

Pursuant to Article 9 of the Statute of Algebra University, in accordance with the Adult Education Act ("Official Gazette" No. 144/2021), the Regulation on Standards and Norms and the Procedure for Determining Compliance with Conditions in Adult Education Institutions ("Official Gazette" 14/2023), the Croatian Qualifications Framework Act ("Official Gazette" 22/13, 41/16, 64/18, 47/20, 20/21), and Article 57 of the Act on Higher Education and Scientific Activity ("Official Gazette" 119/2022), the Senate of Algebra University enacted at its 9<sup>th</sup> session, held on 25<sup>th</sup> October 2024, the following

## **BOOK OF REGULATIONS ON THE IMPLEMENTATION OF PROGRAMMES FOR OBTAINING MICRO-CREDENTIALS AND PARTIAL QUALIFICATIONS**

### **1. GENERAL PROVISIONS**

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#### **Article 1**

- (1) This Book of Regulations governs the organisation and implementation of adult education programmes and professional development programmes for obtaining micro-credentials and partial qualifications within higher education provided by Algebra University. It specifically prescribes provisions related to enrolment, tuition fees, infrastructure, course delivery, rights and obligations of learners, examination implementation through the evaluation of acquired learning outcomes, attainment of micro-credentials or partial qualifications, and quality assurance through organisational practices.

### **2. DEFINITIONS OF TERMS**

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#### **Article 2**

- (1) In this Book of Regulations, the following terms are used with the following meanings:
- a. Partial qualification – a qualification that, independently, does not meet the conditions for entering the labour market and/or continuing education, but only in conjunction with an appropriate complete qualification or one or more other appropriate partial qualifications, in accordance with the standard of a complete qualification.
  - b. Micro-credential – a term for consolidated sets of learning outcomes of certain levels, scope, profiles, types, and quality obtained upon completing adult education programmes or professional development programmes in higher education.
  - c. Learner – an individual attending an adult education programme or a professional development programme to obtain a micro-credential or partial qualification in higher education.
  - d. Adult education programmes are formal education programmes (training, vocational specialisation, or developments within adult education) for obtaining a partial qualification or micro-credential at levels 2, 3, 4, and 5 of the Croatian Qualifications Framework. An adult education programme that leads to a partial qualification must be in line with the qualification standard from the Croatian Qualifications Framework Register. An adult education programme leading to a set of learning outcomes or a micro-credential must be in line with the set of learning outcomes from the Croatian Qualifications Framework Register (hereinafter referred to as CROQF).

- e. Professional development programmes in higher education are programmes that are not considered study programmes according to the Act on Higher Education and Scientific Activity. They are based on the principles of lifelong learning and opening higher education to non-traditional groups of learners. Professional development programmes in higher education can be structured as separate modules of existing study programmes at Algebra University, as differential (preparatory) programmes providing the necessary learning outcomes for enrolment in one of Algebra University's study programmes, or as independent professional development programmes resulting in micro-credentials. A professional development programme in higher education that leads to a micro-credential and is financed through vouchers must be in line with the set of learning outcomes from the CROQF Register.

### 3. PROGRAMMES

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#### Article 3

- (1) Algebra University conducts adult education programmes and professional development programmes for lifelong learning in higher education, resulting in micro-credentials or partial qualifications.
- (2) The adult education programme or professional development programme in higher education includes general information about the programme: the programme name, a link to the qualification standard or set of learning outcomes in the CROQF Register (if applicable), the level of the micro-credential according to the CROQF, the amount of points (CSVET or ECTS), admissions requirements for participants, anticipated learning outcomes achieved by fulfilling individual obligations and the overall programme, as well as the anticipated number of hours for each obligation, an appropriate number of ECTS or CSVET points assigned for each obligation based on the average total workload a participant needs to invest to achieve the specified learning outcomes within that obligation, an implementation plan (duration, mode of delivery, knowledge and skill assessment methods, progression, and completion of the programme), conditions for programme completion, the type of document obtained upon successful completion of the programme, and other relevant information according to the appropriate methodology.
- (3) Algebra University conducts adult education programmes in accordance with the Adult Education Act and the decision of the Ministry of Science and Education approving the programme implementation. Professional development programmes in higher education are conducted in accordance with the Act on Higher Education and Scientific Activity and, if applicable, the approval of the Agency for Science and Higher Education.
- (4) The adult education programme can be delivered in both online and onsite environments, subject to a positive expert opinion from the Agency for Vocational Education and Adult Education and the approved programme.
- (5) The professional development programme in higher education can be delivered in both online and onsite environments, as determined by the approved programme. Material conditions, staffing requirements, organisational support, and knowledge assessment in the online environment are ensured in accordance with criteria and procedures for evaluating online studies in accreditation processes.
- (6) The development and adoption of adult education programmes and professional development programmes in higher education are integral parts of Algebra University's internal quality assurance system. It involves the participation of internal and external stakeholders in the programme development and adoption process, along with a mandatory external independent review.
- (7) The Book of Regulations on the Adoption and Improvement of Study Programmes, Professional Development Programmes and Adult Education Programmes of Algebra University prescribes the

procedure for developing, adopting, and improving study programmes, professional development programmes in higher education, as defined in Article 57 of the Act on Higher Education and Scientific Activity, and adult education programmes in accordance with the Adult Education Act.

- (8) Upon completion of the adult education programme, a public document is awarded in accordance with adult education regulations. Completion of the professional development programme in higher education results in a certificate that holds the status of a public document in accordance with higher education regulations. Public documents contain information about the qualification level according to the CROQF, the total number of acquired CSVET or ECTS points, and, in the case of professional development programmes in higher education, an annex to the certificate specifying the acquired learning outcomes.

## 4. ADMISSIONS

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### Article 4

#### Admissions Rights

- (1) Every individual who meets the admissions requirements for an adult education programme or a professional development programme leading to a micro-credential or partial qualification in higher education has the right to enrol in the programme, within the university's capacity. This right applies regardless of race, skin colour, gender, language, religion, political or other beliefs, national or social origin, property, birth, social status, disability, sexual orientation, and age.
- (2) Admissions criteria, based on which enrolment is conducted, include conditions prescribed by the Adult Education Act or the Act on Higher Education and Scientific Activity, specific requirements related to the completion of previous secondary school or academic programmes, and other conditions specified by the programme.
- (3) Admissions criteria and the necessary documentation to be submitted during the programme application, confirming the fulfilment of enrolment requirements for the chosen adult education programme or professional development programme leading to a micro-credential or partial qualification in higher education, are published on the website of Algebra University.

### Article 5

#### Enrolment Procedure

- (1) The enrolment procedure commences with an application to the Lifelong Education Enrolment Office, which issues an invoice or an enrolment offer for the adult education programme or professional development programme in higher education to the interested candidate.
- (2) Within the enrolment process, the Lifelong Education Enrolment Office of Algebra University may conduct an orientation interview and/or an orientation questionnaire, aiming to determine the applicant's entry competencies. The interview with the applicant may also involve an assessment of specific needs for individual adjustments.
- (3) The status of a Learner is acquired through enrolment in the chosen education programme, by signing the **Education Agreement** and/or paying the enrolment fee and/or tuition fees. With this, the learner confirms acceptance of the offer and conditions under which they enrol in the programme, as well as the rights and obligations prescribed by this **Book of Regulations**.
- (4) Algebra University, as part of the enrolment process, collects and processes only the data necessary for achieving specific legal purposes of data processing and for the implementation of the education programme.

- (5) Exceptionally, the enrolment procedure outlined in this Article does not apply to international professional development programmes in higher education for which the International Relations Office of Algebra University is responsible.

## Article 6

### Recognition of Formal, Non-formal, and Informal Learning

- (1) Applicants have the right to request recognition of learning outcomes previously obtained through formal education (academic recognition), i.e. based on exams passed at an accredited higher education institution in Croatia or elsewhere in the world, according to the conditions defined in the **Book of Regulations on Academic Recognition** of Algebra University
- (2) Applicants may seek recognition or validation of non-formal and informal learning based on the conditions outlined in the **Book of Regulations on the Recognition and Validation of Non-formal and Informal Learning in Higher Education** of Algebra University.
- (3) Applicants submit requests for academic recognition or recognition and validation of non-formal and informal learning in writing by completing the form published on the university's website no later than 30 days before the start of the programme they are enrolling in.
- (4) The procedure for academic recognition or recognition and validation of non-formal and informal learning is subject to fees paid by applicants in accordance with the current **Decision on Tuition and Service Fees**.
- (5) Upon an approved request, applicants may be entitled to a reduction in tuition fees equivalent to the monetary value of the ECTS credits of the recognised courses.
- (6) This Article does not apply to learners in adult education programmes or learners in professional development programmes for obtaining micro-credentials funded by vouchers.

## 5. TUITION FEE

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### Article 7

#### Tuition Fee

- (1) The amount of tuition fees and payment models are defined by the **Decision on Tuition and Service Fees** and the Price List for Adult Education Programmes which are published on Algebra University's website.
- (2) Learners enrolling in professional development programmes in higher education receive an **Offer** indicating the financial value of the professional development programme, along with possible tuition fee reductions based on academic recognition, recognition of non-formal and informal learning, as specified in the **Decision on Tuition and Service Fees** or based on scholarship discounts discussed during an orientation interview.
- (3) Tuition fees encompass the costs associated with the enrolment process (registration fee) and the delivery of the contracted adult education programme or professional development programme for lifelong learning in higher education (tuition fee).

## 6. PROGRAMME ATTENDANCE INFRASTRUCTURE

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### Article 8

#### Official Communication Channels

- (1) Participants are informed about all programme-related matters through the Learner Portal managed by the Enrolment Office for Lifelong Education, via email, and the Algebra University website.
- (2) Learners handle all communication (exam registration and withdrawal, requests for certificates, etc.) through the Learner Portal, or by other means specified by Algebra University.
- (3) Learners are required to safeguard their user credentials and protect them from third parties. In the event they believe that their user credentials have been misused by third parties, they are obligated to report such cases and inform Algebra University within 5 days of becoming aware of such an incident. The learner bears full responsibility for any activity within the Learner Portal conducted using their access credentials.
- (4) Learners are obliged to respect copyright related to educational materials. Copying, distributing, publicly disclosing, or making materials or parts of materials from Algebra University available to third parties in any way is strictly prohibited.

## 7. CLASSES

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### Article 9

#### Calendar of Classes

- (1) The classes follow the **Calendar of Classes** established by the Teaching Implementation Department, usually no later than two weeks before the start of the programme.
- (2) The **Calendar of Classes** is published for learners through the Learner Portal. Any potential changes to the **Calendar of Classes** will be communicated by Algebra University via email.

### Article 10

#### Conducting Classes

- (1) The classes are conducted according to the adult education programme established in accordance with regulations for adult education. Similarly, classes are conducted based on the professional development programme in higher education established in accordance with regulations for higher education and quality assurance in higher education.
- (2) The teaching methodology relies on active learner involvement in all forms of classes, including lectures, exercises (both in the classroom and laboratory), and independent study at home.
- (3) Classes within the professional development programme in higher education are conducted in Croatian or English, utilising manuals and other literature in Croatian and/or English.
- (4) Classes within the adult education programme are conducted in Croatian, with exceptions granted for the English language with prior approval from the Ministry of Science and Education.
- (5) If an internship or project work with employers is specified within certain programmes, the execution of such forms of classes is regulated by the **Book of Regulations on Internship**.



- (6) The conducting of classes and examination procedures within a specific programme is defined by this Book of Regulations and also by the **Guidelines for Programme Attendance and Examination**, issued by the programme coordinator.

### Article 11

#### Class Attendance

- (1) Learners are required to attend a minimum of 60% of each class unit.
- (2) Algebra University monitors and maintains a record of learners' class attendance.
- (3) Each teacher at Algebra University will check learner attendance in every class and keep records on it in the electronic Alps system.
- (4) Learners who have fulfilled the class attendance requirement within the same educational programme, whether conducted informally or with another group of learners, may proceed to the final knowledge assessment if there is reliable learner attendance data in the Algebra University information system.
- (5) Learners who fail to meet the minimum attendance requirement or fulfil other obligations in the education programme are not eligible to take the final knowledge assessment. However, in cases of mitigating circumstances specified by the **Decision on Acceptable and Unacceptable Exceptional Circumstances**, participants can submit a written request for approval to take the exam to the head of the Lifelong Education Enrolment Office.

### Article 12

#### Groups

- (1) When enrolling in the adult education programme or the professional development programme in higher education, learners are assigned to groups.
- (2) Learners are required to attend classes at the times defined for the group to which they are assigned.

### Article 13

#### Following Classes via Video Conferencing System

- (1) All forms of live classes can be transmitted using a video conferencing system if the technical conditions in the classroom are sufficient, and if the teacher determines that transmitting the class via video conferencing does not compromise the quality of the in-person classes.
- (2) Classes can also be conducted in a blended (hybrid) model, allowing participation through physical presence and/or via a video conferencing system.
- (3) Learners are not authorised to record audio or video clips of conducted lectures, exercises, consultations, exam reviews, or any other forms of activities. They are also not authorised to create digital copies of classes, exercises, consultations, exam reviews, or any other forms of activities transmitted through the online system. The decision to record any segment of the class or its parts and distribute it to learners as additional instructional material is solely made and implemented by the teacher.

- (4) Exceptionally, in the case of programmes conducted on-site in classrooms, in the event of force majeure, i.e. external, extraordinary, and unforeseeable circumstances (such as a pandemic and the implementation of mandatory health protection measures during an epidemic), which Algebra University cannot prevent, eliminate, or avoid, classes and exams will be organised and conducted in an online format. This form of classes will be applied until the withdrawal of instructions by the competent ministry or another authorised national body.

#### Article 14

#### Earning Points

- (1) CSVET or ECTS points are earned after successfully fulfilling all obligations and applying appropriate methods to assess the achievement of defined and passed sets of learning outcomes or passing exams.
- (2) It is considered that the learner has fulfilled all obligations if they have passed exams or completed other obligations in accordance with the programme.

### 8. LEARNERS

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#### Article 15

#### Rights and Obligations of Learners

- (1) Learner status at Algebra University is obtained by enrolling in the adult education programme or the professional development programme for acquiring micro-credentials or partial qualifications in higher education.
- (2) In addition to rights defined by regulations in adult education or higher education and the Statute of Algebra University, learners have the following rights:
- the right to attend classes as defined by the programme in accordance with the **Statute of Algebra University**, this Book of Regulations, and other specific acts
  - the right to take exams according to the method and deadlines determined by the exam schedule
  - the right to quality education based on the quality of the teaching process
  - the right to receive support from the Algebra University Career Centre, in programmes that include internships.
- (3) Learners have the right to submit an appeal in accordance with the formally defined appeals procedure prescribed by specific regulations.
- (4) To exercise their rights or seek assistance in protecting their rights, learners can contact teachers, employees of the Lifelong Education Enrolment Office, or other non-teaching staff, whose contacts are published on the Algebra University website.
- (5) The programme coordinator is responsible for issues related to classes and is available to learners via email.
- (6) Students and Learners are obliged to:
- fulfil their obligations under the Education Agreement and in accordance with the programme

- b. participate in the evaluation of classes and teachers
  - c. maintain the reputation and dignity of Algebra University
  - d. behave in accordance with the **Ethical Code**, the **Code of Conduct** of Algebra University
  - e. respect and appreciate diversity among each other.
- (7) Rights and obligations of learners are also prescribed by other general acts publicly available on the Algebra University website.

## 9. EXAMS

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### Article 16

#### Evaluation Methods

- (1) Various evaluation methods prescribed by the education programme are used to assist learners in their development by providing constructive feedback and ensuring the successful achievement of learning outcomes.
- (2) The result of evaluating learning outcomes in the programme is expressed through grades: pass/fail, which is recorded in the Learner Portal system.
- (3) Learners take exams according to the Calendar of Classes published on the Learner Portal, as well as additional exam dates.

### Article 17

#### Taking Exams in Adult Education Programmes

- (1) After each teaching unit, the learner is obligated to take an exam as part of the lecture or in a subsequent session, if provided for by the curriculum.
- (2) The learner can only take the exam after attending all scheduled hours of a specific teaching unit, regardless of whether they attend the classes in person or through distance learning (via online systems or recordings).
- (3) The learner is required to register and/or deregister for the exam through the online application in the Learner Portal, no later than 20 days before the exam date. They must attend the exam or testing at the specified location, on the date, and at the time defined within the registration process.
- (4) The cost of the first regular exam attempt is included in the tuition fee, and each additional attempt is subject to the fees specified in the current **Decision on Tuition and Service Fees**.
- (5) Persons responsible for conducting exams are authorised to ensure a trustworthy implementation of the exam and to remove learners who disrupt the exam process or compromise the integrity of the exam results in any way.
- (6) The learner can retake an exam they did not pass for any reason, in accordance with the Calendar of Classes and with an agreement with Algebra University.
- (7) If specified by the curriculum of the education programme, the learner is obliged to complete a seminar task.



- (8) The deadline for Algebra University to review the seminar task is a maximum of 30 days from the date of the task submission.

### Article 18

#### Taking Exams in Professional Development Programmes in Higher Education

- (1) If the instruction language for a particular course was predominantly or entirely Croatian, all questions, tasks, instructions, and materials for all knowledge assessments for that course shall also be in Croatian. Every written or oral work/answers by learners in all such knowledge assessments must be in Croatian.
- (2) If the instruction language for a particular course was predominantly or entirely English, all questions, tasks, instructions, and materials for all knowledge assessments for that course shall also be in English. Every written or oral work/answers by learners in all such knowledge assessments must be in English.
- (3) Examinations are conducted in a controlled environment for the sake of impartiality and objectivity, with the possibility of external individuals who are not teachers or assistants at Algebra University being assigned to ensure the correctness of the examination process. The teacher or assistant is required to personally attend the beginning of each exam and respond to any questions or uncertainties from the learners regarding the examination tasks.
- (4) Persons responsible for conducting knowledge assessments are authorised to ensure a trustworthy implementation of the exam and to remove learners who disrupt the exam process or compromise the integrity of the exam results.
- (5) The learner may retake an exam they did not pass for any reason, in accordance with the Calendar of Classes and with an agreement with Algebra University.
- (6) Each additional attempt at an exam is subject to the fees specified in the current **Decision on Tuition and Service Fees**.

### Article 19

#### Exam Notification

- (1) The teacher is obligated to publish the results of all knowledge assessments on the Learner Portal.
- (2) The teacher maintains an official record of learners' success on the exam.

### Article 20

#### Appeal on the Conduct of Examinations

- (1) A learner who believes that the examination procedure was not conducted in accordance with the rules has the right to submit an appeal in accordance with specific regulations.

## 10. PROGRAMME END

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### Article 21

#### Adult Education Programme Withdrawal

- (1) The total duration of the adult education programme is a maximum of 2 (two) years from the commencement of classes. Learners who do not successfully complete the education programme within the specified period or fail to acquire the right to receive a public document from Algebra University will be withdrawn, losing their Learner status, and all obligations of Algebra University towards them cease.
- (2) The learner may withdraw from the enrolled programme by submitting a withdrawal request to Algebra University, as follows:
  - a. before the commencement of adult education programme classes, entitling the learner to a full refund of the tuition fee;
  - b. after the first four lectures from the start of classes, regardless of attendance, entitling the learner to a refund of part of the tuition fee, reduced by the amount paid for the enrolment fee, with an obligation to pay any unpaid enrolment fee;
  - c. in other cases of withdrawal, regardless of the time and reason for withdrawal, in which the learner is not entitled to a tuition fee refund and is obliged to pay the full amount of the tuition fee.
- (3) If, based on the previous paragraphs, it is determined that the learner has paid a lower amount than contracted at the time of submitting a valid withdrawal request, Algebra University will inform the learner of the need to pay the difference. If the learner does not comply with the payment request, Algebra University is authorised to initiate enforcement proceedings for the due and unpaid debt and take measures necessary to secure its claim.
- (4) Algebra University has the right to exclude the learner from the education programme if it is determined that the learner does not fulfil or fails to duly and timely fulfil the obligations stipulated in the concluded Education Agreement or the Statute, and/or other general acts of ALGEBRA, confirmed by issuing a withdrawal certificate. In case of withdrawal based on this Paragraph, the learner is not entitled to a tuition fee refund (including the enrolment fee).
- (5) Withdrawal from the adult education programme exempts the learner from the obligation to attend further classes.
- (6) The date of withdrawal, as per the Learner's request, is considered the date of Algebra University's decision on the learner's withdrawal. Upon submitting a withdrawal request, the learner is released from the obligation to attend classes.

### Article 22

#### Withdrawal from Professional Development Programme in Higher Education

- (1) The learner has the right to withdraw from the professional development programme in higher education based on their own request, at any time and for any reason, without the entitlement to a refund of the total tuition fee.

- (2) Exceptionally, during the withdrawal, Algebra University may exempt the learner from the obligation to pay part of the tuition fee or refund part of the already paid tuition fee in the manner defined in the **Contract** signed during enrolment process.
- (3) Algebra University is authorised to exclude the learner from the professional development programme in higher education if it is determined that the learner does not fulfil or fails to duly and timely fulfil the obligations stipulated in the concluded Education Agreement or the Statute, and/or other general acts of Algebra University, confirmed by issuing a withdrawal certificate. In case of withdrawal based on this Paragraph, the learner is not entitled to a tuition fee refund (including the enrolment fee).
- (4) Withdrawal from the professional development programme in higher education exempts the learner from the obligation to attend further classes.
- (5) The date of withdrawal, as per the learner's request, is considered the date of Algebra University's decision on the learner's withdrawal. Upon submitting a withdrawal request, the learner is released from the obligation to attend classes.

### Article 23

#### Certificate and Supplement to the Certificate

- (1) Upon completion of the adult education programme or the professional development programme within higher education, the learner is awarded a public document confirming the acquired micro-credential or partial qualification. The document includes the learner's name, surname, date and place of birth and Personal Identification Number as well as the name of the completed programme, the level of micro-credential or partial qualification according to the CROQF, the total number of acquired CSVET or ECTS credits, class, registration number, place, and date of issue.
- (2) In addition to the certificate, the learner in the professional development programme in higher education is issued, free of charge, a supplement to the certificate. The supplement lists the achieved learning outcomes at the level of the professional development programme for acquiring a micro-credential or partial qualification.

## 11. QUALITY ASSURANCE AND ORGANISATION OF WORK

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### Article 24

#### Quality Assurance

- (1) Quality assurance at Algebra University is regulated by the *Act on Quality Assurance in Higher Education and Science*, the *Adult Education Act*, and internal regulations of Algebra University, which are an integral part of the internal quality assurance and improvement system at Algebra University.

### Article 25

#### Surveys

- (1) Surveys are an important form of evaluating the work of teachers and the quality of teaching at Algebra University.
- (2) Surveys are conducted as anonymous or non-anonymous using an electronic survey system or using paper forms.

- (3) Surveys can be conducted before, during, or after classes.
- (4) Algebra University may make summarised survey results available to learners and the public.

## **12. TRANSITIONAL AND FINAL PROVISIONS**

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### **Article 26**

#### **Interpretation of the Provisions of the Book of Regulations and to Whom It Applies**

- (1) The Senate of Algebra University is responsible for the interpretation of the provisions of this Book of Regulations.

### **Article 27**

#### **Entry into Force**

- (1) This Book of Regulations shall enter into force on the day of its adoption.

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Associate Professor, Mislav Balković, PhD

RECTOR