

DAUG

LLC David Aghmashenebeli University Of Georgia



Provision of Quality Assurance Service

(consolidated version)

Article 1. General Provisions

1.1 The quality assurance service (hereinafter the "Service") of LLC David Aghmashenebeli University of Georgia (hereinafter the "University") is the management body of the University, which carries out systematic evaluation of the quality of educational and scientific-research work, as well as the improvement of staff qualification.

1.2 The service in its activities is guided by the legislation of Georgia, provisions and legal acts of the University, present provision, standards and guidelines developed by the LEPL - National Center for Educational Quality Enhancement.

1.3 The activities of quality assurance service are carried out based on the Law of Georgia "On Higher Education", the Law of Georgia "On Development of the Quality of Education", international treaties and agreements regulating the European space of Higher Education.

1.4 Present provision defines the goals and objectives of the quality assurance service, the main directions of activity, the structure and functions of the service.

1.5 The purpose of the quality assurance service is to ensure compliance with the standards adopted by the State, monitor the quality of the educational process and promote the development of the quality of education.

Article 2. Main directions, objectives and functions of the service

2.1 The main activities of the quality assurance service are:

- a) preparation of documentation for authorization and accreditation;
- b) evaluation of educational programmes and development of recommendations for their improvement;
- c) determining the existence of the syllabi of each training course and other components of the educational programme, analyzing the results and if necessary implementing appropriate measures to eliminate deficiencies;
- d) Revision of the time table. determining the compliance of the time table with the study plans of the relevant educational programmes;
- e) Monitoring of University library catalogs in order to determine compliance with educational programmes. Analysis of monitoring results and, in case of deficiencies, implementation of measures to eliminate them;
- f) development of anonymous survey questionnaires forms (educational programme, academic process, material-technical resource, academic and administrative staff assessment and etc.);
- g) organizing anonymous surveys of students, academic staff, employers, graduates, in order to determine the educational process, pedagogical skills of academic/invited staff, possession and delivery of scientific news to students, use of modern teaching methods and matching actual teaching processes with process described in syllabi of study course; based on the analysis of survey results, development of appropriate recommendations and implementation of measures to eliminate them;
- h) monitoring the performance of electronic evaluation base;

- i) monitoring of website operation and information update;
- j) analyzing the results of interim and final exams, developing and implementing appropriate recommendations and measures for their improvement;
- k) in order to ensure compliance with standards, development of unified rules and methodology for compilation of educational programmes, syllabi and statements.
- l) promoting development of new Georgian and foreign language educational programmes;
- m) development of provisions and syllabi of bachelors, masters and doctoral theses;
- n) evaluation of the activities of administrative and auxiliary structural units involved in the educational process and development of appropriate recommendations in the direction of improving their activities;
- o) participating in the development of criteria for the selection and assessment of topics of papers to be presented at scientific conferences/seminars;
- p) participating in the development of evaluation criteria for articles to be published in scientific journals and collections of papers;
- q) implementation of monitoring process of learning practice of the students.

2.2 Objectives of quality assurance service are:

- a) promoting the integration of the University in the European space of Higher Education and implementation of the principles of Bologna process;
- b) Organization of self-assessment process for authorization and accreditation.
- c) promoting the implementation of modern methods of learning, teaching and evaluation.
- d) promotion of professional development of academic/invited and administrative staff;
- e) Involvement of international partners in the process of programme accreditation and evaluation.

2.3 Function of quality assurance service is:

- a) development of quality assurance university policy, quality assurance mechanisms and procedures, teaching and research evaluation rules;
- b) cooperation with the relevant units of foreign countries and their Universities in order to establish transparent criteria of quality control and their assurance methodology, developing recommendations in the direction of perfecting the educational and scientific-research activities of the University;
- c) organizing and coordinating development of projects of legal acts of the University related to the educational process, scientific research, authorization and accreditation;
- d) monitoring of educational and scientific-research activities of the University, evaluation of educational and scientific-research activities;
- e) in order to implement the goals set in the mission of the University, promoting the establishment of business contacts with Georgian and foreign higher educational institutions, scientific circles, associations and organizations;
- f) developing criteria and indicators for technical monitoring and academic expertise of bachelors, medical doctor/dentist, masters, doctoral and lifelong learning educational programmes;

- g) organization of systematic technical monitoring of bachelors, medical doctor/dentist, masters, doctoral and lifelong learning educational programmes based on developed criteria and indicators;
- h) organization of periodic academic (including international) expertise of bachelors, medical doctor/dentist, masters, doctoral and lifelong learning educational programmes in cooperation with Georgian and foreign experts;
- i) submission of recommendations to the heads of the educational programmes for the purpose to improve bachelors, medical doctor/dentist, masters, doctoral and lifelong learning educational programmes;
- j) as a result of the recommendations of the relevant structural unit of the authorized institution carrying out technical monitoring of educational programmes and external evaluation of academic expertise, submitting recommendations to the University faculties and the academic council regarding the measures to be carried out in order to further improve the educational programmes;
- k) organizing the development of student survey questionnaires and participating in the development of questionnaires;
- l) organization of systematic survey of students and processing of survey results and implementation of recommendations based on analysis of survey results;
- m) developing recommendations based on the analysis of student evaluations in order to solve the problems in the educational process, presenting recommendations to the faculties of the University and the academic council;
- n) revision of written applications related to the recognition of credits and development of relevant recommendations for the administration of the faculties;
- o) participation in the development of the rule for filling in the state certificate confirming higher education - diploma attachment and in the process of drawing up and preparing the diploma attachment of University graduates;
- p) organization of scientific conferences, trainings, seminars, consulting and informational meetings for academic and administrative staff of the University on current issues related to the development, authorization and accreditation of educational programmes;
- q) organization of the process of determining compliance of educational programmes with accreditation standards;
- r) determining the compliance of the material and technical facilities of the University with the authorization standards and submitting recommendations to the Rector in order to bring the material and technical resources in compliance with the authorization standards;
- s) developing and participating in the assessment survey of administrative, academic and invited staff, graduates and employers;
- t) organization of the survey to be conducted and the processing of the survey results for the purpose to evaluate administrative, academic and invited staff, informing the relevant structures about the results, developing recommendations based on the analysis of the evaluation results for the University faculties and administrative units regarding the further improvement of their activities;

- u) development of recommendations to ensure effective implementation of academic process management;
- v) participating in the development of the rules for selection, recruitment and dismissal of academic staff and subsequently monitoring their educational and scientific-research activities;
- w) development of current, action and strategic development plans of the service;
- x) organization of preparation of necessary documentation for authorization and accreditation self-evaluation reports;
- y) Semester evaluation of the educational process and scientific-research activities, statistical analysis, development of recommendations and if necessary, implementation of appropriate measures;
- z) within the competence of the service, preparation of drafts of academic council resolutions and legal acts of the Rector, preparation, verification, initiation, development and issuance of correspondence related to the functions and objectives of the service, individual administrative-legal acts defining the activity of the service;
within the competence of the service, implementation of other authorities defined by the provision of the University, legal acts of the Rector, resolutions of academic council.

Article 3. The structure of the service

3.1 According to the staff schedule of the University, following positions are defined for the quality assurance service: Head of service, deputy head and chief specialists.

3.2 The head, deputy head and chief specialists of the quality assurance service of the University are appointed and dismissed by the Rector of the University.

3.3 The quality assurance service of the University is supervised by the head of the service.

Article 4. Head of the Quality Assurance Service

4.1 Head of the service:

- a) conducts the activities of the service in accordance with the provision of the University and the present provision;
- b) represents the service while implementing assigned rights - duties and is responsible for fulfillment of the functions - objectives imposed on the service;
- c) leads the performance of the Service employees and distributes duties among the employees of the Service, gives them instructions and assignments;
- d) determines the work to be performed by the employees, its scope and execution deadlines.
- e) supervises development of action and strategic plans of the service and the execution of the works determined by the plans;
- f) Invites and chairs scheduled and unplanned meetings of the quality assurance service;
- g) approves and signs the recommendations and documents implemented by the service;

- h) contributes to ensuring and maintaining a high academic level of learning and teaching quality, implementation of modern teaching and assessment methods and approaches;
- i) in collaboration with the relevant structures of the University and the deans of the faculties, ensures the preparation of the self-assessment report for authorization and accreditation;
- j) systematically monitors the progress of the educational process, organization and conduct of interim and final exams, and academic achievement;
- k) monitors the student mobility process;
- l) develops instructions related to the mobility process, including enrollment in the University with mobility procedure, determining the compatibility of programmes (recognition of credits), issuing notices and documents for students who desire to move to other HEI with mobility/transferred students and etc.
- m) participates in the selection process of the students participating in international exchange programmes;
- n) represents the service in relations with University faculties, other structural units and other management bodies;
- o) in agreement with the Rector of the University, within the scope of competence, represents the University in relations with third parties;
- p) implements other authorities defined by the provision of the University, present provision and the Georgian legislation.

Article 5. Deputy Head of the Service

5.1 The deputy head of the service, within the scope of competence:

- a) assists the head of the service in planning, coordinating and organizing the implementation of the assigned duties;
- b) Participates in the distribution of incoming materials of the service;
- c) Organizes activities planned under the auspices of the service;
- d) carries out consultations regarding service issues for structural units of the University;
- e) performs direct assignments of the Rector, the head of the service in connection with the activity of the service;
- f) Performs other rights - duties assigned by the rector and the head of service.

Article 6. Chief specialist of the Service

6.1 Chief specialist of the service participates:

- a) in the preparation of authorization and accreditation annual reports, as well as authorization and accreditation questionnaires;

b) in the modification of the evaluation criteria of educational programmes and in periodic evaluation of educational programmes;

c) in the process of monitoring, anonymous survey and questionnaire of students, academic and administrative staff.

6.2 Chief specialist of the service carries out the analysis of the results of monitoring, anonymous surveys and questionnaires of students, academic and administrative staff.

Article 7. Regulation of Quality Assurance Service

7.1 The head of the service (in case of absence - the deputy head) conducts working meetings as needed, but at least once a semester.

7.2 Protocol of the meeting is drawn up on the fact of conducting the working meetings.

7.3 Decisions made during the working meetings are drawn up in the form of a draft resolution.

7.4 Protocol of the meeting is signed by the head of the service (in case of absence, the deputy head).

7.5 Quality Assurance Service is accountable to the Rector and the Academic Council of the University.

7.6 Quality assurance service submits a report on the performed activities at the end of each academic year to the Rector of the University, which is discussed at the meeting of the academic council.

Article 8. Invited Consultant

8.1 Functions of invited consultant are determined by individual agreement based on needs of the service.

Article 9. Reorganization and Liquidation of the Service

Reorganization and liquidation of the department is executed by individual administrative-legal act of the Rector, based on the decision of the Academic Council.

Article 10. Final Provisions

10.1 Present provision is valid from the moment of its approval by the Academic Council;

10.2 Present provision becomes invalid upon the approval of the new provision by the Academic Council;

10.3 Amendments and additions to this provision are made by the decision of the Academic Council and are approved by the order of the Rector.