

Protocol	
Quality area	Monitoring
Useful for ENQA review	ESG standard: 2.2, 2.3, 2.4, 3.1
Operation years	2021-2025
Approved by	ANQA director
Version	01
Responsible for the Quality Area	Responsible for monitoring processes
<u>Strategic goals</u>	
<ol style="list-style-type: none"> 1. Encourage and strengthen the culture of continuous improvement of the tertiary education; 2. Ensure proactive, continuous communication and cooperation with stakeholders. 	
<u>Targets</u>	
<ol style="list-style-type: none"> 1. Evaluation of the effectiveness of accreditation processes by collecting reliable data about the tertiary education system, the applicability of template and improvement process; 2. Dissemination of best practices in the field of tertiary education, encouraging the promotion of innovation; 3. Increase in the involvement of internal and external stakeholders in the process of improving the education quality through continuous proactive communication. 	
<u>Indicators for evaluating targets</u>	
<ol style="list-style-type: none"> 1. Monitoring is recognized as a reliable source of data collection. It is a guide for tertiary education providers to evaluate the process of promoting, strengthening, and eliminating shortcomings of continuous culture of quality. 2. The scope of communication and cooperation between different stakeholders around the culture of education quality is expanding. 3. Monitoring serves as a tool for continuous improvement of ANQA's accreditation processes. 	
<u>Description of main activities</u>	
<ol style="list-style-type: none"> 1. Study of the current state of the internal quality assurance systems of TLLs through data collection and analysis; 2. Evaluation of the results of the implementation of the Follow-up plan in accredited TLLs; 3. Information collection on the process of improving the academic programmes; 4. Evaluation of the impact of the accreditation process; 5. Development of internal capacities of stakeholders of TLLs; 6. Based on the results of the monitoring, providing of information or recommendations to the Accreditation Committee and/or the Authorized Body. 	
<u>Evaluation</u>	
<ol style="list-style-type: none"> 1. The number of institutions involved in institutional and programme monitorings, academic programmes and stakeholders involved in those processes on an annual basis; 2. Evaluation of the effectiveness of monitoring processes through discussions with internal and external stakeholders, and surveys; 3. Impact evaluation through analysis of monitoring reports. 	
<u>Responsibility</u>	
Responsible for monitoring processes	

Reporting

1. Monitoring reports,
2. Annual report,
3. Thematic analysis.

Improvement

Taking into account the opinions of internal and external stakeholders, the evaluations made by the TLIs, the changes in the implementation of the processes are constantly made, the templates are improved, the circle of stakeholders is expanded.

Regulatory Documents

1. RA laws on Education, Higher and Postgraduate Professional Education, Primary Vocational (Handicraft) and Secondary Vocational Education,
2. 2011 RA Government Decree 714-Ն on approval of The National Qualifications Framework of RA.
3. 2016 RA Government N 959-N Decision on approval of RA Educational Accreditation Criteria.
4. 2011 RA Government Decree N 978-N on approval of the Statute on State Accreditation of Tertiary Level Institutions and Academic Programmes in the Republic of Armenia.
5. ANQA Accreditation Manual.
6. “National Center for Professional Education Quality Assurance” foundation’s Monitoring Policy on Tertiary Level Institutions and their Academic Programmes.
6. Templates derived from the monitoring policy.

Approved by
ANQA director
Ruben Topchyan
18.10.2021թ