

# QUALITY ASSURANCE CONCEPT OF THE EDUCATIONAL COMPLEX OF THE POLICE OF THE RA

## 1. General provisions

- 1) This concept defines the policy of quality assurance and educational development in the Educational Complex of the Police of the RA (hereinafter the Educational Complex) adopted in the field of education quality assurance in all over Europe and the RA. It defines the general requirements and principles of quality assurance and monitoring framework in the Educational Complex, as well as the system of administering the latter.
- 2) This concept is a component of the legal provision of educational activities of the Educational Complex. Together with the internal quality assurance policy of the Educational Complex, it is the fundamental document of education quality assurance system.

## 2. The normative baseline of the concept

- 1) 332-N decision of the Government of the RA on the 31st of March, 2011 "On approving educational national qualification framework of the Republic of Armenia"
- 2) 959-N decision of the Government of the RA on the 30th of June, 2011 "On approving educational accreditation standards"
- 3) 978-N decision of the Government of the RA on the 30th of June, 2011 "On approving the accreditation regulation and qualification of educational institutions delivering professional education programs in the Republic of Armenia and on invalidating the decision 372-N on the 7<sup>th</sup> of July 2000"
- 1) The statute of the Educational Complex,
- 2) The strategic plan of the Educational Complex approved by the Scientific Council,
- 3) Other decisions of the Scientific Council of the Educational Complex,
- 4) Other normative juridical acts defined by the legislation of the RA.

## 3. Principles of the professional education quality assurance policy in Education quality assurance

- 1) **Engagement:** the Educational Complex highlights the engagement of stakeholders, including the representatives of student council into quality assurance processes, quality assurance committees and monitoring process.
- 2) **Accountability and transparency:** the Educational Complex will ensure the accessibility, accuracy and importance of information for stakeholders as much as possible. The official web-site of the Educational Complex will be updated with the

information of the educational programs. The annual reports of the departments of the Educational Complex involved in the educational process are also subject to publication in the official web-site.

- 3) **Encouraging teamwork:** Current education quality assurance system, procedures and mechanisms of the Educational Complex will be accessible to the interested representatives of the departments of the Educational Complex for their observation, examination and feedback that will establish teamwork and partnership atmosphere in the institution.
- 4) **Establishing a value system:** the Educational Complex, through respective events and measures, will establish a value system and culture for professional education that will be consistently implemented in all departments. The certain aims and directions (short-term and long-term) of the Educational Complex's professional education quality assurance is approved by the Scientific Council and are fixed in the strategic and development plans of the Educational Complex.
- 5) **Jurisdical provision:** The Educational Complex conducts elaboration and approval of methodological documents and juridical acts in order to ensure the implementation of the baselines of the concept

#### **4. The mission of the Educational Complex**

- 1) The Educational Complex of the Police of the RA is the only HEI in Armenia providing higher and postgraduate professional, as well as vocational educational and further police education programs, the mission of which is the following:
  - a. development of professionals with juridical and police education, bodyguards, guardians, as well as scientific-pedagogical human resources, building of juridical thinking and professional skills,
  - b. training of servants occupying junior, leading, senior and chief group position of the police (professional qualification),
  - c. scientific elaboration of problems related to police work, conducting research in the field of law,
  - d. increasing the competitiveness of the alumni through the improvement of quality and effectiveness of educational activities and development of the potential of the Educational Complex,
  - e. inclusion of prospective employers in the process of development and implementation of education policy to build educational and professional skills,

- f. transferring information for continuous improvement of professional knowledge and skills of alumni by using up-to-date technologies,
- g. ensuring the continuous improvement of knowledge and pedagogic skills of academic staff as a provision of primary and core component, as well as developing research capacities of the Educational Complex through supporting scientific-methodological and scientific research of the educational system of the RA.

2) The quality assurance of the professional education in the Educational Complex is realized by the academic and administrative staff through planning the job, executing and implementing through the developed systematic education quality management policy.

3) Education quality assurance, approval and monitoring activities by respective departments of the Educational Complex, supported by other departments are systemized. Learners, as well as external stakeholders (firstly the employers), are also involved in those activities.

4) The aims of the Educational Complex in the field of quality assurance, approval and monitoring of professional education (hereinafter PE) are the following:

- a. ensure that the standards of professional education programs are sustained,
- b. promote and ensure research teaching and learning,
- c. ensure that learning outcomes are updated, develop professional and transferable skills in line with labor market requirements,
- d. ensure that awarded qualifications match with National Qualification Framework,
- e. ensure the reliability, effectiveness and transparency of assessment of educational programs,
- f. improve the processes of developing and revising education programs by encouraging the assessment of education programs by the lecturers through feedback from employers and expert evaluations,
- g. increase the quality of teaching and learning through building professional capacities of academic staff through new methods and technologies,
- h. establish effective environment and resources to organize quality educational processes,
- i. ensure the feedback from stakeholders and react to their suggestions,
- j. ensure the development and applicability of knowledge through research,
- k. increase the attractiveness of the Educational Complex as an educational institution with high quality education,
- l. increase the attractiveness of the Educational Complex for current and potential academic and administrative staff as an educational institution with a high level of working environment.

5) The Educational Complex, in order to realize its mission and increase the effectiveness of educational services, develops and sets up active quality assurance and monitoring procedures.

#### **5. Quality assurance processes**

1) Education quality assurance is not only a **strategic objective** by the Educational Complex to provide quality educational services and develop a knowledge-based society but also **strategic means** in the conditions of internal and external impulses and competitive environment as well.

2) The quality of education is the compliance of provided educational services with the mission and adopted strategy of HEI. It is important to develop and provide such educational programmes and educational services that are formed to satisfy the international and national social needs in the RA and in international level with the forecasting of economic and societal requirements.

3) European Standards and Guidelines and 959-N decision of the Government of the RA on the 30th of June, 2011 "On approving educational accreditation standards" are in the basis of quality assurance processes.

4) The processes include:

- a. realization of quality assurance policy and procedures,
- b. approval of education programs and awarded qualifications,
- c. monitoring and periodical revision of education programs (approval to develop the program, approval to deliver the program, monitoring the process of the program, the final assessment of the program and revision).
- d. assessment of the learners (current, interim and final assessment system)
- e. quality assurance of the academic staff (expert assessment of the effectiveness of the lecturers' activities, assessment by the learners, ranking and promotion system),
- f. provision with support and educational resources,
- g. setting up information systems,
- h. ensuring social awareness,

#### **6. The stakeholders of the Educational Complex are the following:**

- a. State,
- b. Society,
- c. Applicants (learners) and their parents,
- d. Alumni,
- e. Staff members,
- f. Partners,
- g. The Police of the RA and other employers.

## 7. Inter-institutional subjects of quality assurance system

- 1) Quality assurance mechanisms are set up and realized in the following management levels: pan-educational-complex, operational-structural and faculty (chair). The following management forms are at each level: administrative, professional operational and pedagogic.
- 2) The following are included in **pan-educational-complex's quality assurance**:
  - a. **The head of the Educational Complex**: controls the implementation of internal quality assurance policy.
  - b. **Strategic planning and quality assurance committee attached to the Scientific Council of the Educational Complex**: is responsible for the examination of suggestions for the improvement of quality assurance policy and concept, related documents, discussion of issues related to the revision and establishment of education programs and introduce them for the approval at the Scientific Council.
  - c. **Target sub-groups**: As needed they are established in **Strategic planning and quality assurance committee** attached to the Scientific Council of the Educational Complex to examine and make suggestions to the committee on the elaboration, revision and improvement of procedures and regulations of respective fields.
- 3) **The following are included in the operational structure of quality assurance**:
  - a. **Education Quality Assurance Department**: responsible for the implementation and improvement of quality assurance policy and concept. Introduces suggestions for the improvement of quality assurance processes based on the monitoring results. Implements collection and analysis of data and self-assessment reports from departments that are passed to the Strategic planning and quality assurance committee attached to the Scientific Council. The department collaborates with quality assurance committees and quality assurance responsible staff members of respective departments.
- 4) **Quality assurance system at the faculty (chair) level includes**:
  - a. **Quality assurance committees**: They are responsible for teaching quality and monitoring and control of current programs, discussion of new education programs in order to consistently implement the decisions made at the level of the Educational Complex. Quality assurance committees, depending on the needs, discuss and make suggestions on the elaboration and improvement of necessary procedures and regulations of respective fields.
  - b. **Responsible person for quality assurance**: executes quality assurance and control functions in respective fields, makes suggestions on making changes in education programs, collaborates with other departments of the Educational Complex to collect and transfer data.

- 5) Besides **the abovementioned subjects**, the heads of those departments that are responsible for the results of the activities under their control and management, are involved in quality system management. The latters provide the Education Quality Assurance Department with the data related to their department and reports in order to make the respective analysis.
- 6) The vice-heads of the Educational Complex are responsible for the realization of quality assurance processes in the directions of their responsibilities.

**8. The authority of inter-institutional subjects of quality assurance system:**

- 1) The head of the Educational Complex
  - a. Controls the continuous development of the Educational Complex and the strategic route of quality assurance,
  - b. Controls the development and continuous improvement work of quality assurance policy, concept, procedures and processes,
  - c. Controls the realization of quality assurance processes by the departments of the Educational Complex,
  - d. Establishes required conditions for the engagement of learners and staff members of the Educational Complex in the work of establishing the quality assurance system.
- 2) **The head of the faculty** within his/her authority:
  - a. Is responsible for the elaboration and proper delivery of the education program,
  - b. Ensures the compliance of education programs and awarded qualifications to the National Qualification Framework,
  - c. Ensures the publicity and accessibility of information on education programs,
  - d. Develops short-term and long-term strategic plans of the development of the faculty with the chair holders,
  - e. Ensures the compliance of educational programs with the strategic plan of the faculty,
  - f. Controls and coordinates the proper quality of services provided by the faculty,
  - g. Coordinates the communication between the chair holders, management of the education complex and the Education Quality Assurance Department,
  - h. Coordinates administrative, operative and other special work in the faculty related to quality assurance,
  - i. Collaborates with the respective departments of other HEIs to improve education programs,
  - j. Organizes and ensures the collaboration of staff with other stakeholders of the Educational Complex.
- 3) **The chair holder** is accountable to the head of the faculty and within his/her authorities:

- a. Ensures the delivery of the education program from the chair's part,
- b. Ensures the accessibility of information on the education program,
- c. Ensures the learning outcomes of the education program and their compliance with the National Qualification Framework and the specifications of the education program,
- d. Participates in quality assurance processes through learners' and lecturers' participation in the education program and through the analysis of information on assessment system, teaching and learning methodology, available resources and preparedness of academic staff.
- e. Ensures the professional growth of the lecturers under his/her management,
- f. Mediates on the promotion of lecturers,
- g. Introduces the problems and best practices to the head of the faculty, that were revealed as a result of the monitoring,
- h. Elaborates and introduces to the head of the faculty justifications and information on the development and delivery of a new education program,
- i. Actively participates in periodical and annual monitoring, organizes the development of self-assessment report and external evaluation of the education program,
- j. Organizes work-related meetings with academic staff and learners to discuss and illustrate the problems related to the education program,
- k. Develops a peer-review timetable and assigns responsible persons to assess the residual knowledge of the learners to ensure the monitoring of the education program through the discussions with the learners.

4) **Responsible person for quality assurance** is accountable to the head of the faculty (chair) and implements operational and administrative work necessary for quality assurance. Responsible person for quality assurance is assigned by the head of the Educational Complex by the introduction of the head of the faculty (chair).

**The responsible person for quality assurance:**

- a. Provides informational, methodological and organizational support for planning, organizing, controlling, assessing, monitoring, analyzing the activities in the field of the quality, including controlling and implementation of organizational assigned work,
- b. Implements marketing activities, answers the questions of the stakeholders,
- c. Implements the collection and registration of information on the effectiveness of the work of teaching academic staff,
- d. Conducts the registration of the information on the learners including their progress, mobility, etc.

- e. Registers and introduces to the head of the faculty (chair) the feedback and information received from the learners and teaching staff during the academic year,
- f. Organizes research on the effectiveness of the education program with the involvement of internal and external stakeholders,
- g. Organizes and coordinates the self-assessment activities with the head of the faculty (chair),
- h. Ensures the daily communication and provision of information to the stakeholders of the education program.

5) **The Education Quality Assurance Department** is accountable to the head of the Educational Complex and within its authority:

- a. Implements the elaboration, formulations and set-up of professional education quality assurance requirements in the Educational Complex,
- b. Coordinates the realization of professional education quality assurance policy and concept by the departments,
- c. Organizes the monitoring on the application and realization of professional education quality assurance procedures in the Educational Complex,
- d. Collaborates with the departments of the Educational Complex and revises and improves the quality assurance policy, procedures and concept through their feedback,
- e. Organizes seminars and training to inform the representatives of the departments of the Educational Complex on quality assurance policy, concept and procedures,
- f. Conducts quantitative and qualitative analysis of the information received from the departments of the Educational Complex about the educational services and administration of the process,
- g. Based on the analysis with faculty committees elaborates and introduces appropriate suggestions to the Strategic planning and quality assurance committee attached to the Scientific Council,
- h. Introduces reports to the head of the Educational Complex on how the quality assurance system acts and the ways to improve it,
- i. Organizes self-assessment of effectiveness of the job of the quality assurance groups through feedback, analyses the results and improves their future processes,
- j. Organizes internal expert-assessment of pan-educational-complex quality assurance, and based on the results develops activity plans to improve the quality with the faculty committees,
- k. Organizes experience exchange with other HEIs on the problems of quality assurance,



I. Collects and summarizes annual self-assessment reports of the departments and introduces it to the head of the Educational Complex.

6) **Strategic planning and quality assurance committee attached to the Scientific Council** is a collegial body in the quality assurance system of the Educational Complex that is meant to support the management of the Educational Complex as well as the Scientific Council to solve quality assurance problems. The strategic planning and quality assurance committee attached to the Scientific Council is established by the decision of the Scientific Council and convenes meetings at least once a year.

**The strategic planning and quality assurance committee attached to the Scientific Council:**

- a. Discusses the regulations of delivering education programs,
- b. Examines annual reports of the departments on the quality assurance,
- c. Examines the suggestions on the improvement of efficiency of research activities in the Educational Complex,
- d. Examines summary self-assessment reports introduced by the quality assurance groups of the Educational Complex,
- e. Examines the suggestions related to quality assurance and makes conclusions,
- f. Reports to the head of the Educational Complex and the Scientific Council.

7) **Faculty (chair) quality assurance committee.**

Faculty (chair) quality assurance committee is accountable to the head of the Educational Complex and strategic planning and quality assurance committee attached to the Scientific Council.

Faculty (chair) quality assurance committee

- a. Implements planned assessments of the faculty (chair) and periodic monitoring of the quality,
- b. Reveals the shortcomings related to the quality assurance of the faculty (chair), their reasons and makes suggestions on their removal,
- c. Makes suggestions on the improvement of the quality assurance of the faculty (chair),
- d. Elaborates quality assurance activity plans of the faculty (chair),
- e. Makes preliminary discussions of the issues related to the quality assurance of the faculty (chair),
- f. Ensures the organization and control to realize the quality assurance decisions in the faculty (chair),

g. Prepares and introduces the annual report on the realized activities to the Scientific Council of the Educational Complex and to the strategic planning and quality assurance committee attached to the Scientific Council.

**8) The representative of the student council:**

Each academic year the learners of the faculty elect one student to present their views to the faculty quality assurance committee, including for the participation in the solution to different problems. By the suggestion of the faculty committee, two learners are involved in the strategic planning and quality assurance committee attached to the Scientific Council. Each year different students are elected to be involved in the committees.