

POLICY AND PROCEDURE
ON MONITORING OF TERTIARY LEVEL INSTITUTIONS AND THEIR ACADEMIC PROGRAMS
OF THE
“NATIONAL CENTER FOR PROFESSIONAL QUALITY ASSURANCE” FOUNDATION

Preface

1. “National Center For Professional Quality Assurance” Foundation (hereinafter referred to as ANQA) was established in 2008, by Decree 1486-N of the Government of the Republic of Armenia to fulfill the requirements of domestic implementation of the agreements established as a result of the accession of the Republic of Armenia to the Bologna system.
2. Sub point 6 of the point 6 of ANQA’s Charter, approved by the Government of the Republic of Armenia in 2008, Decree 1486-N, defines that ANQA authorized to conduct monitorings of Tertiary Level Institutions (hereinafter referred to as “TLLs”) and their academic programmes.
3. This Policy and procedure is defined for the settlement of legal relations arising from the statutory purpose.
4. This Policy and procedure defines the principles, goal, objectives, types of monitoring, the scope of persons, the procedure for organizing and conducting monitoring, and its peculiarities.

1. PRINCIPLES, GOAL AND OBJECTIVES OF THE MONITORING

5. The goal of the monitoring is to contribute to the continuous improvement of quality assurance in vocational education institutions (hereinafter referred to as TLLs).
6. The objectives of the monitoring are:
 - 1) Identification of current problems in institutions after accreditation, provision of consultations to improve their elimination,
 - 2) examination of problems arising during the development of the internal quality assurance system, provision of consultations,
 - 3) based on the results of the monitoring, providing information or recommendations to the Accreditation Committee and/or to the authorized body in the field of education, science, culture, sports management (hereinafter referred to as the authorized body)
7. While conducting monitoring, ANQA is guided by the maintenance of the principles of legality, uninterptedness, transparency, equity, fairness, objectivity, ethical norms and periodicity.

2. TYPES OF THE MONITORING, PROCEDURE FOR THE ORGANIZATION AND CONDUCT OF MONITORINGS

8. Two types of monitoring is carried out: institutional and program, regardless of the organizational-legal and property form of the institution, state or private subordination, the status of the accredited.
9. Monitoring is carried out through visits to TLIs (online, face-to-face or hybrid), which are pre-planned and approved by ANQA with quantitative indicators.
10. Each year ANQA submits financial and non-financial indicators with a two-year med-term expenditure program to the Ministry of Education Science, Culture and Sports of the RA where monitoring is provided in quantities, on an annual basis, in quarterly quantities.
11. Following the action set forth in point 10 of this Policy and Procedure, ANQA shall establish monitoring schedules according to the monitored TLIs and come into agreement with the TLI at least two week prior to the visit. The agreed schedule defines the monitoring agenda, where the dates of the visit, the target groups, time and place of the meeting are noted.
12. To carry out the monitoring, monitoring group is formed in ANQA, the members of which are the employees of the Foundation. If necessary, 1-2 experts can be included in the group. The monitoring group has a coordinator who is an ANQA staff member.
13. At the suggestion of the TLI's management body, some changes may be made to the agenda as long as they do not interfere with the implementation of the monitoring objective.
14. The visit of the monitoring group to the TLI can take up to 2 days, depending on the number of students of the TLI, the implemented programs, resources.
15. ANQA may publish on its website on the monitoring conducted at the institution.
16. At the end of the monitoring visit, during the final meeting, the monitoring group through the coordinator orally presents the monitoring results, to the management body of TLI on state of the TLI, the existing shortcomings, problems, and recommendations on the enhancement.
17. At the end of the monitoring, a report is prepared, which upon necessity and request is submitted to the ANQA Accreditation Committee.

3. PECULARITIES OF MONITORING IN INSTITUTIONALLY ACCREDITED TLIS

18. In order to conduct regular monitoring in accredited TLIs, a monitoring group consisting of 2-5 persons is formed from ANQA staff (or) ANQA expert database experts, as well as members of the Accreditation Committee.
19. The monitoring group of the accredited TLI comprehensively examines the implementation of "Plan on Elimination of Shortcomings of the HEI" (hereinafter referred to as the "Plan") developed and approved as a result of institutional accreditation, and collects information about the results.
20. In addition to the program, having an aim to organize the monitoring process more effectively, the group can study resources, participle to classes, participate in exams.
21. In an institutionally accredited TLI, the monitoring group also has the right to conduct program monitoring.
22. Program monitoring can be carried out both on a separate schedule and simultaneously, with institutional monitoring.

23. No later than 2 weeks after the end of the monitoring, the monitoring team prepares an institutional monitoring report based on the results of the Plan implementation, the collected data, the meetings with the target groups, in case of any program monitoring, the results of the program monitoring as well. If the program monitoring is carried out separately, a program monitoring report is prepared no later than 2 weeks after the end of the monitoring.

4. PECULARITIES OF MONITORING OF NON-ACCREDITED TLIS

24. The monitoring group of a non-accredited TLI consists of 1-3 members from ANQA staff, and upon necessity one expert of the field can also be invited.
25. The monitoring group thoroughly studies the internal quality assurance system in the TLI.
26. At least two week prior to the visit, the monitoring group sets a monitoring agenda, which shall indicate the number of monitoring days, events, and hours of meetings with the various groups of the TLI.
27. The monitoring's agenda is agreed with the TLI's management body at list one week prior to the visit.

5. RESULTS AND CONSEQUENCES OF MONITORINGS

28. A brief evaluation of the monitoring on an annual or multi-year basis is sent to the Accreditation Committee as required.
29. The results of the monitoring help the TLI to improve the educational processes, have advisory, enhancement-led nature, and give an opportunity to evaluate the implementation of the Plan on elimination of the shortcomings, to prepare for the next accreditation.

6. FINAL PROVISIONS

30. The principle of confidentiality shall apply to the information available to the members of the group during the monitoring.
31. This Policy and Procedure shall enter into force on the day following of the approval by the ANQA Board of Trustees.
32. The supplements, changes, appendices are considered to be an integral part of this Policy and Procedure.