

## **Institutional criteria and standards are:**

### **I. MISSION AND PURPOSE**

#### **CRITERION**

**The Tertiary Level Institutions' (TLIs) policy and practices are in accordance with its mission, which is in accordance with the Armenian National Qualifications Framework (hereafter ANQF).**

- 1.1 The TLI has a clear, well-articulated mission that represents the institution's purposes and goals as well as is in accordance with the ANQF.
- 1.2 The TLI's mission, goals and objectives reflect the needs of the internal and external stakeholders.
- 1.3 The institution has approved mechanisms and procedures to evaluate the achievement of its mission and purpose and to further improve them.

### **II. GOVERNANCE AND ADMINISTRATION**

#### **CRITERION**

**The TLIs' system of governance, administrative structures and their practices are effective and intend to the accomplishment of its mission and purposes by keeping the governance code of ethics.**

- 2.1 The TLI's system of governance ensures regulated decision-making process in accordance with defined code of ethics and has efficient provision of human, material and financial resources to accomplish its educational and other purposes.
- 2.2 The TLI's system of governance provides students and teachers opportunity to participate in decision-making processes directed to them.
- 2.3 The TLI develops and implements short, mid, and long term planning consistent with its mission and purposes and has clear monitoring and implementation mechanisms.
- 2.4 The TLI conducts environmental scanning and draws on reliable data during the decision-making process.
- 2.5 The management of the policies and the processes draws on the quality management principle (plan-do-check-act).
- 2.6 There are mechanisms in place ensuring data collection on the effectiveness of the academic programmes and other processes, analyses and application of the data in decision-making.
- 2.7 There are impartial mechanisms evaluating the quality of quantitative and qualitative information on the academic programmes and qualification awards.

### III. ACADEMIC PROGRAMMES

#### CRITERION

**The programmes are in concord with the institution's mission, form part of institutional planning and promote mobility and internationalization.**

- 3.1 The academic programs are thoroughly formulated according to the intended learning outcomes, which correspond to an academic qualification and are in line with the institution's mission and the state academic standards.
- 3.2 The TLI has a policy that ensures alignment between teaching and learning approaches and the intended learning outcomes of academic programs promoting student-centered learning.
- 3.3 The TLI has policy on students' assessment according to the learning outcomes and ensures academic integrity.
- 3.4 The academic programmes of the TLI are contextually coherent with other relevant programmes and promote internationalization and mobility of students and staff.
- 3.5 The TLI has policy ensuring academic programme monitoring, effectiveness assessment and improvement.

### IV. STUDENTS

#### CRITERION

**The TLI provides relevant student support services ensuring the effectiveness of the learning environment.**

- 4.1 The TLI has set mechanisms for promoting equitable recruitment, selection, and admission procedures.
- 4.2 The TLI has policies and procedures for revealing student educational needs.
- 4.3 The TLI provides advising services, opportunities for extra-curricular activities supporting students' effective learning.
- 4.4 The TLI has set regulation and schedule for students to receive additional support and guidance from the administrative staff of the faculty.
- 4.5 The TLI has student career support services.
- 4.6 The TLI promotes student involvement in its research activities.
- 4.7 The TLI has responsible body for the students' rights protection.
- 4.8 The TLI has evaluation and quality assurance mechanisms of student educational, advisory and other services.

## **V. FACULTY AND STAFF**

### **CRITERION**

**The TLI has a highly qualified teaching and supporting staff to accomplish the institution's mission and to implement the goals set for academic programmes.**

- 5.1** The TLI has policies and procedures promoting recruitment of a highly qualified teaching and supporting staff capable of ensuring programme provisions.
- 5.2** The teaching staff qualifications for each programme are comprehensively stated.
- 5.3** The TLI has well established policies and procedures for the periodic evaluation of the teaching staff.
- 5.4** The TLI implements teacher professional development in accordance to the needs outlined during regular evaluations (both internal and external).
- 5.5** The TLI ensures the sustainability of the teaching staff according to academic programmes.
- 5.6** There are set policies and procedures for the staff promotion.
- 5.7** There is necessary technical and administrative staff to achieve the strategic goals.

## **VI. RESEARCH AND DEVELOPMENT**

### **CRITERION**

**The TLI ensures the implementation of research activity and the link of the research with teaching and learning.**

- 6.1** The TLI has a clear strategy for promoting its research interests and ambitions.
- 6.2** The TLI has a long-term strategy as well as mid and short-term programmes that address its research interests and ambitions.
- 6.3** The TLI ensures the implementation of research and development through sound policies and procedures.
- 6.4** The TLI emphasizes the internationalization of its research.
- 6.5** The TLI has well established mechanisms for linking research with teaching.

## **VII. INFRASTRUCTURE AND RESOURCES**

### **CRITERION**

**The TLI has necessary resources to create learning environment and to effectively support the implementation of its stated mission and objectives.**

- 7.1 The TLI has an appropriate learning environment for the implementation of academic programmes.
- 7.2 The TLI provides appropriate financial resources with necessary equipment and facilities as needed to achieve its mission and objectives.
- 7.3 The TLI has sound financial distribution policy and capacity to sustain and ensure the integrity and continuity of the academic programmes offered at the institution.
- 7.4 The TLI's resource base supports the implementation of institution's academic programmes and TLI strategic plan, which promotes for sustainability and continuous quality enhancement.
- 7.5 The TLI has a sound policy and procedure to manage information and documentation.
- 7.6 The TLI creates safe and secure environment through health and safety mechanisms that also consider special needs of students.
- 7.7 The TLI has mechanisms in place for the evaluation of the effectiveness, applicability and availability of resources given to the teaching staff and learners.

## **VIII. SOCIETAL RESPONSIBILITY**

### **CRITERION**

**The TLI is accountable to the government and society for the education it offers and the resources it uses as well as for the research it conducts.**

- 8.1 The TLI has clear policy on institutional accountability.
- 8.2 The TLI ensures transparency of its procedures and processes and makes them publicly available.
- 8.3 The TLI has sustainable feedback mechanisms for establishing relations with society.
- 8.4 The TLI has mechanisms that ensure knowledge transfer to the society.

## **IX. EXTERNAL RELATIONS AND INTERNATIONALIZATION**

### **CRITERION**

**The TLI promotes experience exchange and enhancement through its sound external relations practices, thus promoting internationalization of the institution.**

- 9.1 The TLI promotes its external relations through sound policies and procedures aimed at creating an environment conducive to experience exchange and enhancement as well as internationalization.
- 9.2 The institution's external relations infrastructure ensures regulated process.

**9.3** The TLI promotes fruitful and effective collaboration with local and international counterparts.

**9.4** The TLI ensures internal stakeholders' appropriate level of a foreign language to enhance productivity of internationalization.

## **X. INTERNAL QUALITY ASSURANCE**

### **CRITERION**

**The TLI has an internal quality assurance system for promoting establishment of a quality culture and continuous improvement of all the processes of TLI.**

**10.1** The TLI has internal quality assurance policies and procedures.

**10.2** The TLI allocates sufficient time, material, human and financial resources to manage internal quality assurance processes.

**10.3** The internal and external stakeholders are involved in quality assurance processes.

**10.4** The internal quality assurance system is periodically reviewed.

**10.5** The internal quality assurance system provides valid and sufficient background for the success of the external quality assurance processes.

The internal quality assurance system ensures the transparency of the processes unfolding in the TLI through providing information on the quality of the processes to the internal and external stakeholders.

### **Academic programme criteria and standards are:**

#### **I. ACADEMIC PROGRAMME DESIGN AND APPROVAL**

### **CRITERION**

**The academic programme is in concord with the Armenian National Qualifications Framework (ANQF), national qualifications descriptors, and state academic standards as well as is in line with the institution's mission.**

**1.1** The goals and objectives of the academic programme are in line with the institution's mission and purpose.

**1.2** The academic programme forms part of institutional planning and resource allocation.

**1.3** The academic programme is thoroughly formulated, according to intended learning outcomes.

**1.4** The academic programme is in line with the ANQF, national qualifications descriptors, and state academic standards.

- 1.5 The programmes of the TLI are contextually coherent with other relevant programmes and promote mobility of students and staff as well as internationalization.
- 1.6 The programme learning outcomes meet the needs of the students and other stakeholders.
- 1.7 There are set mechanisms and procedures in place to ensure development, approval, monitoring and periodic review of the academic programme.

## II. TEACHING STAFF

### CRITERION

**The academic programme ensures teaching staff with necessary professional qualifications to realize the goals of the academic programmes.**

- 2.1 The teaching staff qualifications for the programme are comprehensively stated and there are policies and procedures promoting recruitment of a highly qualified teaching staff.
- 2.2 There are well-established policies and procedures for periodic evaluation of the teaching staff that foster to reveal and develop the professional needs of teaching staff.
- 2.3 The academic programme fosters the development and professional progress of teaching staff.
- 2.4 The permanent teaching staff ensures the sustainable implementation of the academic programme.

## III. TEACHING AND LEARNING PRACTICES

### CRITERION

**The teaching and learning practices used within the academic programme ensure the achievement of intended learning outcomes.**

- 3.1 The academic programme clearly defines the teaching and learning approaches necessary to achieve the intended learning outcomes.
- 3.2 The academic programme ensures the implementation of progressive approaches accepted at international level.
- 3.3 There are set mechanisms evaluating quality of teaching and learning approaches.

## IV. STUDENT ASSESSMENT

### CRITERION

**The academic programme provides assessment system that allows ensuring the students' progress as well as the formation and achievement of intend learning outcomes.**

- 4.1 The academic programme applies precise and reliable system that assesses the formation of intended learning outcomes the standards of which are available to learners and teaching staff.
- 4.2 The academic programme has clear mechanisms that ensure the achievement of intended learning outcomes aimed at awarding a qualification.
- 4.3 There are set mechanisms for the improvement of student assessment system.
- 4.4 The institution treats students fairly and equitably through clearly stated policies and procedures, taking into account the students' responsibilities and appeals.
- 4.5 The academic programme has clearly articulated policies promoting academic integrity and tracking for plagiarism

## V. RESEARCH AND DEVELOPMENT

### CRITERION

**The programme ensures links between learning and research and creative activities.**

- 5.1 The programme has a long-term strategy and medium and short-term programs that address its research interests and ambitions.
- 5.2 The programme promotes development and innovation through sound policies and procedures.
- 5.3 The programme emphasizes internationalization of the research activities.
- 5.4 The programme has well established mechanisms for linking and improving research and creative activities with education process.

## VI. LEARNING ENVIRONMENT

### CRITERION

**The programme promotes the quality educational provisions by creating an environment conducive to learning.**

- 6.1 There are necessary resources for the implementation of the programme, which effectively support the implementation of its stated mission and objectives and create an environment conducive to learning.

- 6.2 The programme ensures that all students receive useful and regular information and advice to promote learning.
- 6.3 The programme has necessary methodological resources in accordance with its content.

## VII. QUALITY ASSURANCE

### CRITERION

**The programme has internal quality assurance system that promotes its maintenance and continuous improvement.**

- 7.1 The quality assurance is designed and operated to follow the societal needs and students' requirements, as well as to evaluate its activities.
- 7.2 There are well-established policies and procedures for programme internal quality assurance.
- 7.3 The programme collects reliable information about the implemented processes through feedback mechanisms, which is evaluated for the improvement programme's goals and processes.
- 7.4 The internal and external stakeholders of the programme are involved in the quality assurance processes.
- 7.5 The programme ensures dissemination of good practice to other relevant programmes.