



**Quality Management Service**

**Provision**



## **Preamble**

"NEU - National Educational University" (hereinafter "the University") is a higher education institution and In accordance with the Law of Georgia on Higher Education, its performance as well as the quality of its staff's professional development are subject to systematic evaluation. Students of this institution are also involved in the process and the results of evaluation are public and available to all interested parties. To this end, a structural unit - Quality Management Service (hereinafter the Service) has been set up in Georgia.

The University Quality Management Service is one of the managing entities of the institution, which in its activity is guided by the Law of Georgia on Higher Education, the normative acts of the Ministry of Education and Science of Georgia, and National Center for Educational Quality Enhancement, Provision of the University, Learning Process Regulation Rule and this provision. The Quality Management Service, in its work, incorporates recommendation documents developed by European associations and organizations under the auspices of the European Commission, the Council of Europe and UNESCO.

## **Chapter I. General Provisions**

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

- 1.1. Quality Management Service has been established for the purpose of systematic training and scientific-research work of the University, as well as for systematic evaluation of staff qualification and quality assessment, which operates in accordance with the Provisions of the University and Learning Process Regulation.
- 1.2. Head of the Quality Management Service of the University is appointed by the Rector;
- 1.3. The service promotes high quality of teaching by introducing modern teaching and assessment methods (credit system, methodology, etc.), continuous updating and preparation for authorization/accreditation process;

## **Chapter II. Quality Management Service Field of Activity,**

### **Goals, and Tasks**

### **Article 2. Quality Management Service Field of Activity**

- 2.1. The Service is the body responsible for the unified policy of qualified learning, teaching, and scientific research;

- 2.2. Provide internal and external evaluation procedures to improve the quality of teaching, define quality management policies, mechanisms and procedures at the University;
- 2.3. The scope of the Service activities is to coordinate and systematically evaluate the educational process, the quality of teaching, the qualification of academic staff and the unity of the teaching process; Conduct trainings, seminars, coordinate exchange programs to enhance the qualifications of the academic staff;
- 2.4. Coordinate the preparation of materials needed for programme accreditation and institutional authorization of the University;
- 2.5. Develop mechanisms to ensure the elaboration, evaluation and development of the University's educational programmes;
- 2.6. Development of mechanisms of recognition student learning outcomes (credits) and facilitate student mobility.

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

- 3.1. Providing conditions for continuous improvement of the quality of education;
- 3.2. Increase the competitiveness of the "NEU - National Educational University";
- 3.3. Systematic evaluation of the level of learning, as well as the qualification of the staff and, consequently, promotion of the quality level, the results of which are public, transparent and accessible to all interested persons and in which the students of the NEU - National Educational University participate as well.

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

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

- a. Development of quality assurance policies, quality management mechanisms and procedures of the University;
- b. Organizing and coordinating the development of instructions, rules, resolutions, orders related to the educational process, institutional authorization and programme accreditation;
- c. Organizing systematic monitoring of educational programmes;
- d. Develop recommendations as a result of their monitoring in order to further improve educational programs;
- e. Conduct anonymous surveys of students, academic/invited personnel, alumni, employers, and administration, and make recommendations based on analysis results for further improvement of activities;

- f. Organizing the authorization/accreditation self-assessment questionnaire and self-assessment report, preparation and collection of attached documentation;
- g. Determining the compliance of the educational programs, human resources and material-technical base of the University with the authorization standards and submitting recommendations to the Rector of the University;
- h. Develop strategic planning methodology and submit for approval;
- i. Develop the methodology for determining the student contingent and the number of academic, scientific and invited staff and submit for approval;
- j. Develop educational programme planning, elaboration and development methodology and submit for approval;
- k. Develop an individual curriculum development methodology and submit it for approval;
- l. Develop internal quality management mechanisms and submit for approval;
- m. Develop the system of quality management mechanisms evaluation and submit it for approval;
- n. Develop strategic and action plans, as well as mission development rules, rules for using the library, rules for providing services to students with special educational needs, and submit them to the Rector of the University for approval;
- o. Participation in determining the relevance of educational programmes;
- p. Participation in the process of formation of the University's budget;
- q. Participation in the process of mobility in the University (prepares mobility conclusions - internal/external and individual educational programs) and in the process of restoring student status.
- r. Within the scope of the granted competence, to exercise other powers defined by the Provision of the NEU - National Educational University, the educational process regulations, the legal acts of the rector and other current regulations of the "NEU - National Educational University".

#### **Article 5. Transitional provisions**

- 5.1.** This provision is approved by the Senate of the "NEU - National Educational University";
- 5.2.** Quality Management Service Provision enter into force upon signature;
- 5.3.** Amendments and additions to the Provision shall be made in the manner prescribed by law;

5.4. This provision shall become invalid if the new provision is approved.