QUALITY ASSURANCE PRINCIPLES OF ISEC NAS RA

The Center's QA policy is based on the following universally accepted principles:

1. System approach – all the activity areas of the Center (educational, research and administrative) are subject to assessment and accountability;

2. Centralized regulation – all the educational divisions during their activities use established uniform regulations intended for procedures and assessment standards for QA processes. The main coordination role of all these activities belong to the Scientific Council (SC), which implements planning of specific activities, controls QA procedures and outcome discussions, approves regulatory/standard documents and procedures. For the purpose of solving all these tasks the Center has formed a new unit – QA Department.

3. Decentralized implementations of processes – the corresponding Chairs are responsible for educational standards and programs and QA processes. The compliance of QA decentralized processes provides the Center's uniform standards with regulatory and procedural unified basis through QA Department.

4. Self-assessment – the Center's activities assessment is conducted according to their objectives and the level of their implementation. QA implies cyclical implementation of planning, assessment and improvement of all processes. The objectives must be planned and the actions are measurable. The established objectives must be specific, measurable, attainable, realistic and timely (SMART).

5. Improvement – Center's QA system is aimed at promoting continuous quality improvement of processes. Self-assessment, the survey of students, graduates and employers are considered important tools for continuous quality improvement of education.

6. Approach based on benchmarking and evidence – the Center evaluates its achievements in compliance with national and international benchmarks. The

Center's QA methods are evidence-based. The information and outcomes of the stakeholders (students, teachers, employers and public) received through feedback serve as a basis for analysis, conclusions and improvement process planning.

7. Increased participation of the staff – the Center encourages the increased participation of both the teaching and administrative staff in QA improvement processes and promotes individual initiatives in QA processes of the educational and administrative divisions.

8. Involvement of students and external evaluators – the complete participation of students, graduates, and employers in QA processes is the basic recommendation for the efficiency of the system, which is also a European standard requirement. The intended forms of their participation in different areas are as follows: a survey of students on teaching efficiency, graduate satisfaction survey with their education received in the Center, a survey of employers on satisfaction with graduates, self-assessment of Center's activities and study program processes.

9. Interconnectivity of internal and external QA processes –the internal quality assurance is the basis of the external assessment and is built according to the standards and procedures of the latter. The self-assessment of the Center's infrastructure and study program are the main interconnecting links of internal and external QA processes.

In order to introduce QA system of education and implement the above-stated objectives and principles the Center should:

- Develop, implement and continuously improve internal quality assurance processes, determine internal quality standards and criteria in compliance with European standards;
- Develop QA regulatory, procedural and standards documents for ISEC;
- Systematize, control and provide administrative support for the implementation of QA processes in all the divisions of ISEC;

- Carry out regular monitoring, exploration and analysis providing documented information on education, research to improve the services provided to students;

- Organize ISEC institutional accreditation self-assessment process, conduct action planning and control;

- The factual information and analysis should point out the drawbacks in different levels and the best experiences will serve a basis for them to be involved in the Center's annual improvement program;

- Implement clearly directed activities to form quality culture in the Center;

- Create a favourable environment for the administration, teaching staff and the students of the Center providing professional development, teaching and learning new skills and knowledge acquisition;

- establish accountability and transparent management system where the students, faculty teachers and administration can participate in QA processes according to their professional areas providing opinions and suggestions for the improvement of quality procedures and processes;

- Collaborate with ISEC Scientific Council, Student Council and QA responsible staff of ISEC Chairs located in Academy institutions and support their work;

- Direct the structural division activities and resources to the implementation of QA processes and system improvement.