REGULATION

ON

QUALITY ASSURANCE AND MANAGEMENT SYSTEM RESPONSIBILITIES,

COMPETENCIES AND INFORMATION PROCEDURE OF THE

INTERNATIONAL

SCIENTIFIC-EDUCATIONAL CENTER OF NAS RA

1.DIVISION OF RESPONSIBILITIES AND COMPETENCIES

The new structure of the Quality Assurance System of the International Scientific-Educational Center of the National Academy of Sciences of the Republic of Armenia (hereinafter ISEC QA system) was approved by ISEC NAS RA Scientific Council (SC) on March 27, 2017, meeting N 108. The latter clarifies ISEC NAS RA QA structure, QA mechanisms, the QA Department's main functions (hereinafter QADep), and other departments.

ISEC's staff rights, duties and responsibilities are set out in the regulations of departments (departments, divisions), official records, documented processes and other documents.

QADep has been functioning at ISEC NAS RA since 2013. The charter of the department is approved by ISEC NAS RA (SC). The functions of QADep, the rights and responsibilities of the department head and the employees are defined below.

ISEC's 2017 Improvement Plan defines its QA system clarification.

This regulation sets out the basic responsibilities of QA Officers (hereinafter QAO).

QAO of the Department may be appointed:

- Head of the Department or the Educational program;
- A representative of the academic staff with at least three years of work experience(in case of

exceptions, other staff dealing with QA issues might also be allowed),

QAO's main responsibilities within the QA system are:

- Implementation of the functions envisaged by ISEC NAS RA Quality Assurance Handbook;

- Participation in ISEC NAS RA QA Department's current work;

- Support in eliminating the shortcomings noted by ISEC NAS RA Accreditation Committee in the Improvement Plan;

- Analysis of the necessary processes of the QA education system, localization at the department, dissemination of information among the faculty;

- Participation in the organization and conduct of ISEC internal audits, QA system's performance analysis;

- Development of data on the need to improve the QA system functioning and presentation to ISEC QADEP.

ISEC NAS RA QA system representative has the following powers:

- To cooperate with external organizations within the framework of the QA system;

- To organize cooperation with the educational institution's directorate and process managers on the coordination of objectives and resources;

- To provide information to the QA department head on the functioning of the Department's QA system,

- To regulate the QA processes in the Departments, which include:

- ✓ data collecting and recording on the process and analysis;

- ✓ elimination of inconsistencies;
- ✓ Event planning, implementation, control and improvement.

Responsibilities and competencies of the process manager are:

- Coordination of process requirements with stakeholders on QA issues;
- Planning necessary activities/programs to ensure the QA process ;
- Implementation of the planned processes or implementation organization in accordance

with the established regulations;

- Revision of documents describing the internal process activities;
- Identification of factors influencing the quality internal characteristics of the process;
- Identification of quality internal characteristics' requirements of the process through preliminary analysis;
- Identification of quality internal characteristics' objectives of the process;
- Elimination of inconsistencies;
- Analysis of the process quality characteristics and organization of further periodic changes to eliminate inconsistencies (lack of compliance with the requirements of the process quality characteristics);
- Organizing and implementing activities to achieve the quality objectives of the process,
- Organizing changes in the process of documentation management;
- Collection of information from the staff of the educational institution necessary for the performance of duties related to the process management;
- Request management to provide the necessary resources for activities aimed at achieving the quality objectives;
- Development of proposals for the process elaboration, improvement and introductionto the educational institution's management for discussion.

The process manager is responsible for all the aspects: process planning, management, maintenance, improvement and evaluation.

2.INTERNAL INFORMATION

Information on the actual values of the process objectives and key indicators is available to the whole ISEC staff within their areas of competence. Access to relevant information is provided through e-mail, phone calls and ISEC website, and data availability.

One of the direct responsibilities of the department heads is to inform the staff on the strategic quality policy, goals and objectives of the organization's quality, as stated in the official instructions. The main ways for the staff to receive information about strategic objectives and plans, to discuss it and apply to their activities are the ISEC meetings of Scientific Council (SC), Department councils, information boards and ISEC website.

Events organization, the introduction of new documents are carried out by the Director's

orders and the (SC) decisions distributed in a specially approved form.

3.REPORTS OF THE QA DEPARTMENT HEAD AND THE QUALITY OFFICER

At the end of each academic year, ISEC (SC) submits an annual report of the QA Department of the Centre on the QA system activities, in which the achievements in the quality system and guidelines for achieving the set objectives are presented.

The data provided are based on the reports of the Department QAOs. That is, the information obtained from the data collection in the quality system is used for the report.

Implementation of activities set out by the ISEC Improvement Plan

ISEC (SC), based on the report of the Head of the Quality Assurance Department, periodically assesses the effectiveness of the quality system and the main processes (implementation of basic educational programs, educating purposes, etc.).
Based on this report, the (SC) makes decisions on changes in the functioning of the QA system to increase the effectiveness of educational services.
 QAO's report is made available to staff, students and other stakeholders on the ISEC official website, where a separate page is provided for the QA system.

4. QA PERFORMANCE ANALYSIS OF ISEC DIRECTORATE

The QA system effectiveness is analyzed in the whole system and in separate processes. The analysis is carried out at different levels: departments, subdivisions, ISEC as a whole. The respective department heads carry it out, and the results are available at meetings with ISEC departments, the (SC) subdivisions and the Dean.

(SC) meetings play an essential role in the ongoing analysis of the main QA system processes.

The annual analysis of the effectiveness of the main processes is carried out by the (SC) based on data provided by ISEC department heads. It is then that the priorities for the development of the processes for next year are finally determined.

The analysis provides an opportunity to improve the changing conditions and capabilities

both in individual processes and in the Quality Management system in general, including quality policies and objectives. The data presented during the discussion are generalized from the process and quality assessment monitoring.

Data presented in the analysis and discussion are:

- Results of the improvement plan;
- Internal process audit results;
- Feedback from stakeholders;
- Stakeholders satisfaction survey data;
- Trainings carried out on the initiative of the QA department;
- Changes in the external environment that may affect the QA system processes as a whole;
- Improvement suggestions.

The analysis details the process objectives, revises the quality policy and plans the necessary resources for its implementation.