

Protocol - INTERNAL QUALITY ASSURANCE	
Quality area	Internal Quality assurance
Contributes to the realization of the ENQA requirements and review of the ANQA processes and procedures	ESG 2.2, 2.3, 2.4, 3.1, 3.3, 3.4, 3.5, 3.6, 3.7
Approved on	01.03.2016
Valid untill	30.12.2020
Approved by	ANQA management
Version	03
Responsible for the Quality area	Ani Mkrtchyan
<p><u>Strategic goals</u></p> <ol style="list-style-type: none"> 1. To ensure that high professional standards and integrity in the agency's work are indispensable. 2. To ensure the accountability of the organizational processes and results to agency's stakeholders. 3. 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 to an adequate degree and contribute to the overall quality of the organization. <p><u>Targets</u></p> <ol style="list-style-type: none"> 1. To ensure that all quality areas commence the implementation of a quality assurance cycle as set out in the protocols. 2. To foster the continuous improvement of the working environment through periodic multidimensional evaluations and analysis of agency's internal and external activities. 3. To regularly discuss the results of the evaluations/analysis/researches with the relevant stakeholders and/or publish on ANQA web-site. 4. To submit annual reports on the effectiveness of ANQA internal and external activities to the ANQA director and Board, as well as provide evidences that activities are carried out in an adequate degree and meet ANQA organizational goals. 5. To develop improvement measures/plans and proposals based on the results of the evaluation. 6. To prepare ANQA processes and results for the cyclical external evaluation. <p><u>Indicators for evaluating the targets</u></p> <ol style="list-style-type: none"> 1. Annual reports on the effective implementation of the targets defined in each quality area protocol. 2. Analysis of the evaluation on different internal and external activities of the agency. 3. Minutes of the discussions and meetings with the stakeholders on the results/analysis/researches conducted 4. Annual reports on the effectiveness of ANQA activities submitted to Director and Board. 4. Developed quality improvement plans and proposals 5. Completion of the ANQA self-assessment 6. The external review report and decision on ENQA full membership and registration in EQAR. 	

Description of main activities

The responsible people 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
Lusine Hovsepyan	IT
Arusyak Harutyunyan, Lusine Hovsepyan	Resources
Ofelya Petrosyan	Legal Affairs
Haykuhi Barseghyan	Communication/PR
Ofelya Petrosyan	Human Resources Management
Ani Mkrtchyan	International Relations
Anahit Utmazyan	Accreditation Committee
Anahit Utmazyan	Secretariat

1. The Internal Quality Assurance Working Group meets once in 3 months. 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 are discussed.
2. 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
3. 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 undergoes in 2016. The external review is carried out by ENQA. The external review will determine whether or not ANQA activities meets the Standards and Guidelines of ENQA.
2. During the Internal Quality Assurance Working Group meetings the quality assurance issues on each quality area are discussed. The coordinators from the individual areas prepare the agenda.

KPI

- The Agenda/ Responsible person
- Minutes of the meetings

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

KPI

- The Agenda/ Responsible person
- Minutes of the meetings

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 are discussed at a meeting of those involved in each quality area.

KPI

- Questionnaires
 - Responsible for the implementation
 - Analysis of the results
 - Improvement plans based on the results of the analysis
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.
 6. Each quality area coordinator draws up a brief report of the complete evaluation results for the annual quality report.

Accountability/ Responsibility

1. The chain of responsibilities for internal quality assurance has been established as follows: Director (Ruben Topchyan) – Responsible for IQA (Ani Mkrtchyan) – responsible for QA of each area.
2. In each protocol the chain of responsibilities for internal quality assurance quality areas are defined.
3. The coordinators specified in the chain are primarily responsible for carrying out the internal quality assurance.

Reporting

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.

For the ANQA annual report, the coordinators responsible for the implementation of the internal quality assurance write an evaluation and improvement report once a year, after the completion of the cycle.

The evaluation and improvement reports form the basis of annual quality report.

The report contains a proposal for any new targets that are warranted by the experience gained.

Improvements

Based on the results of internal and external evaluation objectives, the improvement actions (possible adjustments of the targets) are proposed by the quality assurance working group. These are 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 initially prioritizes the improvement actions.

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

ANQA management provides feedback on the improvement actions to be carried out that are later 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
- Minutes of the meetings
- Quality assurance tools for each quality area
- IQA activity plan
- Annual reports per quality area
- Agency's annual report

Approved by ANQA Director

Ruben Topchyan