

“M. NALBANDYAN STATE UNIVERSITY OF SHIRAK” FOUNDATION

*MANUAL ON THE INTERNAL SYSTEM FOR
QUALITY ASSURANCE*

Gyumri 2024

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1. The policy and mechanisms of quality assurance in the University

1.1 «M.Nalbandyan State University of Shirak» Foundation, Quality Assurance Policy

1.2 «M.Nalbandyan State University of Shirak» Foundation, Concept of Quality Assurance and Management

1.3 Normative documents and references

- RA, Manual 2022 for Holding Expertise of Vocational Education
- Republic of Armenia, Ministry of Education, Science, Culture and Sports
- RA Ministry of Education, Science, Culture and Sports Committee on Higher Education and Science
- "National Centre for Quality Assurance of Vocational Education" Foundation

Laws

- RA «Law on Higher and Postgraduate Education»
- RA «Law on Language»
- RA «Law on Education»

Documents

- The Resolution of RA Government on the confirmation of the standards for professional education in the Republic of Armenia
- Resolution on the confirmation of the determinants for accreditation of the professional education in the Republic of Armenia.
- Resolution on the confirmation of the RA higher professional education state determinants for the Bachelor's Degree Programme
- Resolution on confirmation of the procedure for state accreditation of educational institutions implementing professional educational programmes and their specialisation in the Republic of Armenia and revoking Resolution of the Government of the Republic of Armenia No. 372 dated July 7, 2000
- [Charter of the Quality Assurance Department](#)

2. Rules, regulations and procedures aimed at quality assurance in the University

- 2.1. Regulations on organisation of the assessment of teaching quality and efficiency in the educational process implemented at the SUSh
- 2.2. «M.Nalbandyan State University of Shirak» Foundation, Procedure for conducting surveys and summarizing the results
- 2.3. «M.Nalbandyan State University of Shirak» Foundation, Regulations on retraining and qualification improvement of the Faculty and Education Assisting Staff

- 2.4. «M.Nalbandyan State University of Shirak» Foundation, Order of identification, and support of students' needs
- 2.5. «M.Nalbandyan State University of Shirak» Foundation, Order of regular assessment and ranking of the Faculty
- 2.6. «M.Nalbandyan State University of Shirak» Foundation, Student Ranking and Promotion Regulation

3. Research toolkit aimed at quality assurance at the University

N	Enquiry Type
1.	Questionnaire for assessment of professional, pedagogical and organisational competences of the Faculty by SUSH students
2.	Lecture-listening protocol-format
3.	Assessment-questionnaire for assessing the teacher's professional, pedagogical and organisational competence development needs
4.	Questionnaire for assessment of the education received by SUSH students, professional and organisational ratings of the University
5.	Questionnaire for assessment of the education received by SUSH students, professional and organisational ratings of the University
6.	Questionnaire for assessment of the University's organizational ratings by students and graduates
7.	Questionnaire for the assessment of the effectiveness and quality of SUSH students' pedagogical internship
8.	Online Questionnaire for assessment of the university management system and administrative structures by SUSH Faculty
9.	Questionnaire for the effectiveness and knowledge quality assessment of SUSH students
10.	Questionnaire for assessment of professional and organisational ratings of post-graduate education received by SUSH students of the Researcher's Educational Programme
11.	Questionnaire for the assessment of SUSH students' expectations from the University's professional and organisational processes
12.	Questionnaire for assessing the certification committee-member employers' satisfaction with the quality of professional preparedness of SUSH Bachelor's Degree graduates
13.	Questionnaire for assessment of the effectiveness and quality of academic consultation by SUSH students

The effectiveness of the Quality Assurance Department's activities in both quantitative and qualitative analyses procedures of research implementation, toolkit elaboration is ensured via the PDCA cycles.

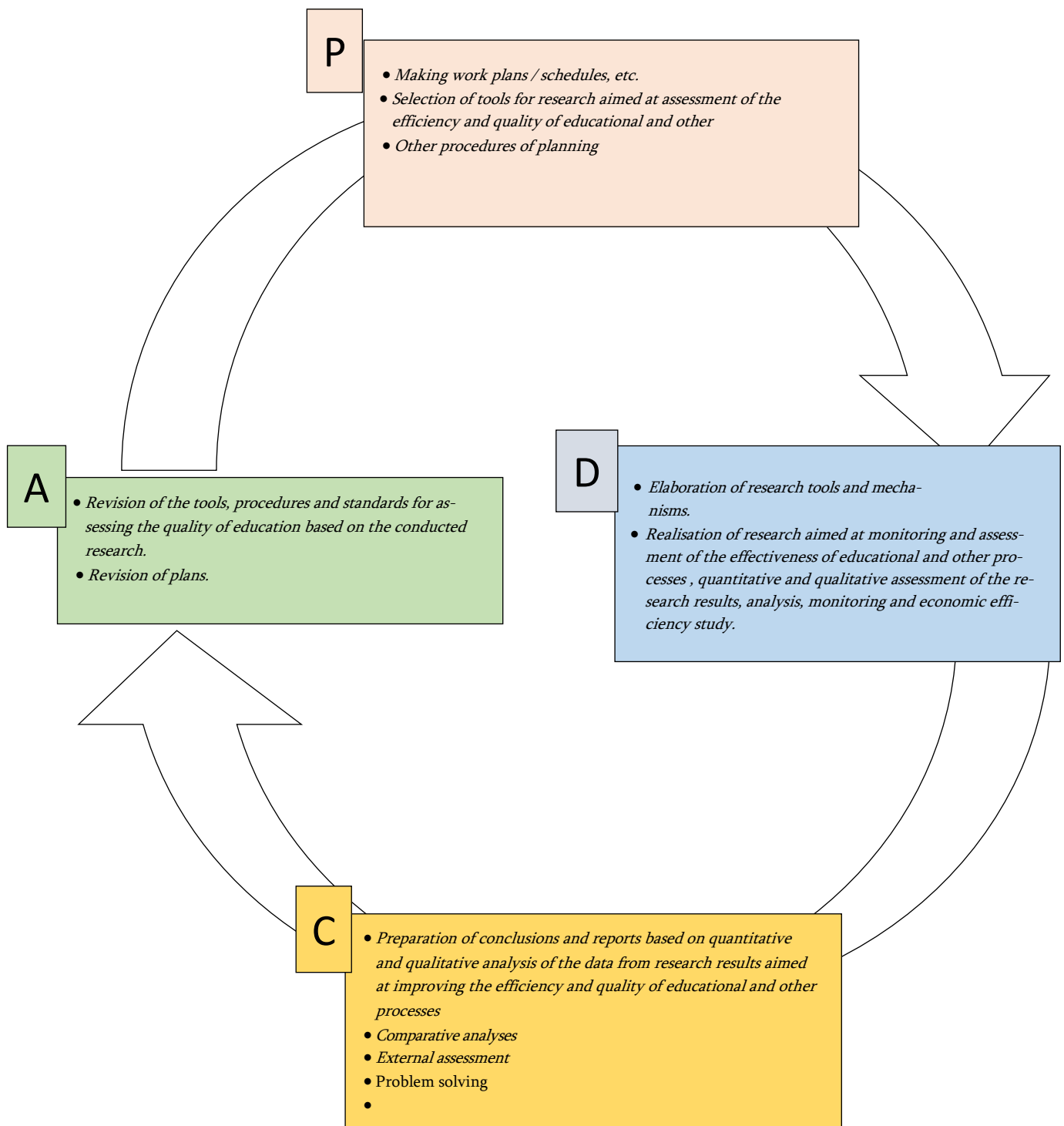
<p>P</p> <p>Planning all procedures Supporting the University's institutional accreditation self-assessment procedure within the system of preparing the relevant report and planning coordinating follow-up actions.</p> <ul style="list-style-type: none"> • Selection of research tools aimed at assessing the effectiveness and quality of educational and other processes 	<p>D</p> <ul style="list-style-type: none"> • Elaboration of regulatory, procedural, determinant documents for quality management and assurance of the University with relevant units. • Supporting the definition of internal quality standards and determinants in accordance with RA MESCS and other international requirements adopted in RA. • Support to the implementation of quality assurance processes in all subdivisions of the University. • Quality control of the elaboration and implementation of educational programmes, curricula and ensuring their compliance with the established standards and requirements and orders of RA MESCS. • Coordination of self-assessment of the quality of the University's educational programmes and supporting their external assessment and accreditation processes. • Supporting the University's institutional accreditation self-assessment process, preparing the relevant report and coordinating follow-up actions.
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- Quality control of the elaboration and implementation of educational programmes and curricula and ensuring their correspondence to the established standards and requirements and orders of RA MESCS.
- Organization of professional and general trainings for the Faculty and promotion of participation in them.
- Supporting the work of the student scientific society and contributing to the increase in their efficiency.
- Organisation and holding of consultations and seminars on the management, assurance and assessment of the education quality.
- Discussion of resolutions related to the education quality system and quality organisation issues with relevant structural subdivisions and the Scientific Council.
- Support to the implementation of quality assurance processes in all subdivisions of the University.
- Ensuring the transparency of quality management and assurance processes and procedures and the interactive participation of external and internal stakeholders of the University in them.
- Development of standards for assessment of educational quality, procedures and standards based on research.

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- Supporting the organisation of the periodic review of educational programmes and the elaboration of new educational programmes in accordance with quality management and assurance procedures, checking the documentation packages of new and revised educational programmes.
- Elaboration of the methodology for monitoring the quality of education.
- Conducting sociological surveys in terms of satisfaction with the education received by graduates and the quality of preparedness with relevant structural units, as well as presenting the results of the surveys to the Rector of the University.
- Conducting research and raising issues aimed at increasing the efficiency and quality of educational and other processes in the University.



**Some processes can be represented in a grouped form*