

QUALITY POLICY OF THE VOCATIONAL TRAINING AND LIFELONG LEARNING CENTER OF AUEB

The Vocational Training and Lifelong Learning Center of the Athens University of Economics and Business (hereinafter "the Center") provides vocational training and lifelong learning programs based on synchronous in-classroom learning, synchronous distant learning (via livestreaming), asynchronous distant learning (elearning) and combinations of these learning methods. It is committed to the reliable dispensing of its services and the ultimate satisfaction of its trainees, through an organizational environment that aims at continuously improving the efficiency of the services it offers, within the framework of the Quality Management System of the Athens University of Economics and Business (AUEB) and the present Quality Policy.

In the context of the Quality Policy, the Center's Management ties the Center's strategy with AUEB's strategy. Through its strategy, the Center is committed to specific key quality objectives that are reviewed at regular intervals and which aim at:

- Using modern teaching methods according to internationally recognized criteria, standards, and good practices.
- Covering all the academic subjects of AUEB.
- The rational structure of study programs according to the rules of science and their connection with the labor market.
- Improving the quality of its offered services.
- Improving service speed.
- Reducing the complaints of service recipients and increasing their satisfaction.
- Offering programs that complement, modernize and/or upgrade knowledge, abilities, and skills acquired through formal education institutions, facilitating the (re)integration into the labor market, job security, and the professional and personal development of its trainees.
- In vocational training and lifelong learning that will contribute to the development of the Greek economy, the improvement of its competitiveness, the upgrading of its productive human resources and the treatment of unemployment.
- The active participation of the Center's human resources in the implementation of the Quality Policy.

For the implementation of the Quality Policy, the Center is committed to operating according to the following principles:

- The Center complies with the legal and regulatory framework for the operation of AUEB and, in particular, with the provisions governing the operation of the Center.
- The Center establishes, reviews, redesigns, and redefines the specific objectives pertaining to the quality of studies, in alignment with the AUEB strategy.
- All the human resources of the Center are fully informed about AUEB's Quality Management System and see to its implementation, under the supervision and guidance of the Center's Management and the Quality Assurance Unit of AUEB.
- The Center provides all the necessary means to its human resources (equipment, materials, training) for the effective organization of its services.
- The Center is committed to the effective management of the necessary resources for its operation and in particular the development and rational distribution of its human resources.
- The Center seeks extroversion and cooperation with other bodies (such as educational institutions, research centers, technology entities and institutes) of renowned standing that adopt similar quality policies and strategic objectives.
- The Center is committed to safeguarding academic principles and ethics, preventing discrimination, and encouraging the participation of external bodies in the quality assurance of its services.