The 2018 Law on Higher Education and Science (LoHES) distinguishes between two categories of staff in higher education institutions (HEIs), **academic staff** and **non-academic staff**, but does not specify groups or positions for non-academic staff (for information on academic staff, see Chapters 9.4-9.6). The legislation on higher education does not refer to staff responsible for quality monitoring, career guidance or counselling. Neither are there any regulations setting specific qualification requirements or conditions of service for quality monitoring or career guidance staff. Organisational arrangements for administrative services, grade structures, qualification requirements and recruitment arrangements are laid down by internal regulations of an HEI.

Arrangements for **quality monitoring** are developed to a large extent independently by HEIs. The LoHES identifies only in general terms the senate as the body responsible for evaluation of the HEI's performance and outlines general arrangements for quality assurance (QA) of programmes and periodic staff appraisal. (See Chapter 11.2, *Quality Assurance in Higher Education* [1]) HEIs normally appoint individuals (for example, the rector’s representative for QA) and / or establish task forces or committees and / or units responsible for QA and set qualification requirements for those involved. QA task forces or committees are normally composed of academic and administrative staff, students and doctoral students. Those employed on a regular basis in QA units are mostly administrative staff. Staff responsible for quality monitoring usually carry out various tasks related to the design, implementation, monitoring and enhancement of an internal QA system and quality assurance processes, including monitoring, review and improvement of programmes.

**Career guidance** is provided by HEI careers services. They employ both careers advisers and administrative staff. Qualification requirements for careers service staff are set independently by individual HEIs. In practice, heads and some other staff have formal qualifications of careers advisers, gained upon the completion of a degree programme or a non-degree postgraduate programme in the field of career guidance. Their responsibilities usually include: providing individual and group career guidance to students and graduates in the form of tutorials and training courses (self-presentation, career planning, job application documents, interview for a job and salary negotiations, job seeking methods); searching for, and collecting, information on the labour market, job offers for future graduates and information about opportunities for gaining work experience and upgrading skills; selecting candidates at the request of employers; organising various events for students, graduates and employers.

Most HEIs provide **counselling** services (referred to as psychological support) to their students. Qualification requirements for psychologists are specified in the national regulations on counselling and the profession of psychologist. Counselling services, which are established at HEIs as institutional or inter-institutional units, employ specialists who hold a Master's degree in psychology and have both a qualification and work experience in psychotherapy. They provide advice or counselling services and psychotherapy sessions to interested students.

Pursuant to the LoHES, non-academic staff (like academic staff) are hired based on an **employment**
contract. In accordance with the Labour Code, the weekly working time for non-academic staff is 40 hours. The LoHES lays down general remuneration arrangements for employees of a public HEI; for example, the requirement to establish remuneration conditions in a collective agreement or remuneration regulations; fixed salary components (basic salary and a length-of-service allowance) and variable salary components (function-related and task-related allowances; overtime pay; an allowance for work in health-harming or adverse conditions; bonuses and other financial benefits where included in a collective agreement or remuneration regulations); and anniversary awards for a long period of service. However, there are no national regulations on salaries specifically for non-academic staff. The minimum salary for this group of staff is set by generally applicable legislation (Act on the Minimum Wage) and pay scales for individual positions are adopted by HEIs in their internal regulations.

As mentioned earlier, the higher education legislation does not set a retirement age for employees of an HEI, nor does it lay down specific retirement arrangements for non-academic staff. Like other employees of an HEI, non-academic staff are subject to generally applicable regulations on retirement. Pursuant to the Act on Retirement Pensions and Disability Pensions from the Social Security Fund, the retirement age is at least 60 years for women and at least 65 years for men.