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# Auditbericht

## **Department of European Studies Jean Monnet**

Piazza Grande 3

CH 6601 Locarno

**Audit vom: 30/08/2018**

## 1. Kunde

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### 1.1 Kunde

Kunden-Nummer: 17725  
Firma: Department of European Studies Jean Monnet  
Strasse: Piazza Grande 3  
PLZ & Ort: CH 6601 Locarno  
Webseite: <http://www.jeanmonnet.ch>

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### 1.2 Allgemeine Beschreibung

Zaklada Europe is a foundation established under Croatian law on 4th March 2013, registered at the Croatian Ministry of Public Affairs on the 9th September 2013 and at the Croatian Register of Foundations on 15th October. The foundation has contributed to the creation of the European Higher Education and Research Area and adheres to the decree of the 47 Ministers of Education defined in the Yerevan Declaration with the founding of its own branch in Lugano. This branch was registered in the Commercial Register of Canton Ticino on 15th June 2016. The Lugano branch of Zaklada Europe further established the Department of European Studies "Jean Monnet", a European and international educational centre in Locarno, which hosts full degree and specialisation courses on behalf of partner universities.

In this way, the Department aid in the creation of a genuine pan-European educational platform, where universities and distinguished experts cooperate on teaching theory and practical activities with a broad European vision and a strong interdisciplinary interaction.

The Lugano branch of Zaklada Europe further established the Department of European Studies "Jean Monnet", a European and international educational centre in Locarno, which hosts full degree and specialisation courses on behalf of partner universities. Department of European Studies Jean Monnet is not a university, but exclusively a European and International Educational Hub.D.

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### 1.3 Wichtige Änderungen auf Ebene des Betriebes seit letztem Audit

None

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### 1.4 Wichtige Änderungen auf Ebene des Managementsystems seit letztem Audit

None

## 2. Mandat

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### 2.1 Allgemeine Angaben

Audit vom:	30/08/2018
Leitender Auditor:	Bachmann Marco
Auditor/en:	
Auditziel:	Überprüfung der Konformität mit dem/den Standard(s)

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### 2.2 Standards

**Standard: ISO 29990:2010 - Erstzertifizierung Phase 2, Erst Z ph 2**

Gültigkeit des Zertifikats:	n/a
Englisch	Education

## 3. Auditororganisation

Prior to the audit, a document study was conducted based on previously submitted documents. Corresponding assumptions were taken into account for audit planning. The document study itself is not the subject of this report, but an audit plan was prepared and sent to the company in advance. After adjustments, this was followed as planned. A representative selection of the activities was audited. Nevertheless, certain gaps may remain in areas that have not been audited or only partially audited. The audit was carried out in accordance with ProCert's certification procedures.

## 4. Auditerte Personen

Vorname Name	Funktion	Eröffnungs- besprechung	Audit	Schluss- besprechung
Prof. Salvatore Messina	Director Zaklada of Educational Center Locarno	✓	✓	✓
Kaja Imsirovic	Quality Manager	✓	✓	✓
J.C. Zollinger	External Expert	✓	✓	✓

## 5. Zusammenfassung

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### 1 Managementsystem, Kontext der Organisation

The key Quality Management System processes in operation within Department are as follows;

- Training & Development Process
- Customer (students) Feedback
- Continual Improvement Process
- Managing paper records
- Communications Process
- Internal Audit / Self-Assessment Process (accreditation)

As interested parties were defined students, professors and partners (Universities). Zaklada Europa, Lugano Branch, signed agreements with:

- International University of Gorazde, Bosnia and Herzegovina
- European University Brcko Distrikt, Bosnia and Herzegovina
- European University Kallos Tuzla, Bosnia and Herzegovina
- University of Bari Aldo Moro
- University of Campania Luigi Vanvitelli Napoli

Two times per year there are meetings with the students, partners and the professors. The meeting is a platform to exchange needs (preliminary) and the final results. Evidences of the meeting are meeting notes and attendance sheets.

QMS objectives are set annually at the annual meeting, documented and systematically reviewed.

Key figures of the QMS are (for example):

- Student numbers (e.g. full-degree, Erasmus, exchanges, study abroad – and under-graduate, postgraduate etc.)
- Student participation in and use of services offered
- Student progression and/or retention
- Feedback from returning students
- Feedback from departments
- Feedback from partner institutions via renewal/discontinuation of Agreements
- New initiatives introduced by JMDES
- Survey reports and evaluations on services and supports offered Collection of the data is the responsibility of the individual units as relevant.

Learning statistics are administered in the software EDUONGO.

The Scientific and Technical Committee is responsible for the awards, the quality and standards of the academic programme and the quality assurance framework. It has overall responsibility. It directly approves new collaborative partnerships and changes to the academic framework.

The Quality Manager is Kaja Imrisovic.

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## 2 Management, Leadership und Planung

The students are coming so far from Italy, a big amount of the professors are Italian.

The Canton of Ticino ask for a recognition of the studies, that the curricula are accredited by the Confederation. This will be done after the certification ISO 29990.

Scientific and Technical Committee is the advisory body of the “Jean Monnet” Department of European Studies; it sets the objectives and quality standards to achieve and maintain in educational, scientific and organisational terms, paying special attention to human resources. The Committee assesses the university activities before, during and after each course, analysing the employment opportunities for students and offering suggestions for the continuous improvement of all the planned university activities. The Committee includes ministers, rectors of the Universities that issue the diplomas to students, rectors of the partner Universities or their delegates, university professors, teachers responsible for undergraduate and postgraduate courses, and experts from Europe and abroad. In the Scientific Technical Committee are different ministers and professors of involved Universities. Minutes of the last meetings of 10 and 11 feb and 27 may are available. The next meeting will be on 17 sep/18 sep 2018. Scientific and Technical Committee meets 4 times per year. A sub Management Committee (Barbaresi, Rossi, Messina, Piccinelli, Coccinova) meet 1x/month.

The Director of Zaklada Europe Lugano Branch is Prof. Salvatore Messina. In the Lugano Branch there is an administrative staff with five employees and three external consultants for international relations. The professors are chosen by a steering committee (Prof. Messina and Prof. Rossi) and they give the courses in the classrooms in Locarno.

The quality policy is integrated in the Quality Manual of 05-07-2018.

Plans and objectives for 2018/2019 include:

- Introducing and implementing the higher level of quality standards implementation and control
- Employment of additional staff
- Expanding the area of study
- Expanding the cooperation of the partner universities within the European Space for Research and Education
- Expanding the cooperation with medical institutions in Europe and outside Europe but within the European Space for Education and Research
- Expanding the cooperation with other relevant institutions in Europe and outside Europe but within the European Space for Education and Research
- Monday, January 8th, 2019 will begin the academic year 2018-19 with the degree courses in Medicine (6 years, 360 credits), Dentistry (6 years, 360 credits), Pharmacy (5 years, 300 credits), Physiotherapy (3 years , 180 credits), Nursing (3 years, 180 credits), Tourism Science (3 years, 180 credits), International Business Management (3 years, 180 credits).
- Adjusting the activities according with the previous item and the planned study programs via high quality service and international relations

Some elements of a Management Review are implemented in the Quality Manual. There is also explained how to do a risk analysis, but the analysis herself was not done so far. Financial planning estimate 35 students per class.

Official external communication is done through the website and Facebook or by direct mailing (Calendar Teaching, results of examinations). The administration staff is directly informed about the results by the Director or the Quality Manager.

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## 3 Ressourcen, Unterstützung

In 2018 are planned to start with the following courses:

- Degree Course in Integrated Medicine (6 years – 360 credits)
- Degree Course in Dentistry (6 years – 360 credits)
- Degree Course in Pharmacy (5 years – 300 credits)
- Degree Course in Physiotherapy (3 years – 180 credits)
- Degree Course in Science of Informatics (3 years – 180 credits)
- Degree Course in International Business Management (3 years – 180 credits)
- Degree Course in Tourism Science (3 years - 180 credits)
- International Master in Hotelier and Tourism (1 year – 60 credits)
- International Master in Land and Travel Operators for Digital Tourism (1 year - 60 credits)
- International Master in Food and Dietetics (1 year – 60 credits)

For this purpose a process of an assessment of teaching personnel was built up. The process consists of:

- a. Qualifications, credentials, and teacher characteristics
- b. Student achievement measures
- c. Teacher practice
- d. Teacher experience
- e. Teacher evaluation approaches

A teacher training is being conducted.

For the nomination procedure of professors are responsible Prof. Barbaresi and the Federal Ministry Bosnia. Checked in the audit all the documents of Prof. Francesca Attolico (all the documents requested were available).

For each study a curriculum based on Bologna declaration is available (checked in the audit Curriculum Hotel and Tourism, start October 2018).

Every course is evaluated. The evaluations are monitored by the administrative staff. In case of difficulties the evaluation of the course is transferred to Prof. Messina. The further steps are discussed with Prof. Barbaresi and eventually a substitution process is started.

The professors had to show an education plan of their home universities. The development of the competences of the professors are submitted to the home universities.

Classrooms in Locarno are equipped with the modern infrastructure. The Canton of Locarno asked for an accreditation process of the studies done by the Confederation. During the audit was not clear, if all courses could be planned in Locarno or if some courses must be given in different Italian Universities. The installation in the classrooms of the second floor of the building in Locarno, were stopped.

The EDUONGO provides individual login for each student. Examinations are kept in the archive.

All professors will provide the necessary didactic material (PDF material, no printed material) and information prior to the start of the education.

All other material and information will be provided by the organization.

Practical work is possible on simulators. In the last years of study, students will have the opportunity to practice in the partner universities.

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## 4 Betrieb, Realisierung

Participant numbers and successes are being evaluated for the first semester of the first study year for the students of Medicine by the partner universities.

Number of students: 8, Exams passing: 100%.

Product manager of each course are responsible for information about their curricula.

Cross check is done by the Quality Manager. Checked in the audit English curriculum 2016/2017/2018.

Both sides (professors and students) fill out a standard report after each week. All reports will be reviewed head of education. If necessary, further actions are taken and documented.

Checked in the audit: Human Anatomy II 18 credits, prerequisites, topics.

English Curriculum 2 Credits, no prerequisites; curricula 1st year medicine: Anatomy 10 Credits, Histology and Embryology 7 Credits, Sociology 7 Credits, English 2 Credits, Psychology 2 Credits ; 50 % workload by the students themselves, 50 % theoretical and practical work.

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## 5 Bewertung der Leistung, Verbesserung

Both sides (professors and students) fill out a standard report after each week. All reports will be reviewed head of education. If necessary, further actions are taken and documented.

Internal audits are planned. The external expert, J.C. Zollinger and K. Imrisovic are the internal auditors. Checked: Plan internal audits 2018; the last internal audit was done at 28 august 2018 on the curricula development. The results of internal audits were monitored by Prof. S. Messina. All open items are listed and discussed in the weekly meeting.

Evaluation is determined through surveys and through individual and group meetings between staff and students.

Key figures are (for example):

- Student numbers (e.g. full-degree, Erasmus, exchanges, study abroad – and under-graduate, postgraduate etc.)
- Student participation in and use of services offered
- Student progression and/or retention
- Feedback from returning students
- Feedback from departments
- Feedback from partner institutions via renewal/discontinuation of Agreements
- New initiatives introduced by JMDES

Survey reports and evaluations on services and supports offered Collection of the data is the responsibility of the individual units as relevant.



## 6. Auditfeststellungen

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### 6.1 Nicht-Konformitäten

#### 2018-001 Abweichung geringfügig ISO 29990:2010:3.1.2

Auditfeststellung: An analysis of all the interested parties was not done so far.  
Vorschlag:  
Status: Korrekturmassnahmen in Umsetzung

#### Aktionsplan des Kunden/Rückmeldung

Verantwortlich Aktionsplan:  
Ursache: Lack of access due to the holidays  
Massnahme: In the following 3 months proceed with online and offline analysis of interested parties.  
Verantwortlich Massnahme: Kaja / Clara  
Umsetzung bis: 31/12/2018

#### 2018-003 Abweichung geringfügig ISO 29990:2010:4.3

Auditfeststellung: Different items of the annex B are not discussed in the Management Review (ex. results of internal and external audits, status of preventive actions, fulfillment of objectives ecc.).  
Vorschlag:  
Status: Korrekturmassnahmen in Umsetzung

#### Aktionsplan des Kunden/Rückmeldung

Verantwortlich Aktionsplan:  
Ursache: Management Report ws updated  
Massnahme: Update the management report with itmes missing and elaborate more on preventive actions, objectives, goals and in and ex audits  
Verantwortlich Massnahme: Kaja  
Umsetzung bis: 31/01/2019  
Massnahme: Update the management report with itmes missing and elaborate more on preventive actions, objectives, goals and in and ex audits  
Verantwortlich Massnahme: Kaja  
Umsetzung bis: 31/01/2019

## 2018-004 Abweichung geringfügig ISO 29990:2010:4.8

Audifeststellung: Different documents seen in the audit are not maintained. In many documents : version, data are not visible.

Vorschlag:

Status: Korrekturmassnahmen in Umsetzung

### Aktionsplan des Kunden/Rückmeldung

Verantwortlich Aktionsplan:

Ursache: Documents are subject to unification for the last few months

Massnahme: Unify all paper and online documents with the same format

Verantwortlich Massnahme: Clara

Umsetzung bis: 31/12/2018

Massnahme: Unify all paper and online documents with the same format

Verantwortlich Massnahme: Clara

Umsetzung bis: 31/12/2018

## 2018-005 Abweichung geringfügig ISO 29990:2010:4.1

Audifeststellung: A Business Plan (financial risks) was not developed so far.

Vorschlag:

Status: Korrekturmassnahmen in Umsetzung

### Aktionsplan des Kunden/Rückmeldung

Verantwortlich Aktionsplan:

Ursache: Business plan was subject to amendments by the upper management

Massnahme: Updated and published uodated business plan to be finalized in the following 3 months

Verantwortlich Massnahme: Salvatore, Kaja

Umsetzung bis: 31/12/2018

Massnahme: Updated and published uodated business plan to be finalized in the following 3 months

Verantwortlich Massnahme: Salvatore, Kaja

Umsetzung bis: 31/12/2018

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## 6.2 Empfehlungen

Es sind keine Empfehlungen vorhanden.

## 7. Schlussfolgerungen

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### 7.1 Einhaltung des Auditziels

Das Auditziel

- ✓ konnte vollständig überprüft werden
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### 7.2 Geltungsbereich der Zertifizierung

Die Tätigkeiten (Scope) sind

- ✓ korrekt und verständlich festgelegt
- 

### 7.3 Verifikation der Korrekturmassnahmen aus vorherigen Audits

Dieser Punkt wird nicht im Rahmen eines Phase 1 Audits oder eines Voraudits beurteilt.

Die Korrekturmassnahmen aus den vorherigen Audits sind

- ✓ umgesetzt
- 

### 7.4 Antrag

Das Auditteam/der leitende Auditor stellt den Antrag

- ✓ die Zertifizierung zu erteilen
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### 7.5 Verwendung von Zertifizierungszeichen (im Falle einer gültigen Zertifizierung)

Das Unternehmen ist berechtigt die Zertifizierungslogos von ProCert und von Standardgebern (falls vorhanden) den Kommunikationsträgern zu benutzen. Das Zertifizierungsreglement (ProCert-Merkblatt Nr. 2) ist anwendbar. Insbesondere wird auf den Punkt 8 (Logogebruch) des Reglements hingewiesen. Bei nicht konformer Verwendung wird das Unternehmen per Schreiben durch ProCert informiert.

Das Unternehmen verwendet das Zertifizierungszeichen und das/die Logos

- ✓ gemäss Zertifizierungsreglement
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### 7.6 Rückmeldung zum Auditbericht

Das Unternehmen hat die Möglichkeit, Bemerkungen zum Bericht zu machen. Ohne Gegenbericht der Organisation innerhalb von 20 Tagen nach Erhalt des definitiven Berichtes gilt der Bericht als stillschweigend genehmigt.

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### 7.7 Gültigkeit des Zertifikats (im Falle einer gültigen Zertifizierung)

Das Zertifikat bleibt vorbehaltlich der Bedingungen gültig, welche im Zertifizierungsreglement festgelegt sind (ProCert Merkblatt Nr. 2).

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## 7.8 Zertifizierte Unternehmen nach BRC, IFS und FSSC 22000

Das Unternehmen muss den Marktdirektor und den leitenden Auditor innert 3 Arbeitstagen über alle Situationen im Zusammenhang mit der Lebensmittelsicherheit und der Gesetzeskonformität der Lebensmittel informieren (siehe Zertifizierungsreglement, Punkt 3 g). Diese Information muss der Kunde innert 3 Arbeitstagen nach Bekanntwerden an den Marktdirektor und den verantwortlichen leitenden Auditor per Mail mit einer Empfangsbestätigung zustellen. Im Falle eines Produktrückrufs sind detaillierte Informationen einzureichen. ProCert ist angehalten, bestimmte Standardinhaber über den Produktrückruf und die eingeleiteten Massnahmen zu informieren (z.B. Audit vor Ort oder Suspendierung des Zertifikats).

Umsetzung der gesetzlichen Anforderungen im Bereich Lebensmittelsicherheit

✓ ja

Die gesetzlichen Anforderungen sind

✓ umgesetzt

## 8. Planung Folgeaudit

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### ISO 29990:2010

Audit Zeitfenster:	-
Nächstes Auditdatum:	15/06/2019 - 15/02/2019
bestätigt:	nein
Audittyp:	Erstes Überwachungsaudit, ÜA 1