THE CHARTER
OF THE QUALITY ASSURANCE DEPARTMENT OF THE INTERNATIONAL SCIENTIFIC - EDUCATIONAL CENTER OF THE NATIONAL ACADEMY OF SCIENCIES OF RA

1. General provisions
1.1. The quality assurance department (hereinafter Department) is an independent structural division of the International Scientific-Educational Center (ISEC) of NAS RA, the main objective of which is the performance of the internal quality assurance mechanisms and the continuous improvement of the quality culture at ISEC system;
1.2. The Department operates in compliance with RA legislation and according to NAS RA ISEC charter and this document;
1.3. For the purpose of solving the tasks defined by herein the Department cooperates with other ISEC structural divisions and academic organizations;
1.4. The Department's activities are funded from ISEC's resources as well as from other sources not prohibited by RA legislation and ISEC charter;

1.5. Amendments and supplements to this Charter as well as the reorganization and dissolution of the Department are implemented according to ISEC Scientific Council's decision;

2. The tasks and functions of the Department

2.1. The tasks of the Department are as follows:

2.1.1. Development and regular revision of ISEC Quality Assurance (QA) policy and strategy;

2.1.2. Maintaining of unified quality standards, harmonization of QA processes and implementation of ISEC activities in all the main areas;

2.1.3. Education quality satisfaction of students and graduates identifying suggestions and comments;

2.1.4. Ensuring ISEC's accountability for education quality in front of internal (students, teaching and administrative staff) and external (applicants, graduates, employers, state, society) stakeholders;

2.1.5. Establishment of regulatory and institutional basis and administrative support for ISEC and its study programs' external quality assessment and accreditation processes, as well as providing a connection between internal and external assessment processes;

2.1.6. Establishing and strengthening relations with national, regional and international QA agencies and QA departments of other higher education institutions;

2.2. The functions of the Department are as follows:

The Department

2.2.1. Develops, implements and continuously improves the internal quality assurance processes reporting their results, defines internal quality standards and criteria in compliance with universally accepted European standards;

2.2.2. Develops ISEC QA regulatory, procedural and standards documents;

2.2.3. Coordinates, controls and provides administrative support for the implementation of QA processes in all ISEC units;

2.2.4. Ensures transparency for QA processes and procedures and the participation of students, graduates, main employers and external experts;

2.2.5. Organizes the ISEC institutional accreditation self-assessment process, the preparation of a report and the subsequent action planning and control;

2.2.6. Together with the administration coordinates the activities of the Center's divisions during the accrediting body's expert visits;

2.2.7. Cooperates with the "National Center for Professional Quality Assurance Foundation";

2.2.8. Ensures the development of study programs and the implementation of the quality control checking their compliance with established standards;

2.2.9. Prepares QA procedures for the development and approval of study programs, ongoing monitoring and regular revision, coordinates and supports their implementation in all ISEC units;

2.2.10. Organizes regular revision processes of study programs in compliance with QA procedures, checks new and reviewed study programs documentation packages;

2.2.11. Coordinates the self-assessment of ISEC's study programs quality and supports their external assessment and accreditation processes;

2.2.12. Develops and implements teaching, learning and student assessment QA tools (surveys, etc.) and procedures;

2.2.13. Cooperates with the ISEC Scientific Council, the Student Council and QA responsible officials of ISEC Chairs located in NAS RA institutions supporting their activities.

3. The structure of the Department and management

3.1. The Head of the QA Department implements the overall coordination of the Department's activities in accordance with the order of ISEC's Director;

3.2. The Department is managed by the Head of the Department. The latter is appointed and dismissed by the ISEC Director;

3.3. The Department staff list is determined and changed by the ISEC Director according to the Department Head presentation;

3.4. The Department employees are required to maintain the internal work rules, the established work schedules and working instructions;

3.5. Head of the Department:

3.5.1. Plans, organizes, manages and controls the ongoing activities of the Department, participates in the administrative work in accordance with the ISEC Charter;

3.5.2. In ISEC Scientific Council presents corresponding reports, statements and presentations;

3.5.3. Ensures the implementation of the Department's main functions, solves its problems, provides the staff with appropriate instructions and recommendations and carries out cooperation with other units of the Department;

3.5.4. Signs documents prepared on behalf of the Department, within the competences of the Department makes reports prepares references, statements, recommendations and other documents;

3.5.5. In order to solve the Department's tasks calls meetings, if necessary submits a corresponding report and suggestions to the ISEC Director on the work done by different divisions of the ISEC concerning the Department's activities;

3.5.6. Submits recommendations concerning the encouragement, disciplinary sanctions, certification, training of the employees to ISEC Director according to the established order of the Department;

3.5.7. Represents the Department during the external contacts, organizes meetings with the representatives of different organizations and prepares documents relevant to the corresponding cooperation in agreement with the Director of ISEC;

3.5.8. Organizes and controls the paperwork work of the Department as well as conducts activities for the purpose of solving the Department's tasks;

3.5.9. Supports the Chair's accreditation processes;

3.5.10. Organizes the regular assessment processes on students' satisfaction level with the study programs, the teaching staff, the learning process organizational level as well as the employers' assessment on their satisfaction with graduates and the received education;

3.5.11. Regularly organizes workshops on the educational quality assurance, teacher trainings for the representatives of the faculty and the administrative staff;

3.5.12. Within its competences cooperates with government, local self-government and other bodies;

3.5.13. Performs other authorizations according to the law, the legal acts and the given Charter.

3.5.14. Is responsible for the implemented work quality and the proper and effective solution of the Department's tasks.

3.6. **The leading specialists of the Department:**

3.6.1. Compiles and develops the current survey questionnaire forms in agreement with the Head of the Department;

3.6.2. Implements the students' satisfaction surveys regarding the implemented study programs, the course lecturers and the learning process;

3.6.3. Carries out the annual update of the institutional capacity electronic database (questionnaire);

3.6.4. Conducts graduates' annual satisfaction surveys concerning their received education, as well as implements results collection, summarizes and analyzes

the results, presents a report on the assessment of the results;

3.6.5. Regularly participates in QA seminars, the educational training exercises and also in activities conducted between the ANQA and the Center;

3.6.6. Performs translations if necessary;

3.6.7. Participates in the analytical annual report compilation on the quality assurance;

3. 6. 8. Performs other tasks of his superiors that are based on the objectives and tasks of the Department's quality assurance;

3. 6. 9. Helps the Head of the Department in organizational matters (correspondence, copying materials, phone calls invitations etc.);

3.7. **Senior inspector (s):**

3.7.1. Carries out the annual electronic database (questionnaire) collecting on the institutional capacity:

3.7.2. Participates in annual surveys of students on their satisfaction level with the study programs, course lecturers, the organizational level of the learning process and in entering the data in the database:

3.7.3. Takes part in annual surveys of graduates on their satisfaction level with the received education, collects the results, summarizes and in the form of a report presents to the Head of the Department;

3.7.4. Participates in QA seminars and in the organization of educational trainings as well as that of the activities implemented between the ANQ and the Center:

3.7.5. Performs translations if necessary;

3.7.6. Takes part in the QA annual analytical report compiling process;

3.7.7. Performs other assignments of his superior that are based on QA objectives and tasks;

3.7.8. Helps the Head of the Department in organizational maters (correspondence, copying materials, texts typing, telephone calls, invitations and etc.).

3.8. **Computer Network Administrator:**

3.8.1. Installs and regularizes the servers, installs necessary software, performs backup, saving, archiving processes (at least once a month);

3.8.2. Installs and updates the operating systems, the antivirus and other necessary programs, as well as installs and regularizes new software and hardware;

3.8.3. Operates and serves the quality assurance module in the electronic system of the Center;

3.8.4. Supports the development of electronic questionnaires, coordinates online surveys;

3.8.5. Creates users accounts, provides passwords and implements routine services;

3.8.6. Supports the faculty and the administrative staff, provides advice on the preparation of electronic materials for their presentation;

3.8.7. Carries out a network design and expansion, installation activities, testing, routine servicing;

3.8.8. Is responsible for the information and network security, as well as provides internet connectivity;

3.8.9. Ensures smooth operation of computers, network and other technical means, fault removal, routine servicing of software and hardware;

3.8.10. Teaches skills for working with database and necessary computer programs;

3.8.11. Provides advice on the use and acquisition of software and hardware, as well as the use of network resources and the internet;

3.8.12. During various events and lectures provides computer and technical equipment and implements routine servicing;

3.8.13. Organizes recording as well as photo and video recording, implements their preservation;

3.8.14. Printing, copying, scanning and processing of the necessary materials;

3.8.15. Implements the registration of computer hardware and other equipment and keeps the current record;

3.8.16. Supports in organizational matters (text typing, correspondences, invitations etc.).