



National Center For Professional
Education Quality Assurance
Foundation

ACCREDITATION COMMITTEE

ANQA-2023/88

DECREE N 88

June 8, 2023

**ON ACCREDITATION OF INSTITUTIONAL CAPACITIES OF
PUBLIC ADMINISTRATION ACADEMY OF RA**

General Information about the Institution

Full name of the Institution: Public Administration Academy of RA SNCO
Official Address: 8 Kievyan St., Yerevan, RA

Previous Accreditation **Conditional accreditation, for a period of 2 years**
decision and date:

Guided by the Statute on the State Accreditation of RA Education Institutions and their Academic Programs approved by the RA Government Decree N 978-N as of 30 June 2011, the RA Government Decree N 959-N as of 30 June 2011 on the Approval of Accreditation Criteria for Tertiary Education of RA, the Procedure on the Formation and Operation of the Accreditation Committee of the National Center for Professional Education Quality Assurance foundation (hereinafter referred to as ANQA)” as well as by the Regulation on the Formation of ANQA Expert Panel, ANQA’s Accreditation Committee (hereinafter referred to as the Committee) discussed the issue on accreditation of institutional capacities of the Ararat Regional State College (hereinafter referred to as “PAARA”, “TLI”) in the session of the Accreditation Committee held on June 8, 2023.

The main phases of the accreditation process were carried out within the following periods:

Submission of application: April 28, 2022
Submission of the self-evaluation: November 16, 2022
Site visit by the expert panel: January 9-12, 2023
Submission of expert panel report: April 11, 2023

The external review of the PARRA's institutional capacities was carried out by an independent expert panel formed in compliance with the requirements set by the Regulation on the Formation of the Expert Panel. The evaluation was carried out according to the 10 criteria of institutional accreditation approved by the RA Government Decree N 959 as of 30 June 2011.

Among 10 criteria of the institutional accreditation, 2 of them — **“Research and Development”**, **“Internal Quality Assurance”** were evaluated as unsatisfactory.

Having examined the TLI's self-evaluation of institutional capacities, remarks and suggestions on the preliminary version of the expert panel report, the expert panel report, the follow-up plan; having heard the conclusions on the expert panel evaluation, which were made by the three members selected by the Chair of the Accreditation Committee and were formed as a result of the meetings with the expert panel members and the TLI's representatives; as well the comments and suggestions made by the Accreditation Committee members, the Committee stated the following:

1. The PAARA generally ensures the credible award of qualifications.

After the previous accreditation, the academic programmes (APs) have been revised in accordance with the newly developed policies, regulations and procedures. The APs have become more aligned with the mission. The academic outcomes have been adjusted to meet the requirements of the NQF and SQF.

Attaching importance to the constant changes in the labour market and evolving requirements of the market, some APs were closed based on certain analyses. In response to these circumstances, popular AP "Practical Psychology" has been launched for the academic year 2022-2023.

Various methods of teaching, learning and assessment are used. Monitoring of APs and discussions of their outcomes are regularly carried out.

The PAARA has teaching and supporting staff with the necessary professional qualities for the APs' implementation. The TLI also invites professional specialists with practical work experience in the public sector, which ensures the achievement of professional outcomes. There are policies for the selection of teaching and supporting staff, evaluation of teaching staff, as well as professional advancement. Relevant procedures are in place. There are mechanisms to ensure the stability of the

teaching staff and teachers' enhancement-led measures in accordance with the needs arising from the TLI's mission.

The PAARA's resource base generally ensures the implementation of the defined mission, goals and APs. Services for the safety, health and security of the educational environment are sufficient. The TLI monitors internal stakeholders' satisfaction with the resources and regularly improves them.

The PAARA's budget is generally made up of students' tuition fees, which can cause problems in terms of sustainability.

2. Governance and quality assurance systems generally support the enhancement of the credible award of qualifications.

After the previous accreditation, the PAARA has made improvements in the governance system. Currently the TLI has an optimized governance system, efficiently functioning administrative units, as well as sufficient human, material and financial resources necessary for the implementation of strategic goals.

The TLI has developed KPIs. Data obtained through feedback with stakeholders are used in further strategic planning processes.

The role of the internal quality assurance system in the improvement of the PAARA's activities is noticeable. The TLI provides human and material resources for subsequent internal quality assurance processes.

The YSITC's mission reflects the main areas of its activity and is understandable by the stakeholders. The TLI carries out its activities in accordance with the approved strategic plan (SP). Meanwhile, the subdivisions' annual plans, the defined KPIs and reports sometimes do not reflect the SP's action plan and do not contribute to the analysis of its results.

There is still no unified understanding of the PARRA's internal system of quality assurance. The data collection mechanisms are not diversified, the quality culture is still in the development stage. There are no mechanisms for the identification and dissemination of good practices. As a result of the evaluated processes, the enhancements are not always clearly stated and recorded.

3. Internationalization and research/creative activities have development trends and support the credible award of qualifications.

The PAARA has student admission and recruitment mechanisms that ensure a high level of awareness among students. There is a close cooperation with state and private institutions, which creates an opportunity for more frequent and longer student internships. The TLI's Student Council and the Student Scientific Society contributes to the identification of students' needs. The students are also given the opportunity to participate in additional professional courses and receive appropriate recommendations. There are services that support students' careers.

Despite the teaching staff's potential, the PAARA does not take coordinated steps in the direction of research and development. Generally, the teaching staff conducts research based on their own initiatives and interests, relying on their personal funding as the TLI lacks incentive for teachers, as well as internal grants. Mechanisms for the connection of research and education, research internationalization are incomplete. The enhancement of the TLI's activities in this direction is very urgent.

After the previous accreditation, the works aimed at internationalization and development of external relations have been improved and regulated. The PAARA has carried out targeted activities in the creation of an environment conducive to internationalization. There are policies and procedures to encourage the establishment of external relations. There is also a professional administrative staff that carries out tasks related to internationalization.

4. The shortcomings mentioned in the expert panel report do not have crucial impact in terms of the credible award of qualifications. Grounds are laid for enhancement.

5. The follow-up plan is realistic and in case of implementation, will lead to qualitative positive changes.

Taking into consideration the above-mentioned, as a result of an open voting, the Accreditation Committee:

DECIDED

1. To award institutional accreditation to the Public Administration Academy SNCO for 4 /four/ years.
2. After the publication of the decision on accreditation award, to submit a revised follow-up plan based on the expert panel report and respective time schedule to ANQA within two months, taking into account the need to give urgent solution to the problems existing in the field of “**Research and Development**”, “**Internal Quality Assurance**”.
3. To pay special attention to:
 - a) the specification of the implemented processes’ KPIs, involving quantitative and qualitative values and performing an analysis on an annual basis;
 - b) the need to make the educational block of optional courses mandatory in the curricula of all APs;
 - c) the use of a comprehensive toolset for the teachers’ evaluation;
 - d) the connection of research and educational processes;
 - e) the improvement of reports, making them more analytical;
 - f) the development of ways to carry out joint scientific research works with international organizations;
 - g) the formation and continuous development of quality culture, implementation of the PDCA cycle in all the processes.
4. In accordance with the requirements set by point 12 of the the Statute on the State Accreditation of RA Education Institutions and their Academic Programs, every 2 /two/ years to submit a written report to the ANQA on the results of carried out activities by ensuring the evaluation of enhancement of the TLI’s activity, innovations and achievements.
5. To assign the ANQA to carry out mandatory monitoring of effectiveness of the activities of the TLI in accordance with the KPIs.

Chair of the Accreditation Committee:

A. Saghyan

June 14, 2023

Yerevan