

<b>PROTOCOL - ANQA SECRETARIAT ACTIVITIES</b>	
<b><i>Quality Area</i></b>	<b><i>Secretariat</i></b>
Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures	ESG standards 2.3, 2.4, 2.5, 2.6, 2.7, 3.6
Approved on	01.03.2016
Valid untill	30.12.2020
Approved by	<b><i>ANQA management</i></b>
Version	03
Responsible for the Quality area	Anahit Utmazyan
<b><u>Strategic goals</u></b>	
1. Ensure ANQA's communication with ANQA Accreditation Committee and internal and external stakeholders.	
<b><u>Targets</u></b>	
<ol style="list-style-type: none"> <li>1. To ensure that ANQA Activities meet the deadlines.</li> <li>2. To ensure the lucidity of correspondence and workflow.</li> <li>3. To ensure the day-to-day work of the Accreditation Committee.</li> </ol>	
<b><u>Indicators for evaluating targets</u></b>	
<ol style="list-style-type: none"> <li>1. The correspondence is in line with procedures and deadlines approved by legal acts</li> <li>2. Internal and external stakeholders are satisfied with the understandbale content and formats of the letters.</li> <li>3. Provided consultancy</li> <li>4. Formats necessary for organizing the day-to-day activities of the Accreditation Committee.</li> <li>5. Minutes and decisions of the Accreditation Committee.</li> <li>6. Final packages of documents on the completed accreditation processes.</li> </ol>	
<b><u>Description of main activities and evaluation</u></b>	
<ol style="list-style-type: none"> <li>1. To organize and implement ANQA workflow</li> <li>2. To accept applications and technically evaluate the Self-evaluation reports.</li> <li>3. To carry out control over the schedule of the accreditation process</li> <li>4. Archivatation of the documents</li> <li>5. To organize and implement the functions of the Secretariat of the Accreditation Committee. <ul style="list-style-type: none"> <li>• To organize the meetings</li> <li>• To prepare the package of documents for presenting to the Accreditation Committee</li> <li>• To send the package of the documents and the meeting agenda to the members of Accreditation Committee</li> <li>• To prepare meeting minutes</li> <li>• To assist the Accreditation Committee in formatting the decisions</li> </ul> </li> <li>6. Development of documents <ul style="list-style-type: none"> <li>• Procedure on organization and implementation activities of Accreditation Committee</li> <li>• Internal disciplinary rules of Accrediation Committee</li> <li>• Development of the formats necessary for the Accreditation Committee current activities</li> </ul> </li> <li>7. To organize recruitment of the candidates for the Accreditation Committee and Formation of the Committee.</li> </ol>	
<b><u>Evaluation</u></b>	

<p>Regular meetings with stakeholders based on the necessity</p> <p>Feedback from the staff, process coordinators and Accreditation Committee</p> <ul style="list-style-type: none"> <li>• Agenda</li> <li>• Schedule</li> </ul>							
<p><b><u>Accountability/ Responsibility</u></b></p> <p>Responsible for the process</p> <table border="1" data-bbox="220 421 1449 544"> <thead> <tr> <th colspan="2"><i>Names of the responsible persons for the Function and Area</i></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Anahit Utmazyan</td> </tr> <tr> <td>2</td> <td>Lilit Ghazaryan</td> </tr> </tbody> </table>		<i>Names of the responsible persons for the Function and Area</i>		1	Anahit Utmazyan	2	Lilit Ghazaryan
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1	Anahit Utmazyan						
2	Lilit Ghazaryan						
<p><b><u>Reporting</u></b></p> <p>Bia-Annual report</p>							
<p><b><u>Improvement</u></b></p> <p>Based on the results of internal and external evaluation and stakeholders' feedback the improvement actions will be proposed.</p>							
<p><b><u>Documents</u></b></p> <ul style="list-style-type: none"> <li>• Procedure on organization and implementation activities of Accreditation Committee</li> <li>• Internal disciplinary rules of Accrediation Committee</li> <li>• Forms: agenda, minutes, decisions</li> </ul>							

Approved by ANQA Director

Ruben Topchyan