



National Center For Professional
Education Quality Assurance
Foundation

ACCREDITATION COMMITTEE

ANQA-2024/95

DECREE N 95

February 15, 2024

ON ACCREDITATION OF INSTITUTIONAL CAPACITIES OF YEREVAN STATE HUMANITARIAN-TECHNICAL COLLEGE

General Information about the Institution

Full name of the Institution: Yerevan State Humanitarian-Technical College SNCO
Official Address: 21 Armen Tigranyan St., Yerevan, RA
Previous Accreditation **Not available**
decision and date:

Guided by the Statute on the State Accreditation of RA Education Institutions and their Academic Programs approved by the RA Government Decree N 978-N as of June 30, 2011, the RA Government Decree N 959-N as of June 30, 2011 on the Approval of Accreditation Criteria for Tertiary Education of RA, the Procedure on the Formation and Operation of the Accreditation Committee of the “National Center for Professional Education Quality Assurance” foundation (hereinafter referred to as “ANQA”) as well as by the Regulation on the Formation of ANQA’s Expert Panel, ANQA’s Accreditation Committee (hereinafter referred to as the “Committee”) discussed the issue on accreditation of institutional capacities of the Yerevan State Humanitarian-Technical College (hereinafter referred to as “YSHTC”, “TLI”) in the session of the Accreditation Committee held on February 15, 2024.

The main phases of the accreditation process were carried out within the following periods:

Submission of application: January 17, 2023
Submission of the self-evaluation: May 19, 2023
Site visit by the expert panel: July 3–7, 2023
Submission of the expert panel report: October 10, 2023

The external review of the YSHTC's institutional capacities was carried out by an independent expert panel formed in compliance with the requirements set by the Regulation on the Formation of the Expert Panel. The evaluation was carried out according to the 10 criteria of institutional accreditation approved by the RA Government Decree N 959 as of June 30, 2011.

Among 10 criteria of the institutional accreditation, "**Governance and Administration**", "**Societal Responsibility**" and "**Internal Quality Assurance**" were evaluated as unsatisfactory.

Having examined the YSHTC's self-evaluation of institutional capacities, the expert panel report, the follow-up plan; having heard the conclusions on the expert panel evaluation, which were made by the three members selected by the Chair of the Accreditation Committee and were formed as a result of the meetings with the expert panel members and the YSHTC's representatives; as well the comments and suggestions made by the Accreditation Committee members, the Committee stated the following:

1. The YSHTC generally ensures the credible award of qualifications.

The YSHTC implements academic programmes (APs) aligned with its mission and in line with the National Qualifications Frameworks (NQF). However, the TLI's APs lack complete specifications. To ensure the expected learning outcomes of the APs, the YSHTC uses various teaching and learning methods that foster student-centered learning. However, the principles for their selection are not unified across different APs. The TLI attaches importance to the competence and skill component, as well as the development of analytical and research elements in learning. The TLI has incorporated practical assignments into the APs' state exams to assess the research, analytical, and other practical skills acquired during the course of study. Nonetheless, the principles for their assessment have not yet been developed.

The YSHTC takes steps towards the establishment of a system for the AP monitoring, evaluation and revision.

The YSHTC has a stable teaching, administrative, and supporting staff with relevant qualifications for the AP implementation. The TLI has a procedure for the selection of the teaching staff. However, there are no clear requirements for their professional qualifications based on the APs and professional modules.

To ensure the stability of the teaching staff, the YSHTC takes clear steps to attract and advance the young staff. The TLI has introduced mechanisms for the teaching staff's evaluation and incentivisation.

As part of various programmes, the TLI provides trainings for the teaching staff, primarily focused on methodologies.

The current material-technical resources are sufficient for the preparation of specialists. However, there are no conditions for the introduction of new professions demanded in the labour market.

2. Governance and quality assurance systems are at the stage of formation. However, there are development trends and the governance is aimed at quality enhancement and the credible award of qualifications.

The Strategic Plan reflects the YSHTC's main development directions and aligns with its mission and level 5 of the Armenian National Qualifications Frameworks (ANQF). The TLI's activities are mainly driven by the goals and objectives set in the Strategic Plan (SP).

The strategic management is not yet based on the KPIs. The YSHTC does not carry out evaluation of the outcomes and reports from the previous SPs. The communication among different administrative units and divisions is uncoordinated and their cooperation is weak. The divisions' regulations do not always align with the TLI's structure. The stakeholder needs are not the basis for managerial decisions. The PDCA cycle is not the foundation for governance processes.

The YSHTC launched internal quality assurance processes in 2021. However, the institution conducted almost no activities until 2023.

The quality assurance system is not well-established and remains in the early stages of embedment. The quality assurance processes have not been periodic. The TLI does not have a toolset for the collection of objective data. The stakeholders are not fully involved in the quality assurance processes.

The YSHTC has developed documents regulating the QA processes. However, the steps have mostly been limited to planning, without implementation.

3. Internationalisation and research activities have development trends and support the credible award of qualifications.

The YSHTC has clear mechanisms for the recruitment, selection and admission of students. The student number has grown. The TLI has created Student Committee for the Identification of Students' Educational Needs to address students' educational needs. The students have supervisors. The provided research assignments develop analytical and critical thinking.

The YSHTC has taken certain steps towards building a research and creative environment. The TLI has defined its ambitions and directions for research activities, and carries out long- and short-term planning.

The YSHTC has developed procedures for research activities, including relevant regulations and methodological instructions. The TLI has a potential to conduct research activities, with teachers and students demonstrating best research practices. The TLI works towards the ensurance of a link between research and educational processes and the enhancement of the material-technical resources necessary to support research activities.

The YSHTC's internal accountability system has substantive shortcomings. The TLI does not have an established system for the ensurance of top-down accountability. The divisions are unaware of each other's activities. There is no unified and clear approach to the preparation of reports. The inclusion of analytical and quantitative data as a mandatory component of reports is not specified. The TLI does not provide accountability to society. The transparency of processes is not ensured. The feedback mechanisms are still at an early stage of formation. Values are not communicated to the broad sections of society.

The YSHTC has not yet developed a policy regulating the processes of internationalisation and external relations. The related procedures remain unclear. However, preparatory work has been conducted. The TLI actively develops cooperation with prestigious local companies, government bodies and HEIs.

4. There are shortcomings that do not have crucial impact in terms of the credible award of qualifications. Grounds are laid for enhancement.

5. The follow-up plan in the expert panel report is realistic and its implementation will lead to qualitative enhancements.

Taking into consideration the above mentioned, as a result of an open voting, the Accreditation Committee:

DECIDED

1. **To award institutional accreditation to the Yerevan State Humanitarian-Technical College SNCO or 4 /four/ years.**
2. After the publication of the decision on accreditation award, to submit a revised follow-up plan based on the expert panel report and respective time schedule to ANQA within two months, taking into account the need to give urgent solution to the problems existing in the fields of **“Governance and Administration”** **“Societal Responsibility”** and **“Internal Quality Assurance”**.
3. To pay special attention to:
 - a) the need for the development of AP specifications;
 - b) the enhancement of monitoring policies and procedures for the APs;
 - c) the need for further revision of the assessment system;
 - d) the need to define clear requirements for the professional qualifications of the teaching staff;
 - e) the creation of well-equipped appropriate laboratories, the improvement of library infrastructure;
 - f) the promotion of internationalisation activities, the enhancement of the foreign language proficiency among the internal stakeholders;
 - g) the expansion and intensification of the scope of cooperation with employers in all directions;
 - h) the review of the system of organising elective courses;
 - i) the organization of teacher trainings;
 - j) the implementation of the PDCA cycle in all the processes.
4. In accordance with the requirements set by point 12 of the Statute on the State Accreditation of RA Education Institutions and their Academic Programs, every 2 /two/

years to submit a written report to the ANQA on the results of carried out activities by ensuring the evaluation of enhancement of the TLI's activity, innovations and achievements.

5. To assign the ANQA to carry out mandatory monitoring of the effectiveness of the TLI's activities in accordance with the KPIs.

Chair of the Accreditation Committee:

A. Saghyan

February 15, 2024

Yerevan