

Protocol	
Quality area	International Relations
Useful for ENQA review	ESG standard: 2.1, 2.4, 3.4, 3.7
Operation years	2021-2025
Approved by	ANQA director
Version	04
Responsible for the Quality Area	International relations manager
<u>Strategic goals</u>	
<ul style="list-style-type: none"> • To strengthen international partnership through membership in international organizations for quality assurance of tertiary education and deepening of cooperation with foreign agencies and best practices. <ul style="list-style-type: none"> • To internalize the international best practice making it available for local TLLs and other stakeholders. • To assure that ANQA activities follow international developments and benchmarks in the field of quality assurance. • Taking into account the potential of the Armenian Diaspora, to promote the transfer of experience of people educated in the leading TLLs. 	
<u>Targets</u>	
<ul style="list-style-type: none"> • Ensuring ANQA successful membership to ENQA and inclusion in EQAR. • Ensuring that ANQA staff received sufficient training to perform its activities following the current international developments and benchmarks in the area of quality assurance. • Ensuring the recruitment of international experts and diversification. 	
<u>Indicators for evaluating targets</u>	
<ul style="list-style-type: none"> • ANQA is a partner in development/capacity building projects (WB, Erasmus+, etc.). • ANQA activities, the Armenian tertiary education system developments and best practices are available and visible for the international stakeholders. • Stakeholders are satisfied with the information received on the international best practice • ANQA staff is satisfied with the information it receives on the international developments in quality assurance and working ethics. • The international experts are satisfied with the accreditation process and ANQA policies and procedures. • ANQA's processes are recognized as sources of dissemination of the international best practices by stakeholders. • In 2021-2022, ANQA will successfully maintain its membership in the European Association for Quality Assurance in Higher Education Area and inclusion in the European Register. 	
<u>Description of main activities</u>	
<ul style="list-style-type: none"> • Assessing ANQA staff needs and supporting their participation in international trainings. • Providing information on the international developments in quality assurance and working ethics to ANQA staff. • Supporting ANQA participation in development/capacity building projects (WB, Erasmus+, etc.). 	

<ul style="list-style-type: none"> • Creating and maintaining a database of international experts. • Supporting participation of ANQA staff in international QA events and networks, supporting the publication of ANQA and TLIs' best practices in international resources.
<p><u>Evaluation</u></p> <ul style="list-style-type: none"> • Mobility experience assessment questionnaire (distributed after each mobility). • Number of WB, Erasmus+, etc. projects • Experts evaluation questionnaire filled in by the coordinator after the accreditation procedure • Feedback from international experts on ANQA procedures and their accreditation experience • Event evaluation surveys, feedback from event participants, Media monitoring
<p><u>Responsibility</u> International relations manager</p>
<p><u>Reporting</u> ANQA annual report</p>
<p><u>Improvement</u> The improvement actions (possible adjustments of the targets) are proposed by the responsible of IR. These are included in the annual quality report. This report provides an overview of the proposed improvement actions for each quality area.</p>
<p><u>Regulatory Documents</u> Annual report</p>

Approved by
ANQA director
Ruben Topchyan

18.10.2021