remotely using techniques and tools for synchronous online contact takes place under the same conditions as an examination conducted in person. This examination is equivalent to a thesis examination conducted before an examination board on the University premises.

Ethics – a set of principles and norms defining how a given social group, in this case the academic community, should behave from a moral standpoint.

Mode of Study – full-time and part-time study.

Class Observation – the observation of teaching sessions by persons authorised by the head/director of an organisational unit, for the purpose of evaluating and improving the teaching methods used by the academic staff member and/or PhD student being observed.

Scheduled Class Observation – the observation of teaching sessions that has been announced and included in the observation schedule. In the teaching process, scheduled observation serves an advisory, supportive, improvement and monitoring function.

Unscheduled Classroom Observation (on an ad hoc basis) – an unannounced inspection of how teaching is conducted, not included in the observation schedule. It is carried out as a result of a survey conducted among students and the findings obtained, or following reports from students, and is an attempt to provide an immediate solution to a problem arising from the way classes are conducted. In the educational process, unscheduled class observation serves a diagnostic and preventive function.

Observed Teacher – an academic or PhD student subject to observation.

Observer – an academic staff member conducting the observation.

Instruction – SZJK instruction.

Administrative Instructions – the Rector's ordinance regarding administrative instructions, a uniform material list of files, and instructions on the organisation and scope of the departmental archive applicable at the University.

University-wide Unit – a unit established for the purpose of:

1) providing teaching services in the field of foreign languages or physical education; these units are established, in particular, in the form of a centre or college,
2) organising and coordinating the educational process within the framework of degree programmes implemented by the University; these units are established in the form of a college of studies,

3) organising and coordinating the educational process within doctoral schools operated by the University; these units are established in the form of a doctoral school,
4) implementing a specific task referred to in the Act – Law on Higher Education and Science, and in the form specified therein,
5) conducting scientific research or a specific research task, as well as postgraduate studies and other forms of education; these units are established in the form of a research centre or laboratory.

Organisational Unit – basic unit, university-wide unit, internal organisational unit.

Basic Unit – a faculty, an institute; a University unit reporting directly to the Rector, conducting research and teaching activities mainly within a single discipline and providing education at least in one field of study. This unit is authorised to organise the diploma award process.

Internal Unit – department, division; a University unit conducting teaching and research activities mainly within a single academic discipline.

JSA – Unified Anti-Plagiarism System – a system designed for supervisors and thesis advisors to assist in analysing texts for copyright infringements.

KDPD –Good Teaching Practices Form [Karta Dobrych Praktyk Dydaktycznych].

Head of an Organisational Unit – dean of a faculty, director of an institute, director of a university-wide unit.

Head of a Basic Unit – the person in charge of a basic unit (dean, director of an institute).

Head of an Internal Organisational Unit – the person in charge of an internal unit, including the head of a department within a faculty or the head of a division within an institute.

Correction – an action taken to eliminate a detected non-conformity.

KS – College of Studies.

Distance Education – the delivery of courses using distance learning methods and techniques.

KSZJK – Education Quality Assurance System Manual.

Course on the Platform – dedicated resources of the Distance Education Platform intended for the delivery of teaching activities using distance learning methods and techniques.

Monitoring of Learning Outcomes – a periodic assessment of the alignment of learning outcomes with the requirements of internal and external stakeholders.

Non-conformity – failure to meet a requirement.

Assessment of the Achieved Learning Outcomes– an assessment of the extent to which a student has achieved the intended learning outcome.

Achieved Learning Outcomes – outcomes attained by the student during the didactic process.

Person Responsible for the Degree Awarding Process (optional) – a person appointed by the Vice-Dean for Student Affairs and Education/Deputy Director for Student Affairs and Education.

Procedure – SZJK procedure.

Class Observation Schedule – a plan for observing teaching sessions within an organisational unit, which includes, amongst other things, a list of scheduled observations, as well as the observers and those being observed.

Study Plan – a schedule for the implementation of the study programme in individual semesters and years of the study cycle, approved by the Vice-Rector for Student Affairs and Education.

Distance Education Platform – an IT system supporting the delivery of teaching activities using distance education methods and techniques.

Level of Study – first-cycle studies, second-cycle studies and uniform master's studies.

Thesis – an independent study of a scientific or practical issue, or a technical project, demonstrating the student's general knowledge and skills related to their field of study, level and profile, as well as their ability to independently analyse, draw conclusions, synthesise and solve problems.

Vice-Dean for Student Affairs and Education/Deputy Director for Student Affairs and Education – a person authorised by the Rector, whose responsibilities include student affairs.

Education Programme – a description of the coherent learning outcomes defined by the University in accordance with the Polish Qualifications Framework for Higher Education, and a description of the educational process leading to the achievement of these outcomes, together with the ECTS credits assigned to the individual modules of that process.

Study /Degree Programme – a document specifying the field of study and the discipline or disciplines to which it is assigned, the level, profile and form or forms of study, the number of semesters and the number of ECTS credits required to complete the programme, the professional title awarded to graduates, the total number of contact hours, the total number of ECTS credits that a student must obtain through courses taught directly by academic staff or other course instructors, the number of ECTS credits a student must obtain in courses in the humanities or social sciences, the duration, rules and form of professional placements, and the number of ECTS credits a student must obtain through these placements, the intended learning outcomes a student must achieve throughout the entire study programme, courses or groups of courses together the learning outcomes assigned to them and the curriculum content ensuring the achievement of these outcomes, and the methods of verifying and assessing the learning outcomes achieved by the student throughout the entire cycle of study.

Supervisor (in second-cycle studies and in uniform master's studies) – an authorised academic supervisor overseeing the thesis and the author of the thesis review.

Co-supervisor/Assistant supervisor (optional) – an academic or a person from the socio-economic environment who has been appointed to collaborate with the supervisor or supervisors (if applicable) in supervising the thesis.

Bachelor's Thesis/Engineering Project Supervisor (in first-cycle studies) - a qualified academic teacher supervising the bachelor's or engineer's thesis and the author of the thesis review.

Course Instructor (responsible for the course) – an academic teacher employed by the University or another person possessing the competence and experience necessary to deliver the course effectively, authorised to make entries regarding these classes in the study progress records.

Review – a formal and documented assessment of the functioning of the Education Quality Assurance System conducted by authorised persons.

PZE – Distance Education Platform.

Reviewer – an authorised academic staff member, the author of a thesis review.

Type of Diploma Thesis – a bachelor's thesis and an engineering project (in first-cycle studies) or a master's thesis (in second-cycle studies and in uniform master's programmes).

Statute – Statute of the Silesian University of Technology.

Field of Study – a distinct part of one or more areas of education, delivered at the University in the manner specified by the study programme/education programme.

Syllabus – a detailed description of the course, including in particular a description of the teaching methods, the method of determining the final grade, as well as the prerequisites and additional requirements, taking into account the sequential nature of the courses.

SZJK – Education Quality Assurance System.

USOS – University Student Support System.

Act – the current provisions of the Act – Law on Higher Education and Science.

Faculty Coordinator for Fields of Study – an employee responsible for ensuring the organisation and proper documentation of the degree programme, for periodically reviewing the programme's curriculum, and for cooperation and coordination of educational activities within the field of study delivered jointly by the basic units. The coordinator is appointed by the Rector upon the recommendation of the Vice-Rector for Student Affairs and Education, from among the academic staff nominated by the heads of the basic units providing the education. Their specific responsibilities are governed by the relevant Rector's ordinance.

Specification – a document containing a summary of the supervised records of the Education Quality Assurance System.

Remote Teaching – teaching activities conducted using distance education methods and techniques.

Expected/Intended Learning Outcomes – learning outcomes specified in the syllabus.

Scope of an Audit – the location (basic unit, university-wide unit, internal unit), period of operation and elements of the Education Quality Assurance System subject to an audit.

Record – a document presenting the results obtained and evidence from the conducted activities.

Records Documenting the Achievement of Learning Outcomes –work documenting the achievement of learning outcomes, e.g. a project, report, test, written examination, oral examination record, etc.

Remote Education, Distance Learning, e-Learning – support for the educational process in which knowledge is imparted using information technology and the Internet, and communication and interaction between participants takes place, in whole or in part, via electronic communication channels, either synchronously or asynchronously.

Audit Team – one or more auditors conducting an audit.

1. University Presentation

1.1. Location

Silesian University of Technology is based in Gliwice, where most of the University's basic and university-wide units are also located. In addition to the University's main seat, organisational units are also located in Katowice, Zabrze and Rybnik. The University operates within the metropolitan area known as the "Upper Silesian-Dąbrowa Basin Metropolis". The University may operate outside the metropolitan area in the form of branches. The University's territory is defined by the Rector in consultation with the relevant local government authority. The Silesian University of Technology is a centre of education and science situated within the European Higher Education Area.

1.2. History

The establishment of the Silesian University of Technology was the realisation of an idea that had existed for many years. As early as the late 1920s, steps were taken to establish a technical university in Upper Silesia, which, through scientific development and teaching activities, would support this heavily industrialised region with great prospects for development.

In 1929, the Silesian Sejm began formal efforts to establish and organise the Silesian University of Technology in Katowice. Despite enormous commitment, it was not possible to commence work on establishing the University before the outbreak of the Second World War. The plans were revived in the early months of 1945. In February 1945, a provisional Organisational Committee of the Silesian University of Technology was established, and on 24 May 1945, the Presidium of the State National Council issued a decree establishing the Silesian University of Technology.

The first inauguration of the academic year at the Silesian University of Technology took place on 29 October 1945 in Gliwice. The study plans and programmes were based on models drawn from the Lviv Polytechnic. The teaching staff of the Silesian University of Technology also consisted mainly of former employees of the Lviv Polytechnic. At that time, the university comprised four faculties: Chemistry, Electrical Engineering, Mechanical Engineering, and Civil Engineering.

The university, which was established in 1945 in one of the most industrialised regions in Europe – Upper Silesia – has played a significant role in shaping culture and public opinion for over 80 years. Today, the Silesian University of Technology is one of the largest technical universities in the country. It belongs to the elite group of 10 winners of the Ministry of Science and Higher Education's 'Excellence Initiative– Research University' competition.

1.3. Status

Silesian University of Technology is a public academic institution operating in accordance with the provisions of the Act, its implementing regulations and the Statute of the Silesian University of Technology, governed by elected single-member and collegial bodies. The sole-member body of the University is the Rector. The collegial bodies of the Silesian University of Technology are: the University Council, the Senate and the Discipline Councils.

Resolutions of the Senate within the scope of its powers are binding on the Rector and other bodies of the University, as well as on all employees, doctoral students and students of the University.

The official gazette of the University is the *Legal Monitor of the Silesian University of Technology*, published in electronic form. The following are published in the *Monitor*: resolutions of the Senate, ordinances of the Rector, resolutions of other University bodies, resolutions of the University Election Committee, other legal acts and documents.

2. The Educational Process

2.1. Mission and Strategic Objectives in the Field of Education

Silesian University of Technology draws its strength from the traditions and experience gained throughout its history, as well as from ambitions justified by its current potential, as evidenced by its participation in two strategic programmes: the 'Excellence Initiative – Research University' (IDUB) and the 'European University' (Eureca-Pro), as well as in projects under the Operational Programme Knowledge Education Development (PO WER), which further boost the motivation to implement a pro-quality policy and an improvement plan.

In accordance with the development strategy of the Silesian University of Technology, the University's mission, as a prestigious European research institution, is to foster scientific development and technical progress, to train highly qualified staff, and to actively contribute to the development of the country, the region and local communities.

The main strategic objective in the area of education is to ensure high-quality education in undergraduate and doctoral programmes, based on scientific research and innovation, in collaboration with leading research and educational institutions and industrial partners. The specific strategic objectives in the area of education are:

- modernising and enhancing the attractiveness of education,
- adapting study programmes to the needs of the labour market and the requirements of technological progress,
- making the education system more flexible,

- developing the student research movement,
- recruiting the best prospective students,
- creating conditions for students to develop their creativity and personal research interests,
- developing student entrepreneurship,
- developing an interdisciplinary Joint Doctoral School in collaboration with leading research centres,
- significantly increasing the effectiveness of doctoral education,
- developing lifelong learning.

2.2. Educational Concept

In accordance with its Statute, Silesian University of Technology provides education for:

1)Students/undergraduates in field of study offered by the University,

2)doctoral students at the Joint Doctoral School,

3)participants in postgraduate studies and other forms of education.

The organisation of studies and the rights and obligations of students are stipulated in the Study Regulations. The organisation of education at the Joint Doctoral School, in matters not regulated by law, is defined in the Regulations of the Joint Doctoral School. Admission to programmes, the organisation of studies, and the rights and obligations of participants in postgraduate studies and other forms of education are defined in the relevant regulations.

2.3. Graduate Qualifications

Graduates of the Silesian University of Technology acquire knowledge, skills and competences in their chosen field of study, as well as the ability to further develop these independently, in order to prepare for creative and entrepreneurial professional work, and to meet the innovative demands of the modern labour market. The qualifications of graduates of the Silesian University of Technology comply with the requirements arising from applicable legislation and take into account the needs of the labour market.

2.4. Design, Approval, Monitoring and Review of the Study/Education Programme

At the Silesian University of Technology, studies in a specific field, at a specific level and profile/specialisation are established by the Rector. The procedure for designing, approving and improving study programmes is governed by the Rector's ordinance on the procedure for establishing and discontinuing study programmes in a specific field, level and profile, and for improving study programmes. Draft study programmes (prepared for approval or improvement in accordance with the aforementioned procedure) must meet the criteria defined in the Senate resolution on the conditions to be met by study programmes.

The periodic review of study programmes for a given field of study in terms of compliance with applicable regulations, including the correctness of study programmes entered into the system for assigning teaching duties, falls within the remit of the faculty coordinator for fields of study. Other specific tasks and rules of cooperation in matters concerning a given field of study for the faculty coordinator of fields of study are governed by the relevant Rector's ordinance.

The assessment and monitoring of learning outcomes, which form the basis for determining the content and sequence of subjects in the educational process in accordance with the approved study programme, are conducted in accordance the procedure described in PU11 – Assessment and Monitoring of Learning Outcomes. Procedure PU11 also includes a description of the process for initiating improvement measures regarding the educational process implemented in basic and university-wide units as part of the programmes offered across all fields of study, levels and types of study, and within the Joint Doctoral School. The plan for the improvement of study/education programmes should be prepared in accordance with Attachment Z2-PU11, taking into account the course/ group of courses improvement form (Attachment Z1-PU11).

2.5. Accreditation of Fields of Study

The quality of education in all fields of study offered at the Silesian University of Technology is subject to evaluation by the Polish Accreditation Committee (PKA), in accordance with the applicable regulations. The evaluation schedule for a given academic year is defined by the PKA in the preceding academic year and published on the PKA website.

The quality of education on the fields of study offered by the University may be subject to voluntary evaluation by the Accreditation Commission for Technical Universities (KAUT). KAUT accreditation is performed by experts representing the academic community, with the participation of employer plenipotentiaries, in accordance with applicable regulations. Furthermore, the quality of education in the fields of study offered by the University may be subject to voluntary international evaluation, in accordance with applicable regulations.

2.6. Evaluation of Education in the Doctoral School

Detailed criteria for the evaluation of the quality of education in the doctoral school and the manner in which it is conducted, as well as the responsibilities of the Science Evaluation Committee, the evaluation team and the entities operating doctoral schools, are specified in the relevant regulation of the Minister responsible for higher education and science.

At the Silesian University of Technology, the quality of education in the doctoral school is subject to internal evaluation. The detailed procedure for the internal evaluation of the quality of education is stipulated in the Regulations of the Joint Doctoral School.

3. The University's Education Quality Assurance System

In the interest of continuously improving the quality of education and in accordance with the University's education quality policy, which are factors determining further development and strengthening of the Silesian University of Technology's position in the national and European educational landscape, the Senate of the Silesian University of Technology introduced the Education Quality Assurance System (SZJK) by Resolution No. XXVII/188/07/08 dated 28 January 2008. The adopted Education Quality Assurance System (SZJK) applies to all organisational units of the Silesian University of Technology and covers all forms and types of study; it is practical, active and subject to continuous improvement.

One of the main strategic objectives defined in the Silesian University of Technology's development strategy is to ensure high-quality education at undergraduate and doctoral levels, based on scientific research and innovation, in cooperation with leading research and educational institutions and industrial partners.

The primary objective of the Education Quality Assurance System (SZJK), in line with the strategic goal in the area of education, is to ensure the highest standard of education for students, doctoral candidates and postgraduate students through:

- providing education for students, doctoral students and postgraduate students at the highest level,
- promoting a quality-oriented culture at the University,
- proper implementation of the teaching process, including through the development of teaching facilities and conditions,
- introduction of internal mechanisms to ensure high-quality education,
- collection, processing and use of information to improve the quality of education,
- continuous development of teaching skills among academic staff,
- rewarding the achievements of teaching staff in their educational activities, taking into account evaluations issued by students.

3.1. Implementation and improvement of the SZJK at the University

The decision to implement the Education Quality Assurance System at the University was taken by Resolution No. XXVII/188/07/08 of the Senate of the Silesian University of Technology dated 28 January 2008. By Ordinance No. 33/07/08 of the Rector of the Silesian University of Technology dated 27 May 2008, an internal Education Quality Assurance System was established, stipulating that it must be implemented in all units from 1 October 2008. The Faculty Councils of the units adopted appropriate resolutions on the development and implementation of Faculty Education Quality Assurance Systems. By Ordinances of the Rector of the Silesian University of Technology No. 84/12/13 dated 12 September 2013 and No. 59/15/16 dated 31 May 2016 on the Education Quality Assurance System, the implemented SZJK in the University's units was further refined.

By Ordinance No. 54/2022 of the Rector of the Silesian University of Technology dated 1 March 2022 on the introduction of the Education Quality Assurance System Manual, in connection with the amendment to the Act of 20 July 2018 – Law on Higher Education and Science, the requirements of the Education Quality Assurance System were updated, adapting it to current needs and requirements, which are defined in the documentation of the Education Quality Assurance System (version No.5) applicable to all organisational units of the University.

In 2026, the Education Quality Assurance System was refined and updated, adapting the documentation (the Manual and procedures) to the University's current needs and requirements.

3.2. Areas of responsibility

The key documents governing the powers and responsibilities of the University's single-member and collegial bodies are:

1) the Act,
2) the Statute of the Silesian University of Technology.

The powers and duties of the heads/directors of the University's organisational units are specified in:

1) the Statute of the Silesian University of Technology,
2) the Organisational Regulations of the Silesian University of Technology and other regulations,
3) the Rector's ordinances.

On behalf of the Rector, the Rector's Plenipotentiary for the Education Quality Assurance System is responsible for the functioning of the SZJK, and oversees the activities of the University Council for the Education Quality Assurance System.

The tasks of the Rector's Plenipotentiary for the Education Quality Assurance System and the University Council for the Quality Assurance System are specified in Attachments Z1-KSZJK and Z2-KSZJK respectively, while the tasks of the plenipotentiary of the head of a basic unit/director of a university-wide unit for the Education Quality Assurance System and the basic /university-wide committee for the Education Quality Assurance System are defined in Attachments Z3-KSZJK and Z4-KSZJK respectively.

3.3. Scope and operation of the Education Quality Assurance System (SZJK)

The scope of the SZJK activities includes the core, supporting and improvement processes shown in Figure 1, which primarily concern:

1) the organisation of education and the teaching process,
2) the delivery of education and the teaching process,
3) the University's human and material resources,
4) the University's operations in the external environment (prospective students, employers, industry organisations within the European Higher Education Area and others).

The system is consistent and uniform across the University; it applies to all organisational units involved in education and the teaching process and covers all employees involved in education and teaching. The operation of the Quality Assurance System involves planning, organising, implementing, as well as monitoring and improving the processes falling within its scope. Detailed guidelines on the operation of the Quality Assurance System are defined in the system procedures.

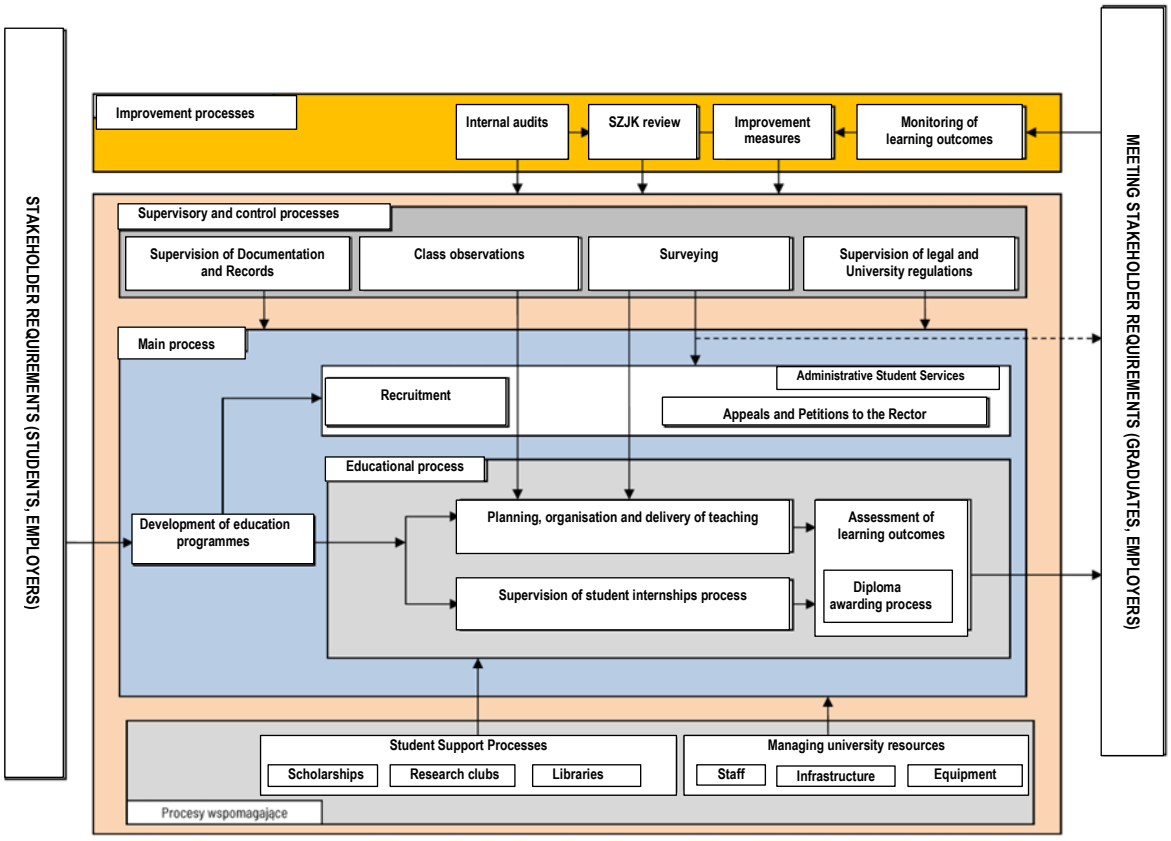


Figure 1. Map of main, supporting and improvement processes

3.4. Requirements regarding SZJK documentation and records

The principles governing the supervision of SZJK documentation and records are described in detail in the following procedures: PU1 – Supervision of the documentation of the Education Quality Assurance System and PU2 – Supervision of the records of the Education Quality Assurance System.

The SZJK documentation at the Silesian University of Technology is refined and implemented at university level and applies to all units involved in education and teaching. The Education Quality Assurance System documentation is refined and updated by the University Council for the Education Quality Assurance System.

The documentation comprises:

1) the Education Quality Assurance System Manual (KSZJK, SZKJ Manual),

2) procedures with attachments,
3) instructions.

The Education Quality Assurance System Manual is approved by the Rector. The SZJK Manual provides a general description of the Education Quality Assurance System (SZJK) and serves as a guide to the system due to its structure of cross-references to system procedures, legal requirements and documented SZJK processes related to the activities of organisational units involved in teaching and education processes that influence the quality of education.

4. Resource management

The Silesian University of Technology defines and ensures the conditions necessary for:
1) implementation, operation and continuous improvement of the effectiveness of the Education Quality Assurance System,
2) increasing the satisfaction of students, doctoral students and other participants in education, as well as potential employers, by aligning graduates' qualifications with the requirements of the labour market.

The resources necessary for the delivery of the education process are:
1) human resources – teaching, administrative and technical employees,
2) infrastructure,
3) working environment.

4.1. Human resources

Human resources are defined within the University's organisational structure, which is subject to updating as a result of organisational changes or the introduction of new tasks. The University's human resources policy is managed by the Rector in accordance with the provisions of the Act. It ensures staff stability, meets the University's needs and supports the tasks being performed through:

1) systematically analysing the state of the staff and needs in this regard,
2) compliance with regulations regarding qualification requirements when recruiting and assigning duties to academic staff,
3) ensuring that academic staff maintain a high standard of teaching and student guidance.

The University's potential for development in the areas of scientific research, artistic achievements and modern teaching methods depends on the employees of the Silesian University of Technology, and in particular on its academic staff. Efforts are made not only to recruit staff with the highest professional qualifications, but also to ensure that the standard of their work in both these areas is constantly raised and refined. The required qualifications of academic staff, as well as the procedures for their appointment and dismissal, are specified in the Act, the Statute of the Silesian University of Technology and the Rector's ordinances.

When assigning teaching duties, care is taken to ensure that academic teachers and other lecturers possess the appropriate competences and teaching experience to deliver courses effectively, as well as up-to-date and documented academic/artistic achievements in the discipline to which the learning outcomes are assigned. This ensures the proper delivery of classes, including the acquisition by students of the research skills necessary for education within the general academic profile. It is equally important that the structure of staff qualifications, including those employed at the University as their primary place of work, and the number of employees in relation to the number of students, enable the proper delivery of courses and comply with applicable legal requirements. At the same time, attention is paid to the proper allocation of classes and the teaching workload of academic staff and other lecturers.

Academic teachers and other persons conducting classes possess comprehensive teaching competencies, enabling the proper delivery of classes. The level of these competencies is enhanced in line with the specific subject areas of the degree programmes and in terms of modern teaching methods and formats. This development also stems from the integration of teaching with research and innovation, which is one of the main elements of the Silesian University of Technology's development strategy. Professional and comprehensive teaching preparation requires staff to participate in various forms of further training for academic teachers, such as: postgraduate studies, courses, seminars and teaching conferences.

Academic teachers are subject to periodic evaluation, the procedures for which are specified in the Statute of the Silesian University of Technology and the relevant Rector's ordinance. A key element of the assessment of an academic teacher's educational performance is the evaluation of the quality of the classes they teach, taking into account the results of anonymous student surveys assessing the fulfilment of teaching duties by lecturers (procedure PU9 – Surveying) and the conclusions contained in the reports from classroom observations (procedure PU8 – Classroom Observations).

The selection of academic teachers and other lecturers is transparent, appropriate to the needs of the proper delivery of courses, and takes particular account of their academic/artistic and teaching achievements. The criteria for assessing applicants for employment and those renewing their contracts at the Silesian University of Technology, as well as the procedures and rules for employment and the renewal of employment contracts, have been defined in relevant Rector's ordinances.

4.2. Teaching and research infrastructure

The University's teaching and research infrastructure comprises:

1) appropriately equipped teaching rooms, workshops and laboratories,
2) the Silesian University of Technology Library and specialist libraries of organisational units,
3) equipment, facilities, materials and software necessary for the delivery of the educational process, including computer workstations with internet access,
4) support services.

The procedures, competences and responsibilities of individual organisational units regarding the management and maintenance of teaching infrastructure are defined in the Rector's ordinances and the internal regulations of the head/director of the organisational unit. Within organisational units, periodic assessments of teaching infrastructure are conducted and proposals are formulated regarding the replenishment of equipment, as well as repair and renovation plans.

Premises used by students, PhD students and staff are marked with information signs in accordance with the University's established rules. The heads of organisational units are responsible for the signage and technical condition of teaching premises.

The University strives to ensure appropriate learning conditions for people with disabilities. The Rector appoints a Rector's Plenipotentiary for Accessibility and has established the Accessibility Office. The aim of the Accessibility Office is to provide support and equal access to the University's educational provision for people with special needs. The services of the Accessibility Office are available to prospective students, undergraduates, doctoral students and University employees with disabilities, including international students.

4.3. Work environment

All University premises meet the requirements defined in the relevant health and safety regulations, for which the heads of internal organisational units are responsible. Those conducting laboratory classes familiarise students with the regulations and health and safety rules applicable in the laboratory or workshop.

The quality of the working environment is assessed by the health and safety plenipotentiaries of the heads of basic units. In order to take corrective and preventive action, University employees are required to report any irregularities to the health and safety plenipotentiaries.

4.4. The POL-on Network

The POL-on network is a collection of IT systems that support the management of science and higher education in Poland. It comprises the POL-on system, which is the central element of this network. The POL-on system is an integrated information system on higher education and science, operated by the minister responsible for higher education and science.

The Silesian University of Technology uses the POL-on system to process and manage data related to teaching, research and administrative activities, including the entry, updating and verification of data concerning students, PhD students, employees and research projects. The system is also used for reporting and archiving data in accordance with applicable regulations, as well as for managing user permissions and system modules. The rules for preparing and the method of transmitting university data to the POL-on system are governed by separate legal provisions.

Main functions of the POL-on system:

- data collection: the system collects data on academic teachers, students, higher education institutions, and doctoral candidates,
- thesis repository: POL-on stores theses by graduates of Polish universities, protecting them from plagiarism,
- electronic reporting: it facilitates the submission of activity reports by universities, reducing bureaucracy,
- support for the evaluation of teaching quality: provides data necessary for assessing the quality of teaching at universities and research institutions,
- funding planning: data from the POL-on system is used for the rational allocation of funds for science and higher education.

4.5. University Student Support System

At the Silesian University of Technology, the academic progress/course of study of undergraduate and doctoral students is recorded with the use of the University Student Support System (USOS). USOS also supports processes related to the education process, including the administration of student benefits, student accommodation in student houses, payments for educational services, and the issuing of student ID cards and doctoral student ID cards. USOS applies across all degree programmes, levels, profiles and modes of study, and also covers the education of doctoral students at the Joint Doctoral School. The data held in USOS reflects the actual status of the student/doctoral student and the actual course of study/course of education. Personal

data held in USOS is processed in accordance with the University's regulations governing the processing of personal data at the Silesian University of Technology. The University provides instructions on how to use USOS on its website. The rules for using USOS are governed by the relevant ordinance of the Rector of the Silesian University of Technology.

5. Education and the teaching process

5.1. College of Studies

The College of Studies (KS) is a university-wide unit whose task is to coordinate the education process at the Silesian University of Technology. The mission of the College of Studies is to improve the quality and attractiveness of education by implementing the development strategy of the Silesian University of Technology, particularly with regard to the introduction of modern forms and methods of education and the adaptation of study programmes to market needs. The College of Studies coordinates the commissioning of teaching activities, prepares draft resolutions on education for the Senate, and participates in the development of guidelines for standardising the educational process at the University and promoting the educational offer of the Silesian University of Technology. The College is headed by a Director appointed by the Rector following consultation with the Senate. The Education Council acts as an advisory and consultative body to the Director of the College of Studies. The tasks of the College of Studies and the procedure for appointing the Education Council, including its composition and scope of duties, are defined in the Statute of the Silesian University of Technology.

5.2. Doctoral School

The Doctoral School is a university-wide unit whose mode of operation, as well as the specific duties of its Director, are governed by the Statute of the Silesian University of Technology. The Doctoral School organises the educational process within doctoral schools, including administrative support and assistance to doctoral students in matters relating to their status, such as scholarships, the assessment period or the organisation of mid-term assessments. Doctoral schools are established by the Rector after consulting the Senate. A doctoral school may also be established on the basis of an agreement jointly with another academic institution, research institute or international institute.

As part of the Doctoral School, the University manages a Joint Doctoral School, which is operated by the Silesian University of Technology and the Central Mining Institute – National Research Institute, the Institute of Theoretical and Applied Computer Science of the Polish Academy of Sciences, the Institute of Environmental Engineering of the Polish Academy of Sciences, the Centre for Polymer and Carbon Materials of the Polish Academy of Sciences, the Maria Skłodowska-Curie National Research Institute of Oncology, the KOMAG Institute of Mining Technology – Research Institute, and the Institute of Chemical Engineering of the Polish Academy of Sciences. The organisation of doctoral education and the rights and duties of doctoral students associated with undertaking studies at the Joint Doctoral School are defined in the Regulations of the Joint Doctoral School.

5.3. Other university-wide teaching units

In addition to the College of Studies and the Doctoral School, the University's structure includes other university-wide units established to provide teaching services in the fields of foreign languages or physical education. The rules governing the establishment of such units are stipulated in the Statute of the Silesian University of Technology. The Rector appoints the director of these university-wide units and defines their tasks in the unit's regulations.

5.4. Organisation of studies

Studies at the Silesian University of Technology are conducted in accordance with the provisions of the Act, within a specific field of study, level and profile, on the basis of the study programme. The procedure for establishing and discontinuing degree programmes within a specific field of study, level and profile is defined in the provisions of the Act and the Rector's ordinances. Fields of study are assigned to a scientific discipline. If fields of study/degree programmes are assigned to more than one scientific discipline, the leading discipline for the field of study in question is indicates. The conditions and procedure for admission to study programmes are determined by the Senate.

Studies at the Silesian University of Technology are conducted at the following levels:

1) first-cycle studies, for which candidates holding a [secondary] school-leaving certificate or another document specified in the Act; the programme concludes with the award of a Bachelor's degree, an Engineer's degree or an Architectural Engineer's degree,
2) second-cycle studies intended for those who have completed at least first-cycle studies; the programme concludes with the award of a Master's degree, a Master of Engineering or a Master of Engineering in Architecture,
3) uniform master's degree programmes, to which candidates holding a school-leaving certificate or another document specified in the Act are admitted; the programme concludes with the award of a master's degree.

Programmes at the Silesian University of Technology are offered on a full-time or part-time basis. The average workload required for a student to achieve the required learning outcomes is expressed in ECTS credits. In the case of full-time studies,

at least half of the ECTS credits covered by the study programme are obtained through classes involving the direct participation of academic teachers or other lecturers. Full-time programmes last for at least 6 semesters for first-cycle studies, 3 to 5 semesters for second-cycle studies, and 9 to 12 semesters for uniform master's programmes. Part-time programmes may last longer than the corresponding full-time studies.

Programmes at the Silesian University of Technology are offered under a general academic profile, in which more than half of the ECTS credits are allocated to courses related to the University's research activities, and under a practical profile, in which more than half of the ECTS credits are allocated to courses developing practical skills. A special form of these programmes is dual study, which are practical-oriented programmes conducted in collaboration with an employer.

The study programme specifies the duration of the work placement, which, in the case of practice-oriented programmes, lasts at least 6 months for first-cycle and uniform master's programmes, and 3 months for second-cycle programmes. Selected fields of study and individual modules may be taught in a foreign language. All types of studies may be delivered using distance learning methods and techniques. The rules for conducting classes using distance learning methods and techniques, and the rules governing the operation of the Distance Education Platform (PZE), are defined in the regulations on the preparation and delivery of teaching activities using distance learning methods and techniques.

Silesian University of Technology offers postgraduate studies (SPD), which are a form of education intended for individuals holding a higher education diploma and possessing the professional title of Bachelor, Engineer, Master of Engineering, Master or an equivalent title. Postgraduate studies are conducted in accordance with regulations which define the general principles for admission to postgraduate studies, the organisation and conduct of the studies, and the rights and obligations of participants, as well as the principles for establishing postgraduate programmes. Postgraduate studies may be conducted jointly with other universities, scientific institutions (including international ones), or commercial entities on the basis of an agreement concluded with them. Postgraduate studies at the Silesian University of Technology last at least two semesters and enable students to earn at least 30 ECTS credits.

In accordance with the applicable legislation, the education of doctoral students takes place at the Joint Doctoral School.

5.5. Learning outcomes

Learning outcomes refer to the knowledge, skills and social competences acquired during the educational process. The learning process, enabling the achievement of the intended learning outcomes, may take place within the study programme, as part of courses included in the study programme/curriculum (for a specific field of study, level and profile of education), and outside the study programme. The learning outcomes to be achieved within the degree programme for a given field of study, level and profile of education, as well as a description of the processes undertaken to achieve the required learning outcomes and the method of their assessment, are specified in the relevant study programme and approved by the Senate of the Silesian University of Technology. They comply with the guidelines stipulated in the Act on the Integrated Qualification System, and also take into account the universal characteristics of the first cycle as defined in that Act and the characteristics of the second cycle as defined in the regulations issued pursuant to the aforementioned Act. The process of assessing and monitoring learning outcomes is uniform across the University and described in procedure PU11 – Assessment and monitoring of learning outcomes.

5.6. Recognition of learning outcomes

The recognition of learning outcomes involves the verification and confirmation of the candidate's knowledge, skills and social competences acquired through learning outside the degree programme, in particular through paid employment, social activities, academic work or personal development.

Learning outcomes are validated to the extent corresponding to the learning outcomes specified in the study programme for a given field of study, level and profile of education, to the extent that allows for the completion of specific courses, including work placements. As a result of the validation of learning outcomes, no more than 50% of the ECTS credits assigned to courses included in the study programme may be awarded. The validation of learning outcomes takes upon a written application submitted by the candidate to the Studies Service Centre.

Admission to the programme through the recognition of learning outcomes takes place outside the recruitment process, based on a ranking list, until the number of places specified by the Rector is filled. The order of admission to the studies is determined by the result of the confirmation of learning outcomes.

Detailed rules governing the recognition of learning outcomes are defined in the Regulations on the Recognition of Learning Outcomes. The list of fields of study for which the recognition of learning outcomes may be applied for is announced in a circular letter of the Rector of the Silesian University of Technology.

5.7. Study plan and programme

The study plan is a schedule for the implementation of the study programme in individual semesters and years of the study cycle, approved by the Vice-Rector for Student Affairs and Education.

The study programme specifies the field of study and the discipline or disciplines to which it is assigned, the level, profile and form or forms of study, the number of semesters and the number of ECTS credits required to complete the studies, and the professional title awarded to graduates. Furthermore, it includes the total number of contact hours, the total number of ECTS credits that a student must obtain through courses taught directly by academic staff or other course instructors, the number of ECTS credits a student must obtain in courses in the humanities or social sciences, the duration, rules and form of professional placements, and the number of ECTS credits a student must obtain through these placements. The study programme also specifies the intended learning outcomes that the student must achieve throughout the entire cycle of study, courses or groups of courses together with the learning outcomes assigned to them and the syllabus content ensuring the achievement of these outcomes, as well as the methods of verifying and assessing the learning outcomes achieved by the student throughout the entire cycle of study.

The study programme for a specific field of study, level and profile of education is prepared and refined in accordance with the Rector's ordinance on the procedure for establishing and discontinuing study programmes in a specific field of study, level and profile, and for refining the study programme. Study programmes are prepared in accordance with the relevant resolution of the Senate on the conditions to be met by study programmes and are approved by the Senate of the Silesian University of Technology.

Information regarding the delivery of classes/groups of classes, learning outcomes and methods of their assessment is provided in the syllabus, defined as a course description containing, in particular, a description of the teaching methods, the method of determining the final grade, and the entry and additional requirements, taking into account the sequence of courses.

The syllabus is prepared by the course instructor (the person responsible for the course) with the use of USOS. The course instructor is a person possessing the competence and experience necessary for the proper delivery of the course, authorised to make entries regarding these courses in the study progress records. The syllabus template is standardised across the entire University.

Information on current study programmes is made publicly available on the University's websites, including the pages of the Silesian University of Technology's Public Information Bulletin.

Doctoral education at the Joint Doctoral School is conducted on the basis of an education programme and an individual research plan. The organisation, procedures and conditions for the implementation of the educational process at the Joint Doctoral School are defined in the Regulations of the Joint Doctoral School.

5.8. Organisation and delivery of teaching

The teaching process for first-cycle studies, second-cycle studies and uniform master's studies is implemented in accordance with the Study Regulations; the teaching process for doctoral students is conducted in accordance with the Regulations of the Joint Doctoral School; while the teaching process for postgraduate studies is conducted in accordance with the Regulations for Postgraduate Studies. The Rector announces the organisation of the academic year annually by way of an ordinance.

Teaching sessions are conducted in accordance with a pre-determined timetable (course schedule). Classes are held in student groups, the size of which is determined in accordance with the rules defined by the Senate. It is permissible to conduct classes specified in the study programme without the direct participation of academic teachers, using the Distance Education Platform (PZE) or another platform approved by the University. The procedure and method for uploading teaching materials and information regarding the delivery of classes to the PZE are defined in the Regulations on the preparation and delivery of teaching activities using distance learning methods and techniques. The rules for the delivery of classes and the assessment of learning outcomes using distance learning methods and techniques are specified in a separate ordinance, published by the University in the Public Information Bulletin of the Silesian University of Technology in accordance with the requirements of the Act.

The rules for course assessment are specified in the Study Regulations, the Regulations of the Joint Doctoral School and the Postgraduate Study Regulations, respectively. The duties of the course instructor are governed by procedure PU7. During the first class, the lecturer is required to present the syllabus, in particular providing information on: the principles governing the delivery of the course (including the methods and formats of teaching), methods of ongoing assessment of academic progress, and the conditions for obtaining a credit. The syllabus is uploaded to USOS and is available throughout the semester in which the course is taught.

The number of ECTS credits allocated to individual courses and course groups is specified in the study programmes, curricula and postgraduate study programmes adopted by the Senate. The condition for passing a course is the achievement of all the required learning outcomes assigned to that course. The course lecturer sets the dates for assessments and examinations in accordance with the provisions of the Study Regulations. The course lecturer ensures that the student/doctoral student/postgraduate student has the opportunity to inspect the work verifying their progress. Once a student or doctoral candidate has passed a course, the course lecturer shall, without undue delay, enter the pass mark and grade into USOS, and in the case of postgraduate students– in the documentation for this form of study.

The assessment period for students is the semester, and for doctoral students – the academic year or another period specified in the curriculum. The conditions for registration for the next assessment period are defined in the Study Regulations and the Regulations of the Joint Doctoral School, respectively.

5.9. Internationalisation of the education process

Silesian University of Technology is an active participant in international exchange programmes. The university coordinator and faculty coordinators are responsible for the proper implementation of international exchange programmes; they cooperate with the International Relations Office, including the International Mobility Office, and with the Studies Service Centre, including the Admission Office Section. The International Relations Office provides substantive and organisational support for student, doctoral and academic staff exchange programmes. The Admission Office handles the recruitment of international students for full-time first- and second-cycle programmes at the Silesian University of Technology and coordinates the admission of international students accepted to the University under dual-degree agreements. In addition, the Admission Office's remit includes coordinating activities and procedures from the recruitment stage through to the student's arrival, accommodation and registration at the University, as well as maintaining various statistics relating to international students.

The University also operates a Business School, whose remit, in addition to coordinating international and interdisciplinary research, is to organise interdisciplinary and transnational education at the Silesian University of Technology at Master of Business Administration (MBA) level.

The rules for awarding credits to students participating in international exchange programmes are derived from study programmes approved by the Senate, relevant international agreements and the Study Regulations.

The rules for the recognition of semesters for doctoral students studying at the Joint Doctoral School and participating in international exchange programmes, are specified in the study programme, which is approved by the Senate, as well as in the relevant international agreements and the Regulations of the Joint Doctoral School. It is possible to educate doctoral students through international cooperation, the terms of which are defined by international agreements.

5.10. Student work placements

Work placements/Professional internships are activities enabling students to acquire skills and social competences in conditions appropriate to a given field of professional activity, through independent performance of practical tasks. They should therefore be implemented in workplaces whose activities are related to the student's field of study. The duration, rules and form of professional placements, as well as the total number of ECTS credits a student must obtain through these placements, and the methods of verifying and assessing the learning outcomes achieved by the student during professional placements, are specified in the study programme for the field of study, level and profile. The semester in which the work placement takes place is specified in the study plan.

Supervision of the organisation and implementation of student work placements is exercised by:

1) at university level – the Rector's Plenipotentiary for Work Placements,
2) at the degree programme level – Programme Work Placement Supervisors appointed by the Rector from among academic staff teaching on the relevant degree programme or a related one,
3) at workplace level – the workplace internship supervisor appointed by the manager of the relevant workplace.

Work placements are organised in accordance with the Study Regulations and the Regulations on Student Work Placements.

5.11. Dissertation, final examination, awarding of diplomas

The rules governing the diploma awarding process are stipulated in the Study Regulations. The details of the degree awarding procedure are contained in Procedure PU12 – The Degree Awarding Process.

Procedure PU12 describes the preparation, organisation, conduct and documentation of the graduation process. The scope of the procedure applies to all students on first- and second-cycle programmes and uniform master's programmes, as well as academic teachers and doctoral students (where applicable) who are involved in the degree awarding process. Procedure PU12 specifies the rules for issuing and approving project/thesis topics, including the procedure for drawing up a list of topics, the procedure for creating a topic in collaboration with the student, the method of communicating the topics to students and the

student's selection of a topic, as well as the method of appointing or selecting a supervisor and approving the thesis topic for a given student.

The rules for the implementation of the project/thesis specify: the scope of duties of the student and the project/thesis supervisor, the rules for accepting the project/thesis, the method of preparing the assessment and review of the project/thesis, the procedure and scope for submitting documents for the final examination, and the form of archiving the project/thesis. The deadline for the student to submit the project/thesis and the procedure for conducting the final examination are defined in the Study Regulations.

In accordance with procedure PU12, prior to the diploma examination, written dissertations are checked using anti-plagiarism software that works in conjunction with the National Repository of Written Theses. Theses are uploaded to the Repository immediately after the diploma examination has been passed. The rules governing the checking and uploading of theses to the National Repository of Written Theses are regulated by separate provisions.

The Studies Services Centre includes the Diploma and Controlled Forms Section, which was established to standardise and centralise the entire process of preparing and issuing diplomas along with their supplements. The standardisation of procedures relating to the collection and transferring data concerning diplomas from Student Service Offices employees to the Section has improved the quality of the diploma issuance process.

5.12. Student benefits

Students, including international students, are entitled to apply for all forms of benefits referred to in the Act, in accordance with the current Regulations on Benefits for Students of the Silesian University of Technology. These include: maintenance grants, scholarship for persons with disabilities, financial assistance and the Rector's grant, which are intended to support students during their studies and facilitate access to education. In addition, in accordance with the Regulations, students may apply for accommodation in the University's student house, which provides significant support in organising student life and ensures comfortable and affordable living conditions during their studies.

5.13. Student research clubs

Student research clubs are registered by the Vice-Rector for Student Affairs and Education, upon application by students and following an opinion from the head of the relevant department. The conditions, procedure and method of registration, as well as the rules governing the operation of student research clubs, are defined by the Rector in an ordinance. The supervisor of a student research club/association is appointed, following prior approval by the society's members, by the head of the basic organisational unit at which the research society operates.

5.14. Support for people with special needs

Silesian University of Technology has an Accessibility Office (BD), which forms part of the Student Service Centre. The University's structure also includes the Rector's Plenipotentiary for Accessibility and plenipotentiaries of the heads of basic units for Persons with Disabilities, who provide support to students, PhD students, University staff and prospective students. The Accessibility Office offers comprehensive assistance to all people with special needs. Support is tailored individually to ensure equal access to the education programmes of the Silesian University of Technology and to employment at the University. The detailed rules governing the provision of support by the Accessibility Office are stipulated t in the Rector's ordinance. The goal of the measures aimed at all people with special needs is to minimise accessibility barriers, as well as to create an environment conducive to full participation in the educational process and work on the basis of equal opportunities.

5.15. Administrative support for the course of study – the Studies Service Centre, Student Service Offices

The Act transferred all rights and obligations to the university level, with the result, among other things, that the powers to offer degree programmes are assigned to the university as a whole, rather than to individual faculties. This approach is justified by the fact that all measures aimed at improving quality should be implemented across the entire university, both in the area of education as well as in the student recruitment process, student support and services for graduates.

The University's structure includes the Studies Services Centre (COS), comprising employees from the Centre, the Student Services Offices (BOS), the Admissions Office, the Diploma and Controlled Forms Section, the Student Benefits Office, the Accessibility Office, and the independent post of Coordinator for Teaching Workloads. The standardisation and harmonisation of student support processes have contributed to an increase in quality and stakeholder satisfaction, as confirmed by regular student surveys. Centralising the process has also enabled the creation of consistent procedures, which not only boost efficiency but also ensure operational effectiveness. At the same time, improvement measures are still being implemented, aimed at developing the student service and support system, including for international students.

The structure of the Studies Services Centre now comprises the Student Services Offices, which were previously part of the individual faculties as dean's offices. As a result of these changes, the processes and tasks falling within the remit of the Student Services Offices have been standardised and harmonised.

Student Services Offices provide support for full-time and part-time students, as well as international students. The tasks of the Student Services Offices include, in particular:

1) recording students' academic achievements,
2) managing students' personal files,
3) handling matters related to the degree awarding process,
4) handling day-to-day matters.

Student services are managed using the university-wide USOS computer system. This system collects students' personal data, their periodic academic records and information regarding benefits. The system generates students' periodic academic records, final assessment reports, study progress records, diploma supplements, reports and student lists. The administration of benefits (formerly: financial aid) is handled by the dedicated Student Benefits Office.

Students have the right to submit applications, appeals and requests. Their processing is governed by the Code of Administrative Procedure and procedure PU10 – Processing of applications in individual cases concerning students, doctoral students and postgraduate students.

Records of the course of study are maintained in accordance with the regulation of the Minister responsible for Higher Education and Science. The documentation is collected in students' personal files, which are labelled, recorded and stored in a manner that protects them from damage and unauthorised access, and subsequently transferred to the University Archives in accordance with the office instructions. Documentation may also be maintained in electronic form.

5.16. Administrative support for doctoral students

The University's structure includes the Doctoral School, which is the unit responsible for organising the educational process within the doctoral schools. It is also responsible for providing administrative support and assisting doctoral students in matters relating to their status, including scholarship issues, assessment periods and the organisation of mid-term assessments. The Doctoral School also provides administrative and technical support for recruitment to the Joint Doctoral School.

The Doctoral School is headed by a Director appointed by the Rector from among professors with a recognised academic record and experience in staff training. The Director's advisory and consultative body is the Doctoral Students Education Council. The Director's key tasks include organising the work of the Doctoral School, supervising the implementation of education programmes, preparing evaluations, and issuing administrative decisions regarding the admission and removal of doctoral students. In accordance with the Regulations of the Joint Doctoral School, at the request of a doctoral student, the Director may decide to recognise learning outcomes acquired outside the doctoral school, and may also, in justified cases, authorise the individual organisation of studies. Furthermore, the Director is responsible for scholarship matters and cooperates with the discipline councils, heads of basic units and the Doctoral Students' Council.

During a doctoral student's education at the doctoral school, the documentation of the course of their studies is collected in the students' personal files, which are labelled, recorded and stored in a manner that protects them from damage and unauthorised access. Upon completion of the programme, the doctoral student's personal file is stored in the University Archives.

5.17. Career Office

The University operates a Career Office (BK – Biuro Karier)), whose services are aimed at students, graduates, academic employees, secondary school pupils and employers. Its main objective is to promote candidates in the labour market and assist them in securing employment commensurate with their abilities, needs and expectations. The Career Office provides high-quality support services for candidates in the areas of professional development and skills enhancement.

The Career Office's activities are based on the belief that graduates of the Silesian University of Technology have the potential to secure attractive positions in the labour market, and on the aim of matching their skills and individual professional aptitudes to the current needs of the labour market. All activities are carried out as part of strengthening the practical aspects of education at the Silesian University of Technology in close cooperation with employers.

The Career Office maintains a database of job vacancies, internships and work placements offered by companies collaborating with the University. It supports candidates in seeking opportunities to gain professional experience in line with the learning outcomes of their chosen degree programme and to acquire practical knowledge in other areas of professional interest. To facilitate students' transition from the education stage – professional inactivity– to the employment stage, the unit organises internships and work placements in line with the recommendations of the Council of the European Union of 10 March 2014 on a Quality Framework for Traineeships (2014/C 88/01), i.e. minimum alignment between the scope of the internship and the educational objectives, as well as the rights and obligations of the student and the employer. Internships are monitored on an ongoing basis in terms of the student's acquisition of skills and experience in a new environment, the practical and effective role of the internship supervisor, and the results achieved.

Career Office's offering also includes training courses enabling candidates to enhance their professional competencies as well as social and workplace skills, which are essential for success in the labour market. All classes are delivered in accordance with a syllabus approved by the substantive coordinator.

Career Office has modern tools enabling the assessment of competencies selected from a wide catalogue or in relation to professional profiles. It helps students identify their strengths or areas requiring improvement, ensuring the training pathway is optimally tailored to the candidate. As part of individual services, those interested can undergo psychological consultations, as well as meet with career advisers and entrepreneurship advisers.

Qualitative surveys are also conducted on a regular basis to gauge students' subjective views on the degree programme's curriculum and the content of individual modules, their expectations of the University regarding professional preparation and entry into the labour market—including the development of soft skills—as well as optional activities undertaken during their studies (such as participation in student organisations and research societies), as well as students' experience to date in the labour market (through activities related to their field of study and part-time work). The surveys also include an analysis of factors influencing drop-out rates.

Those using the Career Centre's services also have the opportunity to participate in face-to-face meetings with employers, during which they can present not only their candidacy but also their needs and ideas regarding their dream career. These meetings take the form of: study visits or teaching and practical sessions at companies, workshops, seminars and conferences, which give candidates the opportunity to obtain information about employers' expectations, the profile of the most sought-after employee and the competencies most useful in a given company. All activities are closely linked to the learning outcomes of the relevant degree programme.

As part of its activities, the Career Centre organises the Engineering Job and Entrepreneurship Fair. This initiative aims at establishing direct contact between organisations operating in the labour market and entrepreneurship with students, graduates, academic staff of the Silesian University of Technology, and secondary school students who are facing the choice of an educational path suited to their interests and skills. During this event, employers and institutions providing substantive and financial support to young entrepreneurs, as well as student organisations and research clubs, present their offerings.

Among the projects implemented by the Career Centre to facilitate the all-round development of young people is the "My Idea for Business" competition, which is intended to stimulate innovation and entrepreneurship among employees, students and graduates of the Silesian University of Technology. The ideas should be feasible to implement, utilise environmentally friendly, modern technologies and create new jobs. The competition is accompanied by workshops on starting and operating one's own business, as well as individual business consultancy and meetings with specialists in the field related to the submitted idea. Contestants are provided with substantive support by entrepreneurs who recognise the value of academic knowledge and researchers from Silesian universities.

Career Centre's services are also addressed to people with special needs, in order to ensure equal access and to provide the comfort of shaping their professional image, building a competency profile and establishing a position in the labour market.

Within the structure of Career Centre operates the Volunteer Centre, which is intended to develop social competences, promote ethical values and attitudes, and integrate the academic community of the Silesian University of Technology with the external environment. Volunteering may take the following forms:

1) educational – involving, on the one hand, students providing tutoring and conducting classes for pupils/students at Silesian schools, particularly those who are falling behind in their studies, and classes preparing for maturity exams, while also developing students' coaching and teaching skills,
2) campaign-based – involving assistance in organising festivals, concerts, fundraisers and other cultural, social, academic or sporting events, teaching teamwork and providing a sense of fulfilment,
3) multicultural – consisting in organising of regular integration workshops for Polish and international students at the Silesian University of Technology, which allowed international volunteers to learn about Silesia, its customs and culture, and enabled our students to assist others as part of international volunteering,
4) research-based – involving independent implementation of professional research projects in interdisciplinary teams; the group of researchers is led by an experienced mentor specialising in a specific field; the projects are implemented for real-world clients.

The effectiveness of the activities undertaken by the Career Centre is monitored on an ongoing basis to maintain the high quality of the services provided, as well as to ensure the best possible alignment with labour market conditions and the educational needs and capabilities of candidates.

5.18. Ethics in the teaching process

Establishing ethical principles in the teaching process and creating conditions for their promotion and observance are essential for assessing the quality of education.

The Silesian University of Technology pursues a firm and resolute policy of countering unethical conduct in the education process. Procedure PU6 – Ethics of students, doctoral students and academic staff in teaching defines unethical attitudes and actions and sets out the rules of conduct in the event of an unethical act being identified.

At the Silesian University of Technology, the promotion of ethical principles takes place, amongst other things, by informing students about the applicable standards of conduct and by publishing the rules and regulations on the University's websites.

The university promotes a policy of good practice in the teaching process, emphasising not only fair expectations of students, PhD candidates and postgraduate students, and the commitment of academic staff to the teaching process, but also a friendly and supportive attitude on the part of all employees towards everyone involved in the educational process.

6. Prospective students, graduates and employers

6.1. Admissions process

The Senate adopts the conditions, procedure and dates for the start and end of the admissions process for individual first- and second-cycle degree programmes, uniform master's programmes, postgraduate programmes and admissions to the Joint Doctoral School. The specific requirements for prospective students are defined in relevant Senate resolutions, adopted in accordance with generally applicable laws and regulations. The above information is made public by the Rector, who annually appoints Central Admissions Committees separately for admissions to degree programmes and for admissions to the Joint Doctoral School. The admissions process is supported by a computerised admissions system.

The University authorities take measures to ensure the completeness, accessibility and up-to-date nature of information on the educational offer and the quality of education, particularly regarding accreditations held. The University publishes information on the admission rules for full-time and part-time, first- and second-cycle programmes, uniform master's programmes and admission to the Joint Doctoral School, as well as on postgraduate programmes and other educational opportunities.

The Promotion and Communication Centre is responsible for promoting the University's educational offer. It promotes fields of study / degree programmes in various forms:

1) meetings with young people and secondary school teachers (open lectures, open days, education fairs, events for secondary-school graduates, academic competitions, contests, promotional visits to secondary schools),
2) activities aimed at creating an effective and integrated system for disseminating information for the broad promotion of the University – its educational offer, academic and research potential,
3) cooperation between basic units and organisational units with plenipotentiaries for promotion, who act in an advisory capacity and support promotional activities,
4) presentation of the University's educational opportunities in various media (including Silesian University of Technology television), on social media and online.

6.2. Graduates

The University employs the following forms of cooperation with external partners (graduates):

1) conducting surveys of graduates to assess the study programme and the quality of education,
2) supporting the activities of alumni associations,
3) monitoring graduates' careers,
4) the 'Alumni Programme' loyalty scheme,
5) the ambassador programme,
6) the mentoring programme,
7) career guidance and psychological testing, access to a database of job vacancies and training courses,
8) access to psychological support.

The Career Office monitors graduates' career paths in accordance with the Rector's ordinance, with a view to adapting fields of studies and education programmes to the needs of the rapidly changing labour market.

6.3. Cooperation with the socio-economic environment in the education process

The University engages in multifaceted cooperation with partners from the economic and social sectors. The Silesian University of Technology is a dynamic academic centre that successfully integrates science, innovation and business, creates opportunities for collaboration and inspires development. The University fosters multifaceted cooperation between partners from the economic and social sectors, creating unique opportunities for synergy between science and industry.

This cooperation covers, in particular, the following areas:

1) improvement and alignment of education programmes with the labour market needs and the requirements of technological progress,
2) development and implementation of new forms of education (e.g. dual study programmes and MBAs),
3) organisation of student placements,

4) supporting the degree awarding process, as well as the activities of research clubs and student organisations,
5) organisation of postgraduate studies, training courses and the implementation of projects, including those conducted with the participation of partners from the socio-economic environment,
6) the delivery of doctoral programmes, including so-called implementation doctorates,
7) the implementation of Problem-Based Learning (PBL) and Project-Based Learning (PBL) projects,
8) the organisation of the Silesian University of Technology Researchers' Night and other programmes aimed at the socio-economic community, initiated and supervised by the Science Popularisation Centre.

The specific rules governing the implementation of the identified areas of cooperation with employers are defined in the relevant Rector's ordinances. The University's primary objective is to educate highly qualified engineering staff for modern industry. A key strength of the Silesian University of Technology is its strategic location in the heart of Upper Silesia – a region with a rich industrial tradition and a dynamically developing innovation ecosystem. Its proximity to the Katowice Special Economic Zone, excellent transport links and location within the Upper Silesian-Dąbrowa Basin Metropolis make the University a natural hub for cooperation between science and industry. These factors facilitate the transfer of knowledge, the rapid implementation of innovative solutions, and effective collaboration with market leaders to promote the development of modern technologies and the region's sustainable economic growth. The University cooperates with a range of plenipotentiaries from the socio-economic environment, including businesses, state institutions, local government bodies, and academic and research centres. To ensure close cooperation with the socio-economic environment, an advisory and consultative body has been established to support the University's activities, known as the Social Council of the Silesian University of Technology. It comprises plenipotentiaries of companies and institutions operating at both regional and supra-regional levels. The tasks of the Social Council include, in particular:

1) expressing opinions on the directions of development of the Silesian University of Technology,
2) supporting the Silesian University of Technology in activities aimed at its development,
3) expressing opinions and exchanging experiences and views on matters concerning the Silesian University of Technology's cooperation with the socio-economic environment,
4) expressing opinions on the teaching and research activities of the Silesian University of Technology,
5) cooperating and exchanging information between the communities represented on the Social Council and the University community,
6) expressing opinions and views on fostering attitudes of innovation, creativity and entrepreneurship among students,
7) cooperation within the framework of the University's six Priority Research Areas (PRA).

Dean's/Director's Councils, comprising the Dean's/Director's authorities, heads of internal units (heads of departments/divisions), plenipotentiaries of students, PhD students and external companies, perform a specific advisory and consultative function regarding student education. Meetings of the Dean's/Director's Councils are intended to provide a forum for exchanging information on the needs of the labour market and the career paths of graduates of the degree programme, the demand for specific competences and skills among students and graduates, as well as to consult on study programmes, including key curriculum content.

Meetings of the University's Social Council and the Dean's/Director's Councils take place regularly.

Cooperation with external stakeholders also takes place in an informal manner. Academic staff utilise their personal contacts with relevant plenipotentiaries of the socio-economic environment to continuously adapt the curriculum to the needs of the labour market. This form of cooperation with external stakeholders ensures the ongoing analysis and monitoring of study programmes, and also facilitates the transfer of knowledge, skills and practical competences that are relevant to students, doctoral candidates and postgraduate students.

An important aspect of the University's collaboration with the wider socio-economic community is the Engineering Job and Entrepreneurship Fair. This event attracts numerous companies and institutions seeking qualified specialists, while giving participants the opportunity to establish direct contacts with potential employers. The Fair serves as a platform for exchanging information on current trends in the labour market, employers' expectations of candidates, and opportunities for professional development. Through this initiative, the Silesian University of Technology actively supports its students in entering the labour market, enabling them to gain valuable experience and establish contacts with plenipotentiaries from various industries. Cooperation with businesses within the framework of the Fair also helps to adapt study and education programmes to the real needs of the market, which enhances the competitiveness of the University's graduates. It is also an opportunity for companies to showcase their activities, organisational culture, and internship and job offers, which results in more effective talent recruitment. The Engineering Job and Entrepreneurship Fair is therefore not only an opportunity to find employment, but also an important element in building relationships between the academic community and the business sector, which translates into the development of innovative projects and an increase in the University's significance within the regional economic ecosystem.

Other key elements of cooperation with the socio-economic environment include students preparing theses on topics proposed by industry representatives and the completion of implementation doctorates by the students of the Joint Doctoral School. Employers have the opportunity to submit their proposals for thesis topics to the University's staff, in line with real-world engineering challenges. Some thesis topics are defined through collaboration between the employer and the student during the work placement. Diplomas and theses developed in response to the needs of external stakeholders are usually applied in nature,

and the results of some engineering projects are commercialised and form the basis for the employment of the student or graduate.

The University also adopts, as one of its strategic objectives, the intensification of cooperation with foreign research centres, the development of a network of partner universities, and the implementation of joint research and teaching projects. As part of these activities, lecturers from abroad are involved in the educational process. This cooperation is also reflected in the secondment of staff on overseas placements to renowned research centres, in particular those affiliated with the Eureca-Pro consortium, of which the Silesian University of Technology is a member.

Overall supervision of cooperation with the socio-economic environment is executed by the Vice-Rector for Collaboration with Civic and Economic Environment, who coordinates cooperation with administrative and local government institutions, social organisations and business representatives, ensuring also the implementation of the practical outcomes of scientific and research work. The University's activities are supported by relevant regulations contained in the Rector's ordinances, which ensures high quality and transparency in cooperation.

7. Supervision, monitoring and improvement of the Education Quality Assurance System (SZJK)

7.1. General provisions

The University applies methods and measures aimed at assessing the effectiveness of the Education Quality Assurance System and taking the necessary corrective or preventive actions. Ongoing supervision, comprising elements of measurement, analysis and improvement, is conducted at every stage of the educational process.

7.2. Monitoring of resources and measurement of processes

The Silesian University of Technology meets the personnel requirements for delivering education within its degree programmes, in accordance with the prerequisites stipulated in the Act.

The purpose of monitoring resources is to ensure the proper implementation of the teaching process and that students achieve the intended learning outcomes, including the preparation of second-cycle students to conduct or participate in research activities. In the case of fields of study/programmes preparing students for the professions referred to in the Act, the aim is to ensure compliance with the rules and requirements specified in the educational standards specified in the regulations issued pursuant to the Act. Furthermore, through the monitoring of material resources, efforts are made to ensure modern conditions for education and research, in which people with special needs can participate on an equal footing.

As part of the monitoring of human resources, the following indicators are analysed: the competences, experience and qualifications of teaching staff, as well as the number of academic teachers and other persons conducting classes with students.

Monitoring of the University's material resources includes an assessment of: teaching conditions, the equipment and technical condition of rooms designated for teaching, as well as research infrastructure, access to computer workstations, access to library resources, reading rooms, etc. The monitoring also covers the infrastructure of venues where classes are held outside the University.

Persons conducting the classes are required to perform tasks arising from the educational process in accordance the principles and requirements defined in the Education Quality Assurance System. Monitoring of the quality of the teaching process is implemented in accordance with the following procedures: PU8 – Classroom Observations, PU9 – Surveying, and PU11 – Assessment and Monitoring of Learning Outcomes.

In order to identify current market needs and improve study programmes, cooperation with the socio-economic environment is recommended, in particular the evaluation of education programmes by external stakeholders (employers).

The identification of irregularities in the educational process obliges the staff member to take action to rectify them. If it is not possible to rectify the irregularities independently, the staff member is obliged to follow the procedures: PU7 – Responsibilities of teaching staff, PU11 – Assessment and monitoring of learning outcomes, and PU5 – Improvement measures.

7.3. Auditing the Quality Assurance System

The effectiveness of the Education Quality Assurance System is subject to ongoing monitoring through internal audits. Internal audits at university and organisational unit levels are conducted in accordance with a schedule drawn up by the relevant plenipotentiary for the Education Quality Assurance System. Depending on needs, additional internal audits may be conducted outside the schedule. The procedure for conducting internal audits is described in Procedure PU3 – Internal Audit. The conclusions arising from the internal audit, as defined in the audit report, must be obligatorily used in improvement measures.

7.4. Review of the Education Quality Assurance System

The procedure for conducting the SZJK review is described in procedure PU4 – Review of the Education Quality Assurance System. The conclusions arising from the review, specified in the review report, must be obligatorily used in improvement activities.

7.5. Improvement measures

The SZJK in force at the University is continuously improved on the basis of internal audit reports and SZJK reviews. Every staff member, PhD student and undergraduate student has the right to submit improvement proposals, which form the basis for the introduction of improvement measures, including corrective and preventive actions. The primary forms of improvement are:

1) self-monitoring,
2) corrective and preventive actions.

These forms cover all processes relating to the quality of education at the University. Oversight of the improvement measures defined in Procedure PU5 – Improvement Measures is exercised by the designated plenipotentiary for the Education Quality Assurance System. The effectiveness of improvement measures depends on the commitment of the University's authorities, the heads/directors of organisational units, as well as the heads of internal units involved in the teaching and education processes implemented at the Silesian University of Technology.

8. List of Attachments

1) Z1-KSZJK – Tasks and responsibilities of the Rector's Plenipotentiary for the Education Quality Assurance System.
2) Z2-KSZJK – Tasks and regulations of the University Council for the Education Quality Assurance System.
3) Z3-KSZJK – Tasks and responsibilities of the plenipotentiary of the head of a basic unit/director of a university-wide unit for the Education Quality Assurance System.
4) Z4-KSZJK – Tasks and regulations of the basic/university-wide unit committee for the Education Quality Assurance System.

9. List of procedures

1) Procedure PU1 – Supervision of the documentation of the Education Quality Assurance System.
2) Procedure PU2 – Supervision of the records of the Education Quality Assurance System.
3) Procedure PU3 – Internal audit.
4) Procedure PU4 – Review of the Education Quality Assurance System.
5) Procedure PU5 – Improvement measures/activities/.
6) Procedure PU6 – Ethics of students, doctoral students and academic staff in teaching.
7) Procedure PU7 – Responsibilities of the teaching staff.
8) Procedure PU8 – Class observations.
9) Procedure PU9 – Surveying.
10) Procedure PU10 – Processing of applications in individual cases concerning students, doctoral students and postgraduate students.
11) Procedure PU11 – Assessment and monitoring of learning outcomes.
12) Procedure PU12 – Degree awarding process.

Ja, Małgorzata Sokołowska, tłumacz przysięgły języka angielskiego w Gliwicach, nr wpisu na listę tłumaczy przysięgłych Ministra Sprawiedliwości: TP/1509/05, poświadczam, zgodność tłumaczenia z języka polskiego na język angielski niniejszego dokumentu z uwzględnieniem terminów uniwersyteckich oraz nazw obowiązujących w nomenklaturze Politechniki Śląskiej.
Gliwice 29 kwietnia 2026 r. Nr repertorium 174/2026.

I, Małgorzata Sokołowska, a sworn translator of the English language in Gliwice, no. on the list of sworn translators of the Minister of Justice: TP/1509/05, certify that I have verified the conformity of the translation from Polish into English of the above document, taking into account university terms and names in force in the nomenclature at the Silesian University of Technology.
Gliwice 29 April 2025. Repert. No. 174/2026.