



NATIONAL CENTER FOR
PROFESSIONAL EDUCATION
QUALITY ASSURANCE FOUNDATION

ACCREDITATION COMMITTEE

ANQA-2025/147

DECISION No. 147

December 10, 2025

ON ACCREDITATION OF INSTITUTIONAL CAPACITIES OF YEREVAN STATE ARMENIAN-GREEK COLLEGE OF TOURISM, SERVICE AND FOOD INDUSTRY

General Information about the Institution

Full name of the Institution: Yerevan State Armenian-Greek College of Tourism,
Service and Food Industry (SNCO)
Official Address: 40 Arshakunyats Ave., Yerevan, RA
Previous Accreditation **Conditional institutional accreditation for a period of**
decision and date: **two years, Decision No. 83 of April 14, 2023**

Guided by the Statute on State Accreditation of Tertiary Level Institutions and their Academic Programmes approved by the RA Government Decree N 978-N as of June 30, 2011, the RA Government Decree N 959-N as of June 30, 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’s Expert Panel, ANQA’s Accreditation Committee (hereinafter referred to as the Committee) discussed the issue on accreditation of institutional capacities of the Yerevan State Armenian-Greek College of Tourism, Service and Food Industry (hereinafter referred to as “TLI”) in the session of the Accreditation Committee held on December 10, 2025.

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

Submission of application: October 31, 2024

Submission of the revised self-evaluation: March 18, 2025

Site visit by the expert panel: April 16-18, 2025

Submission of the expert panel report: July 10, 2025

Submission of the preliminary follow-up plan: October 6, 2025

The external review of the TLI's institutional capacities was carried out by the following expert panel:

- **Gagik Ktryan**, Candidate of Physical and Mathematical Sciences, head at the Department of Quality Assurance of the Armenian State Institute of Physical Culture and Sport, chair of the expert panel.
- **Kanakara Hayrapetyan**, teacher at the Chair of Social Sciences, Faculty of Humanities, Gavar State University.
- **Narine Hovhannisyan**, teacher at the Chair of Plant Product Processing Technologies, Armenian National Agrarian University.
- **Harutyun Chilingaryan**, student at the Kotayk Regional State College.

The evaluation was conducted according to the 10 criteria of institutional accreditation approved by the RA Government Decree N 959 as of June 30, 2011. Evaluation according to accreditation criteria:

Evaluation	Conclusion
1. Mission and Purpose	Satisfactory
2. Governance and Administration	Satisfactory
3. Academic Programmes	Satisfactory
4. Students	Satisfactory
5. Faculty and Staff	Satisfactory
6. Research and Development	Unsatisfactory
7. Infrastructure and Resources	Satisfactory
8. Societal Responsibility	Satisfactory
9. External Relations and Internationalization	Satisfactory
10. Internal Quality Assurance System	Unsatisfactory

Having examined the institution's self-evaluation of institutional capacities, the expert panel report, the preliminary follow-up plan; having heard the conclusions on the expert panel evaluation, which were made by the two 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 institution's representatives; as well the comments and suggestions made by the Accreditation Committee members, the Committee stated the following:

1. The institution delivers NQF Level 5 academic programmes (APs) that are aligned with its mission. Since the previous accreditation, the APs have been regularly reviewed and updated, taking into consideration employer feedback. A process for monitoring the APs has been established, benchmarking against APs offered by other institutions is conducted. Internship opportunities are expanded. Teaching is based on intended learning outcomes and a multi-component assessment system is in place. Teachers have academic freedom in the selection of teaching methods. Meanwhile, the systematic guarantees for the **credible award of qualifications** require further strengthening. A unified template for internship diaries has not been established for all professions. Student work does not demonstrate a research-oriented component. A clear programme should be developed to support the professional development of teaching staff and strengthen their foreign language proficiency, with the aim of enhancing the AP competitiveness. Since the previous accreditation, the institution has undertaken measures to modernise its infrastructure through the establishment and upgrading of classrooms and laboratories and development of library services, the digitalisation of which has already launched. The resources of partner organisations are also used for the internships.

2. The institution has a strategic plan and an implementation schedule. The governance bodies have been established and perform their respective functions. Some progress has been made in the development of resources, accountability mechanisms and external relations. Meanwhile, **results-oriented governance** mechanisms are not yet fully operational. Clear KPIs have not been defined. Data collection and analysis are not systematic, and the link between strategic objectives and the actions undertaken is not sufficiently evident. The QA system has an established documentary basis. However, it does not yet function as a data-driven tool that systematically informs governance decision-making. A number of issues identified during the previous accreditation remain unsolved.

Under these circumstances, the governance system is still at a developmental stage and requires further systematic strengthening to operate on a results-oriented and quality-focused basis.

3. At the next stage of development, the institution should:

- ensure active participation of students and teachers in research activities, moving from an initial stage towards systematic development, with well-defined objectives and measurable outcomes;
- develop and implement human resource development measures aimed at the strengthening of governance capacities;
- institutionalise the QA function through the establishment of a sustainable QA structure and submit a report on the outcomes of its activities within one year;
- clearly allocate budgetary expenditures to the strategic plan's priorities and ensure their approval by the Governing Council;
- implement teachers' professional development programme, including foreign language training and continuous professional development activities.

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

DECIDED

- 1. To award institutional accreditation to the Yerevan State Armenian-Greek College of Tourism, Service and Food Industry 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. The plan should be approved by the institution's Governing Council and consider the need to give urgent solution to the issues identified in Points **1, 2** and **3**, ensuring relevant mechanisms for the prevention and management of potential risks.
3. Particular emphasis should be placed on the credible award of qualifications across the APs, organising a self-audit of all APs prior to the next accreditation.

4. In accordance with the requirements set by point 12 of the Statute on State Accreditation of Tertiary Level Institutions and their Academic Programmes, 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. The evaluation results should be discussed at the institution's Governing Council.
5. To assign the ANQA to carry out mandatory monitoring of the effectiveness of the TLI's activities in accordance with the KPIs.

Chair of the Accreditation Committee:

V. Gabrielyan

December 10, 2025

Yerevan