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| <b>Protocol</b>  |   |
| <b>Quality area</b>  | Internal Quality Assurance                      |
| <b>Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures</b> | ESG 2.2, 2.3, 2.4, 3.1, 3.3, 3.4, 3.5, 3.6, 3.7 |
| <b>Operation year</b>  | 2021-2025                                       |
| <b>Approved by</b>   | ANQA management                                 |
| <b>Version</b>   | 04  |
| <b>Responsible for the Quality area</b>  | Responsible for internal quality assurance      |

### **Strategic goals**

1. To ensure the confidence and trust of stakeholders towards ANQA through effective and efficient quality assurance and enhancement activities.
2. To ensure the accountability of the organizational processes and results to agency's stakeholders.
3. To make the results of the evaluation of ANQA's internal and external activities visible and transparent, and have a process of evaluation to determine whether these results meet the organization's goals to an adequate degree and contribute to the overall quality of the organization.

### **Targets**

1. To identify the ANQA's strengths/best practices and development areas.
2. To ensure that all quality areas commence the implementation of a quality assurance cycle as set out in the protocols.
3. To regularly discuss the results of the evaluations/analysis/researches with the relevant stakeholders and/or publish on ANQA web-site.
4. To evaluate and review continuously the assessment methodologies and tools. Enhancements are made to improve their efficiency and effectiveness.
5. To develop improvement measures/plans and proposals based on the results of the evaluation.
6. To prepare ANQA processes and results for the cyclical external evaluation.

### **Indicators for evaluating the targets**

1. Implementation of identified good practices concerning all quality areas.
2. Continuous improvement of regulatory documents and processes.

**Special QA activities**

- Improvement of institutional accreditations
- Improvement of the regulatory documents
- Improvement of monitoring processes
- Improvement of the accreditation decisions and experts reports
- Improvement of coordinators' work
- Improvement of experts' selection and recruitment

**Specific QA instruments**

- SWOT analysis
- Self-assessment of the agency
- System-wide analysis
- Comprehensive analysis

**Description of main activities**

The responsible people for each quality areas are as follows:

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| Director                                    | Leadership                                      |
| Head of the division                        | Institutional and Program Accreditation of TLIs |
| Responsible for monitoring                  | Monitoring processes                            |
| Responsible for internal quality assurance  | Internal Quality Assurance                      |
| IT specialist, technician housekeeper       | IT and Resources                                |
| Lawyer                                      | Legal Affairs                                   |
| Public relations manager                    | Communication and Public relations              |
| International relations manager             | International Relations                         |
| Head of secretariat, secretariat specialist | ANQA Secretariat                                |

1. For each process, data on its performance systematically are collected on annual basis and the coordinator for each process takes care of the in-depth analysis of the data to feed into the annual report.
2. Reviewing that all internal quality assurance processes ensure that ANQA templates, procedures and processes adhere to ESG standards, ANQA mission, ANQA quality assurance principals, policy and frameworks through periodical improvements
3. A one-year action plan is drawn up that lists all activities within the framework of internal quality assurance for each quality area and process.

**Evaluation**

1. The evaluation of ANQA internal quality assurance is part of the external review that ANQA undergoes in 5 year frequency. The external review is carried out by ENQA/EQAR. The external review will determine whether or not ANQA activities meets the Standards and Guidelines of ENQA/EQAR.
2. Twice a week, through staff meetings, the issues that exist in the protocols are identified.
3. Each quality area coordinator draws up a brief report of the complete evaluation results for the annual quality report.

**Responsibility**

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| International relations manager  |
| <b>Reporting</b>   |
| <ul style="list-style-type: none"> <li>• ANQA annual report</li> <li>• Minutes of staff meetings</li> </ul>  |
| <b>Improvements</b>  |
| <p>Based on the results of internal and external evaluation objectives, the improvement actions (possible adjustments of the targets) are proposed by the quality assurance responsible. These are included in the annual quality report. This report provides an overview of the proposed improvement actions for each quality area.</p> <p>ANQA management provides feedback on the improvement actions to be carried out that are later included in the annual action plan.</p> |
| <b>Documents</b>   |
| <ul style="list-style-type: none"> <li>▪ IQA policy</li> <li>▪ Quality assurance protocols for each quality area</li> <li>▪ Minutes of the meetings</li> <li>▪ Quality assurance tools for each quality area</li> <li>▪ IQA activity plan</li> <li>▪ Annual reports per quality area</li> <li>▪ Agency's annual report</li> </ul>  |

**Approved by**  
**ANQA director**  
**Ruben Topchyan**

18.10.2021