

Protocol - INTERNAL QUALITY ASSURANCE	
Quality area	<i>Internal Quality assurance</i>
Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures by the ECA	<i>ESG 2.2, 2.3, 2.4, 3.1, 3.3, 3.4, 3.5, 3.6, 3.7</i>
Approved on	25.12.2012
Approved by	<i>ANQA management</i>
Valid until	December 2015
Version	02
Responsible for the Quality area	Ani Mkrtchyan
Document number in the Quality Handbook	
Goals	
<u>Strategic goals</u>	
<ol style="list-style-type: none"> 1. To establish and periodically improve ANQA IQA system that provides appropriate policy and procedures regarding the ANQA internal quality assurance process, and to have these processes be visible and accountable to the Armenian society and those on the international level. 2. To make the results of the evaluation of ANQA's internal and external activities visible and transparent, and have a process of evaluation to determine whether these results meet the organization's goals and contribute to the overall quality of the organization. 3. To develop improvement measures and proposals based on the results of the evaluation. 4. To prepare ANQA processes and results for the external evaluation. 	
<u>Targets</u>	
<ol style="list-style-type: none"> 1. To develop an internal quality assurance system that will describe the approach and implementation of the internal quality assurance policy and procedures. 2. To develop the ANQA internal quality assurance policy and procedures based on the ESG standards, ANQA mission and quality assurance principals. 3. To publish the ANQA internal quality assurance policy and procedures on the ANQA web-site in Armenian and English. 4. To develop quality assurance protocols determining the quality assurance framework, the cycles, applied processes/guidelines, and tools, as well as the targets for the next 3 year. 5. To conduct an initial self-assessment based on the quality assurance cyclic approach for all ANQA quality areas: <ul style="list-style-type: none"> • Design a flow-chart • Data collection • Assessment and Data analysis • Review • Quality improvement plans' and proposals' development 6. To ensure the development of quality improvement plans and proposals for each quality area. 7. To review the strategic plan and make amendments 8. To implement 2nd system-wide analysis 9. To design a draft Quality Handbook. 	
<u>Indicators for evaluating the targets</u>	
<ol style="list-style-type: none"> 1. Organigram of the internal quality assurance system (2013 target 1) 	

2. Quality assurance policy and procedures developed and approved by the Director assuring that they are based on the ESG standards, ANQA mission and quality assurance principals. (target 2)
3. A feedback on Quality assurance policy and procedures from the external experts (target 2)
4. Quality assurance policy and procedures for all ANQA quality areas published on the ANQA web-site (target 3)
5. Approved protocols created for all ANQA quality areas (target 4)
6. External experts' feedback on protocols created for all ANQA quality areas. (target 4)
7. Approved the quality assurance framework and cycles for all ANQA quality areas (target 4)
8. Approved guidelines and tools for all ANQA quality areas (target 4)
9. Completion of the initial ANQA self-assessment (target 5)
10. ENQA evaluation on initial self-assessment (within the framework of proof review) (target 5)
11. Developed quality improvement plans and proposals (target 6)
12. Revised strategic plan and amendments (target 7)
13. Published 2nd system-wide analysis (target 8)
14. Completion of draft Quality Handbook (target 9)

Description of main activities

The following four Quality Assurance areas exist, with 11 subareas:

I. Mission, strategy, management

II. Management of procedures

- 1) Institutional and Programme accreditation
- 2) International relations
- 3) Communication/PR
- 4) Legal affairs
- 5) Internal quality assurance
- 6) Secretariat
- 7) Accreditation Committee

III. Staff management

- 8) Human resources management policy

IV. Resource management

- 9) Resources
- 10) Finance
- 11) ICT

1. Creating an Internal Quality Assurance Working Group.

The roles in the working group and their responsibilities for each quality areas are as follows:

Ruben Topchyan	Leadership, Mission, Strategy,
Anushavan Makaryan	Institutional and Program Accreditation
Varduhi Gyulazyan	Institutional and Program Accreditation/ Higher Education
Lilit Pipoyan	Institutional and Program Accreditation/ VET
Ani Mkrtchyan	Internal Quality Assurance
Ella Karagulyan	International Relations
Lusine Hovsepyan	IT and Resources

Ofelya Petrosyan	Legal Affairs
Haykuhi Barseghyan	Communication/PR
Lilit Shagoyan	Finance
Anahit Utmazyan	Human Resources Management
Anahit Utmazyan	Accreditation Committee
Anahit Utmazyan	Secretariat

2. The Internal Quality Assurance Working Group meets once in a month. The coordinators from the individual areas prepare for the meetings by providing reports concerning their individual quality areas. At the meetings, subjects concerning both individual quality areas and ANQA internal quality assurance as a whole will be discussed.
3. Reviewing that all internal quality assurance processes ensure that ANQA templates, procedures and processes adhere to ESG standards, ANQA mission, ANQA quality assurance principals, policy and frameworks through periodical improvements
4. A one year action plan is drawn up that lists all activities within the framework of internal quality assurance for each quality area and process.

Evaluation

The evaluation of the content and organization of the internal quality assurance proceeds as follows:

1. The evaluation of ANQA internal quality assurance is part of the external review that ANQA will undergo in 2013. The external review will be carried out by NVAO according to the assignment of the Executive Board and the expert panel approved by the board. The external review will determine whether or not ANQA activities meets the Standards and Guidelines of ENQA, the Code of Good Practice of ECA.
2. During the Internal Quality Assurance Working Group meetings the quality assurance issues on each quality area will be discussed. The coordinators from the individual areas prepare the agenda.

KPI

- The schedule of the meetings
- The Agenda/ Responsible person
- Minutes of the protocols

3. Twice a year the ANQA staff meets to discuss the internal quality assurance system

KPI

- The schedule of the meetings
- The Agenda/ Responsible person
- Minutes of the protocols

4. At least once a year, the working group will submit a number of agreed evaluation questions about the internal quality assurance system to ANQA staff. These questions will be discussed at a meeting of those involved in each quality area.

KPI

- The schedule of the meetings
- Questionnaires
- Responsible for the implementation
- Analysis of the results

<ul style="list-style-type: none"> • Based on the results improvement plans <p>5. At least once a year, at regular meetings the working group will discuss the effectiveness of its own performance in light of the objectives and intended activities. To this end, it uses the results of the evaluation as described under points 2, 3 and 4 above.</p> <p>KPI</p> <ul style="list-style-type: none"> • The schedule of the meetings • The Agenda/ Responsible person • Minutes of the protocols <p>6. Each quality area coordinator will draw up a brief report of the complete evaluation results for the annual quality report.</p>

<p><u>Accountability</u></p> <p>1. The chain of responsibilities for internal quality assurance has been established as follows : Ruben Topchyan – Ani Mkrтчhyan – responsible for QA of each area.</p> <p>2. In each protocol the chain of responsibilities for internal quality assurance quality areas are defined.</p> <p>3. The coordinators specified in the chain are primarily responsible for carrying out the internal quality assurance.</p>
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<p><u>Reporting</u></p> <p>Periodically, according to the cycle intended in the certain quality area protocol, the quality assurance coordinators provide the feedback to all the staff regarding the progress made in respect to the set-up and implementation of the internal quality assurance. This takes place in regular staff meetings or in meetings organized specifically with this aim.</p> <p>For the ANQA annual report, the coordinators responsible for the implementation of the internal quality assurance write an evaluation and improvement report (maximum 1 A4 page), once a year, after the completion of the cycle.</p> <p>The evaluation and improvement reports form the basis of annual quality report, the concept of which must be developed.</p> <p>The report will contain a proposal for any new targets that are warranted by the experience gained.</p>
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<p><u>Improvements</u></p>

Based on the results of internal and external evaluation objectives, the improvement actions (possible adjustments of the targets) will be proposed by the quality assurance working group. These will be included in the annual quality report. This report provides an overview of the proposed improvement actions for each quality area.

The quality assurance working group will initially prioritize the improvement actions.

The annual quality report and prioritization will be discussed at the meeting of the quality assurance working group and with the ANQA management.

ANQA management will provide feedback on the improvement actions to be carried out that will later be included in the annual action plan.

Documents

- The set-up of the Internal quality assurance Framework /policy and procedures/
- Quality assurance protocols for each quality area
- Organigram of IQA
- Minutes of the meetings
- Quality assurance tools for each quality area
- IQA activity plan