

**Ivane Javakhishvili Tbilisi State University LEPL -
Quality Assurance Service Regulation**

Article 1. General provisions

1. The Quality Assurance Service (hereinafter – the Service) of Ivane Javakhishvili Tbilisi State University LEPL (hereinafter – the University), is the governing body of the University.
2. The Service operates in accordance with the Georgian legislation, University Charter and legal acts, and the given regulation.
3. The University Academic Council adopts the regulation, which is then approved by the Representative Council.

Article 2. Main activities of the Service

1. The main activities of the Service are the following:
 - a) Promoting the quality of learning / teaching and research at the University;
 - b) Evaluating educational and scientific-research activities of the University;
 - c) Developing recommendations in order to improve the educational and scientific-research activities of the university;
 - d) Managing the self-assessment process for the authorization and accreditation purposes;
 - e) Facilitating the modern methods of learning, teaching and assessment;

2. The main tasks of the Service are the following:
 - a) Ensuring constant assessment of the educational and scientific-research work of the University, as well as the professional development of its personnel through internal and external procedures, in collaboration with academic and scientific staff, students and other stakeholders;
 - b) Improving the quality of teaching by promoting the introduction of modern methods of learning, teaching and assessment, as well as research (modules, credit system, etc.) and preparing self-assessment for the authorization/accreditation process;
 - c) Evaluating educational and scientific-research work in cooperation with academic and scientific personnel;

- d) Providing an internal evaluation of the scientific-research activity of the independent scientific-research unit of the University based on the international standards of evaluation (possible participation of international evaluators, use of various forms of scientific bibliometrics, etc.);
- e) Developing networks and cooperation with the relevant services of other countries and their higher education institutions to establish transparent quality control criteria and methodology for making sure these criteria are met;
- f) Ensuring the development and updating of the database on the quality indicators of teaching at the University;
- g) Providing information on the relevant normative requirements and the amendments made in these requirements to the Quality Assurance Services of the faculties;
- h) Obtaining respective information from the Quality Assurance Services of the faculties, further processing and including the given information in the database;
- i) Determining the compliance of the University organizational structure and management, student support services, personnel management, research, development and other activities, material, information and financial resources with authorization standards in cooperation with the relevant structures of the university, responsible persons and stakeholders;
- j) Determining the compliance of the University education programs with the accreditation standards in cooperation with the appropriate structures of the University, responsible persons and interested parties;
- k) Providing technical support of academic staff in the process of having educational programs comply with authorization and accreditation standards;
- l) Developing criteria and indicators for technical monitoring and academic expertise of professional, Georgian language training, teacher training, undergraduate, certified medical/dentistry, undergraduate and graduate, Master's, PhD and continuing education programs; ensuring their technical monitoring and academic expertise with the participation of Georgian and international experts;
- m) Evaluating professional, Georgian language training, teacher training, undergraduate, certified medical/dentistry, undergraduate-graduate, Masters and PhD, and continuing education programs in collaboration with stakeholders;
- n) Conducting analysis of professional, Georgian language training, teacher training, undergraduate, certified medical/dentistry, undergraduate-graduate, Masters and PhD, and continuing education programs with the consideration of the similar programs of leading Western universities;
- o) Submitting recommendations to the program supervisors (coordinators), as well as faculties and academic councils for the purposes of further developing professional, Georgian language training, teacher training, undergraduate, certified medical/dentistry, undergraduate-graduate, Masters and PhD and continuing education programs;
- p) Developing survey questionnaires for students and staff (academic, scientific, administrative, support, etc.); arranging the survey, drawing up the recommendations based on the analysis of the survey results in order to solve the identified problems;
- q) Reviewing submitted applications related to the recognition of students' credits and developing relevant recommendations to the administrative bodies of the faculties;

- r) Contributing to the development of the procedure for filling out the state issued document - the diploma supplement and the process of drawing up university graduates' diploma supplement;
 - s) Organizing conferences, trainings, seminars, consultation and informational meetings for academic, scientific and administrative staff of the university on the current issues related to authorization and accreditation procedures;
 - t) Ensuring the participation of the university in various university ranking systems of the world in cooperation with the relevant structures and responsible persons of the university;
 - u) Developing an individual legal act defining the activities of the Quality Assurance Services of the faculties;
 - v) Developing proposals for the drafts of Academic Council resolutions and the Rector's legal acts within the competence of the Service;
 - w) Participating in the development process of legal acts of the university related to the educational process, scientific research, authorization and accreditation;
 - x) Supervising other activities defined by the university charter, legal acts of the Rector, resolutions of the Academic Council within the scope of competence.
3. The Service conducts its activities in coordination with the Quality Assurance Services of all faculties. The Quality Assurance Service of the university is accountable for its activities to the Academic and Representative Councils.

Article 3. Service structure

- 1) The Service is the governing body of the University, supervised by the head of the Service. The structure of the Service includes a center and two departments.
- 2) The head of the Quality Assurance Service of the university is appointed by the Representative Council on the recommendation of the Academic Council for a period of 4 years. The Academic Council of the University determines the requirements for the head of the Quality Assurance Service.
- 3) The head of the Service is an administrative official.
- 4) The head of the Service may have more than one deputy.
- 5) In case of temporary absence of the head of the Service (vacation, business trip, illness, temporary absence for more than 2 days), the deputy head of the Service (having been presented by the head of the Service) performs his/her duties on the instructions of the head of administration.
- 6) The service includes the following center and departments:
 - a) Center for Quality Control and Evaluation of the Educational Process;
 - b) Institutional Research and Development Department;
 - c) Department of Accreditation of Educational Programs;

- 7) The head of the university administration (chancellor) appoints and dismisses the deputy head of the Service, the head of the center, the heads of the department and the employees, on the recommendation of the head of the Service.
- 8) According to the staff schedule of the University, the following positions are defined for the Service: head of service, deputy head of service, head of service center, head of service department, chief specialist of service center/department (category I), chief specialist of service center/department (category II), leading specialist of service center/department and senior specialist of the service center/department.
- 9) Based upon the need, it is possible to invite specialists with appropriate qualifications (an expert, a consultant, the main specialist, a leading specialist and a senior specialist) for the period specified by the contract.

Article 4. Management of the Service

1. Head of the Service:

- a) manages the work of the Service according to the university charter and the Service regulations in a due manner and is responsible for the performance of the tasks assigned to the Service;
- b) distributes duties among employees of the Service, provides instructions and assignments;
- c) manages the development of short and long-term work plans of the Service and their implementation;
- d) issues an individual legal act within the scope of his/her powers – an order;
- e) submits proposals to the head of the university administration regarding the internal structure of the Service, work shifts, incentives for service employees or attributing responsibility in case of disciplinary (or other types of) misconduct;
- f) is authorized to participate in the selection process of students for international exchange programs;
- g) represents the Service with other governing bodies of the University, faculties and other structural units, and within the scope of his/her competence, in agreement with the Rector of the University, represents the University when liaising with third parties;
- h) exercises other powers defined by the university charter, this regulation and the legislation of Georgia.

2. Deputy head of Service/Deputies:

- a) assists the head of the Service in the planning-coordination and organization of the implementation of the duties assigned to him/her;
- b) manages the development of short and long-term work plans of the Service;
- c) participates in determining the priorities of the Service;
- d) carries out consulting on service issues for structural units of the University;
- e) performs the respective tasks assigned by the head of the Service;

- f) performs his/her duties on the recommendation of the head of the Service.

3. Head of the center:

- a) manages the activities of the center;
- b) distributes duties among the employees of the center and assigns tasks;
- c) organizes the fulfillment of the tasks assigned to the center; to this end, he/she submits proposals to the head of the Service in terms of arranging and solving individual issues;
- d) is responsible for the legal compliance and effectiveness of the activities of the center;
- e) performs respective tasks assigned by the head of the Service.

4. Head of the department:

- a) manages the activities of the department;
- b) distributes duties among the employees of the department in accordance with the instructions of the head of the Service and assigns tasks;
- c) monitors the quality of the work performed by the employees of the department;
- d) signs the documents prepared in the department;
- e) prepares the annual report of the department activities and submits it to the head of the Service
- f) organizes the performance of the tasks assigned to the department; to this end, he/she submits proposals to the head of the Service in terms of arranging and solving individual issues;
- g) is responsible for the legal compliance and effectiveness of the department activities;
- h) performs his/her duties on the recommendation of the head of the Service.

Article 5 . Center for Quality Control and Evaluation of the Educational Process

The tasks of the Center for Quality Control and Evaluation of the Educational Process are the following:

- a) Organizing scheduled and/or unscheduled general examination (studying) of educational programs (professional, Georgian language training, teacher training, bachelor's, certified medical/dentistry, undergraduate-graduate, Master's, PhD and continuing education) in cooperation with Georgian and international experts;
- b) Drawing up, in agreement with the head of the Service, the annual plan for the examination of educational programs of the University;
- c) Examining the relevance of educational courses, distribution of students and study materials of educational programs;
- d) Developing transparent methodology and evaluation indicators for the examination and evaluation of educational programs, and training courses, distribution of students and study

materials of the programs; ensuring continuous development and adaptation to educational needs;

- e) Inviting Georgian and international experts in agreement with the head of the Service;
- f) Studying the final exam/resit topics (exam topics) of study courses and determining compliance with the syllabus of the study course;
- g) Developing and presenting recommendations to the head of the Service related to the issues that fall under the competences of the center in order to improve the activities and educational programs;
- h) Preparing proposals for the Academic Council resolutions and rector's legal acts within the competence of the center;
- i) Preparing reports and developing necessary recommendations based on the activities of the department;
- j) Carrying out, within the scope of competence, other powers and tasks assigned by the head of the Service defined by the university statutes, legal acts of the rector, resolutions of the Academic Council.

Article 6. Institutional Research and Development Department

The Institutional Research and Development Department fulfills the following tasks:

- a) Participating in the process of evaluating the quality of the educational and scientific-research work of the University, as well as the professional development of its personnel;
- b) Contributing to improving the quality of teaching by preparing self-assessment for the authorization process;
- c) Participating in the evaluation process of educational and scientific-research work;
- d) Organizing the university research activities and evaluating the research results:
 - a. providing constant surveys for students, processing the survey results and developing recommendations based on analysis of the survey results;
 - b. developing recommendations based on the analysis of the evaluations provided by students;
 - c. Organizing a survey to evaluate the activities of the personnel (academic, scientific, administrative, support, etc.), participating in the processing of the survey results, informing the results to relevant structures, and, based on the analysis of the evaluation results, developing recommendations for the university faculties and the university administration regarding the further improvement of their activities;
- e) Refining/updating the questionnaires required for the running of the University;
- f) Participating in the process of internal evaluation of the scientific-research activity of the independent scientific-research units of the University;
- g) Cooperating with relevant services of other countries and their higher education institutions to establish transparent quality control criteria and the methodology to reinforce the quality control;
- h) Participating in the drafting and updating the database on teaching quality indicators at the University within the competence of the department;

- i) Ensuring the participation of the University in various university ranking systems of the world in cooperation with the relevant structures and responsible persons of the University;
- j) Obtaining information on the authorization related issues from the Quality Assurance Services of the faculties to process them further and have them included in the database;
- k) Participating in the process of developing projects of legal acts of the University related to the educational process, scientific research, and authorization;
- l) Organization conferences, trainings, seminars, consultation and informational meetings for the academic and administrative staff of the University on current issues related to authorization;
- m) Preparing proposals for the Academic Council resolutions and the rector's legal acts within the competence of the department;
- n) Performing other powers and tasks, within the scope of competence, assigned by the head of the Service defined by the university charter, legal acts of the rector, resolutions of the Academic Council.

Article 7. Department of Accreditation of Educational Programs

1. The Department of Accreditation of Educational Programs fulfills the following tasks:
 - a) Contributing to improving the quality of teaching by promoting the introduction of the modern methods of learning, teaching and evaluation, as well as research (modules, credit system, etc.) and preparing self-assessment for the accreditation process;
 - b) Participating in the evaluation process of educational and scientific-research work within the competence of the department;
 - c) Cooperating with relevant services of other countries and their higher educational institutions, within the competence of the department, to establish transparent quality control criteria and the methodology to ensure the quality control;
 - d) Participating, within the competence of the department, in the process of creating and updating the database on teaching quality indicators in the university;
 - e) Providing information on the normative requirements for accreditation to the Quality Assurance Services of the faculties, as well as the changes made in it;
 - f) Obtaining information on the accreditation related issues for the Quality Assurance Services of the faculties to process the information further and have it included in the database;
 - g) Participating in the process of determining compliance with accreditation standards of educational programs;
 - h) Supporting the academic staff in the process of having the educational programs comply with the accreditation standards;
 - i) Submitting recommendations to the supervisors (coordinators) of educational programs in order to further develop the educational programs;
 - j) Providing technical monitoring of educational programs and external assessment of academic expertise
 - k) Submitting recommendations to the university faculties and the Academic Council regarding the measures to be carried out in order to further improve the educational programs; the said recommendations are based on the suggestions of the relevant structural unit of the

authorized institution carrying out technical monitoring of educational programs and external assessment of academic expertise;

- l) Participating in the development of student and staff survey questionnaires;
- m) Reviewing written applications related to the recognition of students' credits and developing appropriate recommendations;
- n) Participating in the procedure development for filling out the state issued document – the diploma supplement and the process of drawing up the diploma supplement of university graduates;
- o) Organizing conferences, trainings, seminars, consultation and informational meetings for academic and administrative staff of the University on current issues related to the development of educational programs and accreditation;
- p) Preparing proposals for the Academic Council resolutions and rector's legal acts, within the department's competence;
- q) Participation in developing an individual legal act defining the activities of the Quality Assurance Service of the faculties, within the competence of the department;
- r) Participating in the drafting process of the university legal acts related to accreditation;
- s) Performing other powers and duties, within the scope of competence, assigned by the head of the service defined by the university statutes, legal acts of the rector, and resolutions of the Academic Council.

Article 8. Reorganization and liquidation of the Service

Reorganization and liquidation of the Service is carried out according to the rules established by the legislation of Georgia.

Article 9. The procedure for making amendments and additions to the regulations

Amendments and additions to the regulations are made in accordance with the law.