



NATIONAL EDUCATIONAL UNIVERSITY

## Quality Management Service Regulation



## **Preamble**

“NEU - National Educational University” (hereinafter referred to as the “University”) is a higher educational institution that, in accordance with the Law of Georgia “On Higher Education”, ensures the creation and development of a quality educational system, which is subject to systematic evaluation and involves the involvement of all stakeholders, including students, academic and visiting staff, graduates, employers, administrative and support staff. Involvement ensures the effectiveness and results-oriented nature of processes. For this purpose, a structural unit - the Quality Management Service - has been created at the University.

The University Quality Management Service is one of the governing entities that is guided in its activities by the Law of Georgia “On Higher Education”, the normative acts of the Ministry of Education and Science of Georgia, the National Center for Educational Quality Development, the University Statute, the Rules Governing the Educational Process and these Rules. The University Quality Management Service takes into account the recommendation documents developed by the relevant European associations and organizations under the auspices of the European Commission, the Council of Europe and UNESCO within the framework of the Bologna Process.

## **Chapter I. General Provisions**

### **Article 1. Quality Management Service**

**1.1.** The Quality Management Service has been established for the purpose of systematic quality assessment of the educational and scientific-research work of the University, as well as the qualification of the personnel, and operates in accordance with the University Statute and the Statute of the Quality Management Service;

**1.2.** The Head of the University Quality Management Service is appointed and dismissed by the Rector;

**1.3.** The University Quality Management Service contributes to ensuring a high level of quality of education by introducing modern methods of education and assessment (credit system, methodology, etc.), their constant updating and preparation for the authorization/accreditation process.

## **Chapter II. Scope of activities of the Quality Management Service,**

### **Goals and Responsibilities**

#### **Article 2. Scope of activities of the Quality Management Service**

**2.1.** The Service implements a unified policy in the field of educational and research quality, teaching and scientific research;

**2.2.** The Service ensures internal and external assessment procedures, defines university policies, mechanisms and procedures for quality management in order to improve the quality of education at the University;

**2.3.** The scope of activities of the Service includes coordination and systematic assessment of the University's educational process, teaching methods, academic staff qualification improvement and the unity of the educational process. Conducting trainings, seminars, and coordinating exchange programs in order to improve the qualification of the University's academic staff;

**2.4.** Coordination of the preparation of materials necessary for institutional authorization and program accreditation;

**2.5.** Development and assessment of mechanisms for educational programs, assessment and development of educational programs;

**2.6.** Development of mechanisms for the recognition of student learning outcomes (credits) and the promotion of student mobility.

#### **Article 3. Objectives of the Quality Management Service**

**3.1.** Ensuring conditions for continuous improvement of the quality of education;

**3.2.** Increasing the competitiveness of the university;

**3.3.** Systematic improvement of the level of education, personnel qualifications and promotion of quality improvement,

in which students, academic and visiting personnel, graduates, employers, administrative and support personnel participate.

#### **Article 4. Head of the Quality Management Service**

##### **4.1. Functions of the Head of the Quality Management Service**

- A. Development of the University's quality assurance policy, quality management mechanisms and procedures;
- B. Organization and coordination of the development of instructions, rules, resolutions, orders related to the educational process, authorization and program accreditation;
- C. Organization of systematic monitoring of educational programs;
- D. Development of recommendations as a result of monitoring of educational programs for the purpose of further improvement of educational programs;
- E. Conducting an anonymous survey of students, academic/visiting personnel, graduates, employers and administration and presenting recommendations based on the analysis of the results for the purpose of further improvement of activities;
- F. Organizing the preparation and collection of the authorization/accreditation self-assessment questionnaire and self-assessment report, attached documentation;
- G. Determining the compliance of the university's educational programs, human resources and material and technical base with the authorization standards and submitting recommendations to the rector;
- H. Developing a strategic planning methodology and submitting it for approval;
- I. Developing a methodology for determining the number of student contingents and academic, scientific and invited personnel and submitting it for approval;
- J. Developing a methodology for planning, development and development of educational programs and submitting it for approval;
- K. Developing a methodology for developing an individual curriculum and submitting it for approval;
- L. Developing internal quality management mechanisms and submitting it for approval;

- M. Develop and submit for approval a system for assessing quality management mechanisms;
- N. Develop and submit for approval the strategic and action plans, as well as rules for developing a mission, rules for using the library, rules for serving students with special educational needs;
- O. Participate in determining the relevance of the University's educational programs;
- P. Participate in the process of forming the University's budget;
- Q. Participate in the mobility process at the University (prepares mobility conclusions - internal/external and individual educational programs) and the process of restoring student status;
- R. Exercise other powers specified in the present University Regulations, the Rules regulating the educational process, and legal acts of the Rector within the scope of the assigned competence.

#### **Article 5. Transitional Provisions**

- 5.1.** This Regulation shall be approved by the University Senate;
- 5.2.** This Regulation of the University shall enter into force immediately upon signing;
- 5.3.** The adoption, cancellation, amendments and additions to the Regulation shall be carried out by the Senate;
- 5.4.** This Regulation shall cease to be valid in the event of the approval of a new Regulation.