



LUNEX

Quality Assurance Policy

Intended audience for this document:

**LUNEX Management and Staff
External Audit and Accreditation**

Sign-off Page

Approved

Name	Date of approval
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LUNEX Mission Statement

At LUNEX, we shape society and transform lives by educating future leaders and performing impactful research in health and sports. (LUNEX Strategic Plan 2030).

The institution recognises 5 core values:

Inspiration: Expertise and care inspire our students. They, in turn, become role models inspiring individuals, communities and society to care for themselves as well as for the lives of others.

Innovation: Innovation is our passion. We drive and explore new avenues. With care, optimism, flexibility and a Can-Do attitude, we dynamically respond to challenges and create new knowledge through our cutting-edge, scientific research in order to improve our education and related outcomes – bit by bit, better every day!

Integration: We are open-minded and inclusive. We believe in diversity and care for the creation of multi-faceted contexts integrating gender, generations, cultures, nationalities, amateurs and professionals, theory and practice, human and technologies, the present and the future into everything we do.

Interaction: We engage and empower people.

Every student matters. Our interactions are coined by empathy, compassion, honesty, kindness, helpfulness and care. We are approachable and responsive to students' concerns and make them feel home. This drives our positive results.

Introspection: Self-reflection is key for development. We challenge ourselves and rethink our education every day to bring out the best in people. We are proud of our self-reflective capacity ensuring continuous improvement, caring for students, institutional and corporate partners as well as society at large.

Purpose

The purpose of this policy is to provide guidelines for the processes that lead to the fulfillment of the mission and objectives assumed by LUNEX by continuously monitor its commitment to providing high-quality education and fostering an environment of learning, research, and innovation.

Scope

The Quality Assurance Policy applies to all employed academic / non-academic staff and external staff

The Policy covers all academic operations (design and delivery of study programmes and research) and non-academic operations (administrative, financial support services, marketing and communication).

Context

LUNEX Quality Management System (QMS) is based on a framework which manages and facilitates a cyclical process of plan-implement-review-change as per the well-known Deming Cycle. The constituents and tools of this system are policies and operational procedures that support the overall Strategy. LUNEX is influenced and directed as to its Quality Management System and operations in two major and complimentary ways:

a) LUNEX is situated in the Grand Duchy of Luxembourg and subject to accreditation by the Luxembourg Ministry of Research and Higher Education. Following the legislation independent accreditation agencies appointed by the ministry assess, at regular intervals, the quality of Academic programmes, facilities and their supporting processes against the European Standards and Guidelines for Quality Assurance in Higher Education (ESG) as well as the additional requirements of the Luxembourg Ministry of Research and Higher Education.

b) LUNEX was founded as a holding company for a Luxembourgish higher education entrance qualification and was initially a wholly owned subsidiary of COGNOS AG. In April 2020, COGNOS AG bought the company Atrium 176. Europäische VV SE and renamed and restructured it in May 2020 to COGNOS International SE as an initially 100% subsidiary. COGNOS AG has transferred shareholdings of subsidiaries to this holding company. One of the transferred companies is LUNEX. LUNEX has thus been a 100% subsidiary of COGNOS International SE since July COGNOS AG then sold shares to third parties and among these other shareholders, COGNOS AG currently holds 73% of the shares of COGNOS International SE and is thus indirectly also the majority shareholder of LUNEX. As of February 2023, COGNOS AG rebranded and the new name is Carl Remigius Fresenius Education AG. KPMG Luxembourg, an independent auditor, is appointed as the auditor for LUNEX. Mazars GmbH & Co. KG is appointed as auditor for Carl Remigius Fresenius Education Group and AG and COGNOS International SE since 2022, prior to that it was also KPMG. As part of this, LUNEX maintains a QMS certified to ISO 9001:2015 and ISO 29990:2010.

The Quality Management System is based on the following premises:

- Accountability of all organisational bodies, staff and students for Quality Assurance
- Academic freedom and integrity and protections against academic fraud
- No intolerance & discrimination

Related Documents

- 1.1. The Higher Education Law of 21 July 2023
- 1.2. Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)
- 1.3. Carl Remigius Fresenius Education Group AG Quality Management Handbook (CRF QMH)
- 1.4. LUNEX Strategic Plan

Roles and Responsibilities

The Board of Directors shall ensure compliance with the regulations in force.

The Quality Assurance Manager shall ensure compliance with and monitor the quality management system and drive the process for continuous improvement.

The Heads of Department shall monitor that their direct reports comply with this policy.

The Programme Leaders are responsible for quality in the respective study programme, management, and control of the program modules.

The Councils, their chairs, and committees are responsible for cross department quality in their respective attributions.

The Module Coordinators are responsible for the quality of delivery of their teaching modules.

LUNEX staff shall perform their work within the limits set out by this policy.

Internal and External Quality Assurance Processes

Internal evaluation

Annual evaluation and improvement of all processes, operations, practices and established outcomes. Regular preparation for external evaluation in its departments, according to a specific cycle.

Programme Accreditation and Reaccreditation:

An independent agency is appointed by the Ministry for Research and Higher Education in Luxembourg for the initial programme accreditation, and then every five years during the reaccreditation of the programme.

CRF Group Audit

The LUNEX Quality Management System is audited annually by CRF Group.

CRF Group conducts an audit of LUNEX every year and makes recommendations to the board.

ISO Certification (every three years):

As part of the group, LUNEX also undergoes an external audit by an appointed external company. This audit influences the group's ISO accreditation(s) and any major shortcoming could be a risk to the group's ISO status. LUNEX maintains a QMS certified to ISO 9001:2015 and ISO 29990:2010

Components of the QA Framework:

The components of the Quality Assurance Framework are:

- the documents (policies, procedures, guidelines, constitutions, codes of conduct, etc).
- the operational activities include the cyclical review of documents including policies, cyclical review of operational processes, Managing and conducting surveys, Meetings of Organisational Bodies, Audits, Accreditation assessments.

Detailed documentation for the implementation of this policy is contained in LUNEX Quality Assurance Sharepoint repertory, respectively in the Quality Assurance Handbook which gathers together all the policies and procedures. The Quality Handbook is updated annually.

Monitoring of the policy

Monitoring of this policy is conducted throughout the year as part of LUNEX Quality Assurance cycle.

Review of this policy

The policy is reviewed on an annual basis at Quality Assurance level to ensure it remains effective and fit for purpose.