

<b>Protocol - INTERNATIONAL RELATIONS</b>	
<b>Quality area</b>	International Relations
<b>Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures</b>	ESG 2.4, 3.1, 3.4, 3.8
<b>Approved on</b>	01.03.2016
<b>Valid untill</b>	30.12.2020
<b>Approved by</b>	ANQA management
<b>Version</b>	03
<b>Responsible for the Quality area</b>	Ani Mkrtchyan
<p><b><u>Strategic goals</u></b></p> <ul style="list-style-type: none"> <li>• To assure that ANQA activities follow international developments and benchmarks in the field of quality assurance.</li> <li>• Form a transparent environment for international public and promote visibility and the best practices of ANQA and the Armenian education providers to foster their recognition and enhancement.</li> <li>• Internalize the international best practice making it available for local TLIs and other stakeholders.</li> <li>• To ensure that ANQA I &amp; P Accreditation division is provided with a sufficient number of quality experts to ensure their diversity for the effective implementation of its procedures.</li> </ul> <p><b><u>Targets</u></b></p> <ul style="list-style-type: none"> <li>• Ensuring that ANQA staff received sufficient training to perform its activities following the current international developments and benchmarks in the area of quality assurance.</li> <li>• Ensuring that ANQA staff receives sufficient information on the international developments in quality assurance and working ethics.</li> <li>• Ensuring ANQA participation in development/capacity building projects (WB, Erasmus, Twinning, etc.).</li> <li>• Ensuring that Accreditation coordinators are satisfied with the international experts.</li> <li>• Ensuring that international experts are satisfied with the accreditation process and ANQA policies and procedures.</li> <li>• Ensuring that activities and best practices of ANQA and Armenian tertiary education system are available and visible for the international stakeholders.</li> <li>• Ensuring that stakeholders are satisfied with the information received on the international best practice.</li> </ul> <p><b><u>Indicators for evaluating the targets</u></b></p> <ul style="list-style-type: none"> <li>• ANQA staff needs are assessed and the staff is satisfied with the training it receives.</li> <li>• ANQA staff is satisfied with the information it receives on the international developments in quality assurance and working ethics.</li> <li>• ANQA is a partner in development/capacity building projects (WB, Erasmus, Twinning, etc.).</li> <li>• Coordinators are satisfied with international experts.</li> <li>• Experts are satisfied with the accreditation process and ANQA policies and procedures.</li> <li>• ANQA activities, the Armenian tertiary education system developments and best practices are available and visible for the international stakeholders.</li> </ul>	

- Stakeholders are satisfied with the information received on the international best practice.

#### **Description of main activities**

- 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, Twinning, etc.).
- Creating and maintaining a database of experts.
- Developing criteria for selection of international experts.
- Supporting the international experts throughout the preparation for the accreditation process.
- Supporting participation of ANQA staff in international QA events and networks, supporting the publication of ANQA and TLI's best practices in international resources.

#### **Evaluation**

The evaluation of the International Relations activities proceeds as follows:

- Mobility experience assessment questionnaire (distributed after each mobility), Internal presentations assessment questionnaire (distributed after the presentation for ANQA staff)
- Number of WB, Erasmus, Twinning projects
- Experts evaluation questionnaire filled in by the coordinator after the accreditation procedure
- Feedback from international experts on ANQA procedures and their accreditation experience
- Survey on the awareness of ANQA among international QA institutions (to be conducted within a year after ENQA review), ANQA website attendance, number of international publications, conference papers, presentations, etc.
- Event evaluation surveys, feedback from event participants, Media monitoring

#### **Accountability/ Responsibility**

The chain of responsibilities for International Relations has been established as follows: Director (Ruben Topchyan) – IR Manager (Ani Mkrtchyan).

#### **Reporting**

Periodically, the International Relations Manager provides reports to the Director whether verbal or written.

For ANQA annual report an evaluation and improvement report, once a year, after the completion of the cycle is prepared.

The report contains a proposal for any new targets that are warranted by the experience gained.

#### **Improvements**

The improvement actions (possible adjustments of the targets) are proposed by the Director of ANQA. These are included in the annual quality report. This report provides an overview of the proposed improvement actions for each quality area.

#### **Documents**

- Annual report

Approved by ANQA Director

Ruben Topchyan