

The Charter of Quality Assurance Service

Article 1. General Provisions

1. The Quality Assurance Service (hereinafter referred to as the "Service") of Caucasus International University (hereinafter referred to as the "University") is a structural unit of the University.
2. The Service conducts its activities in accordance with the Constitution of Georgia, the Law of Georgia "On Higher Education", the charter of Caucasus International University LLC, the University's and Quality Assurance Service's Charter.
3. Within its competence, the Service is accountable to the Chancellor/Rector of the University and performs duties envisaged by law and assigned by the Chancellor/Rector on the basis of the law.
4. In carrying out its duties, the Service is guided by the standards and recommendations developed by the National Center for Educational Quality Enhancement of Georgia, the European Association for Quality Assurance in Higher Education (ENQA), European associations and organizations of relevant profiles involved in the Bologna Process. The Service is guided by the requirements of the ESG - 2015 standards in methodological planning.

Article 2. Objectives and Functions of the Quality Assurance Service

1. Objectives of the Service:
 - 1.1. Ensuring and enhancing the quality of education, which includes continuous monitoring of curricula, teaching and assessment methods and promoting the introduction of contemporary student-centered innovative learning, teaching and assessment methods;
 - 1.2. Promoting the development of teaching and research activities;
 - 1.3. Continuous staff's professional development together with relevant structural units of the university;
 - 1.4. Promoting the integration of the university into the international higher education area;
 - 1.5. The development of a quality culture at the university;
 - 1.6. Facilitating the implementation of the university's "third mission";
 - 1.7. Ensuring compliance of the university's activities with the authorization/accreditation standards and Georgian legislation;
2. Functions of the Service:
 - 2.1. Participation in the preparation of educational programs of the university and the self-evaluation process for authorization and program accreditation;
 - 2.2. Development of relevant policies and procedures for assessing the university's material and technical resources, academic/invited staff and educational programs based on the standards and guidelines developed by the European Association for Quality Assurance in Higher Education (ENQA);
 - 2.3. Development of educational programs based on feedback from students/graduates/employers and other stakeholders;
 - 2.4. Periodic monitoring of educational programs to ensure compliance with accreditation standards;
 - 2.5. Regular monitoring of the teaching process to ensure compliance with educational programs;

- 2.6. Issuing recommendations for improving programs and the teaching process based on the analysis of students/graduates academic performance;
- 2.7. Ensuring a high level of teaching quality by participating in the introduction of contemporary learning, teaching and assessment methods;
- 2.8. Participation in the study of satisfaction with student support services and developing proposals for service improvement based on the analysis of results;
- 2.9. Participation in the selection of qualified academic staff and in the formation of academic workload;
- 2.10. Ensuring the proper application of ECTS mechanisms in the student mobility process;
- 2.11. Controlling the movement of the student contingent;
- 2.12. Identifying necessary measures for professional development of academic staff;
- 2.13. Informing the university concerning amendments in legislative requirements related to quality assurance and regulatory requirements at all levels of education;
- 2.14. Updating programs, syllabi and transcript forms and providing them to relevant structural units of the university;
- 2.15. Assessing the compliance of the university's material, technical and educational resources with authorization/accreditation standards and issuing recommendations as needed;
- 2.16. Inspecting the adequacy of literature and teaching materials for programs and determining procurement needs;
- 2.17. Participation in the review of research grants;
- 2.18. Monitoring staff's research productivity and research quality together with the Scientific Research Department;
- 2.19. Ensuring transparency of information concerning activities carried out and the results received within the framework of the "third mission" and issuing recommendations based on satisfaction surveys;
- 2.20. Development of quality assurance policies at the institutional level and empowering the quality culture;
- 2.21. Evaluation of the effectiveness of quality assurance mechanisms and improving them as needed;
- 2.22. Exercising other powers envisaged by the University Charter and Acts of the Rector/Chancellor.

Article 3. Structure of the Quality Assurance Service

1. The Quality Assurance Service is composed of:
 - a.) The Head of Quality Assurance Service;
 - b.) The Deputy Head;
 - c.) Quality Assurance Service Coordinator at the Faculty.
2. The Head of the Quality Assurance Service:
 - 2.1. Manages the activities of the Service and is responsible for the fulfillment of the Quality Assurance Service's functions;
 - 2.2. Distributes tasks to the Service staff and controls their implementation;
 - 2.3. Signs or authorizes documents prepared in the Service;
 - 2.4. Coordinates the relationship of the Service with other structural units of the university;
 - 2.5. Submits a report on the work done by the Service;
 - 2.6. Advocates to the university Chancellor for the allocation of necessary material and technical resources for the functioning of the Service;

- 2.7. Submits proposals to the Rector/Chancellor of the university regarding the structure, composition, organization of work, promotions of employees, imposition of disciplinary liability and professional development of the Service;
- 2.8. Communicates and cooperates with the relevant services of foreign countries and their higher education institutions to develop transparent criteria for quality control and their enforcement methodologies;
- 2.9. Participates in the implementation of the university's "third mission" and ensures its effectiveness through quality mechanisms
- 2.10. Is accountable to the Rector/Chancellor of the university;
- 2.11. Performs other functions of the Service defined by following Charter;
- 2.12. Implements other tasks of the university Rector/Chancellor.
3. The Deputy Head:
 - 3.1. Is responsible for the timely implementation of the plan established and developed by the Head of the Service;
 - 3.2. Is accountable to the Head of the Service;
 - 3.3. Processes information at the instruction of the Head of the Service; prepares draft documents, job assignments and controls their implementation;
 - 3.4. Supervises the meetings of coordinators regarding monitoring plans.
4. Quality Assurance Service Coordinator at the Faculty:
 - 4.1. Facilitates the development of the faculty's teaching, research work and professional development of academic staff in accordance with the quality assurance standards established by the university;
 - 4.2. Together with the Program Supervisor and the Quality and Innovation Team, ensures the introduction of contemporary teaching and assessment methods relevant to the field;
 - 4.3. Monitors educational programs through the use of quality assurance mechanisms and together with the Head of the Service/Program Supervisor, issues relevant recommendations for their improvement and further enhancement;
 - 4.4. Together with other structural units implements the processes of mobility and credit recognition. Signs the credit recognition decisions of the relevant faculty;
 - 4.5. Controls the qualification awarding process and signs the faculty's decision on awarding qualifications;
 - 4.6. Manages the faculty's appeal commission, together with the commission members reviews students and teachers complaints related to the educational process;
 - 4.7. Analyzes, issues recommendations and develops an action plan for the further improvement of educational programs based on the assessment results of the implementation of the educational program;
 - 4.8. Analyzes the results of the survey and based on the analysis, makes proposals for quality improvement together with the university's Quality Assurance Service and submits them in a form of recommendations to the Faculty Council;
 - 4.9. In coordination with the Head of the University's Quality Service, plans the measures necessary for the authorization/accreditation process and coordinates the activities of program managers in this process;
 - 4.10. Actively participates in the process of developing/modifying the program, together with the curriculum group;

- 4.11. Together with the Program Supervisor, prepares the program's self-assessment report to be submitted to the Head of the University's Quality Assurance Service;
 - 4.12. Participates in the activities of the Faculty Council and the Faculty's Grants Awarding Commission;
 - 4.13. Is accountable to the Head of the University's Quality Assurance Service and performs other tasks arising from the goals and functions of the Service.
5. The Head of the Service and other employees are appointed and dismissed from their positions by the Rector of the University. The Quality Assurance Coordinator at the Faculty is nominated by the Head of the Quality Assurance Service.
 6. In the absence of the Head of the Service (leave, business trip, illness), his/her duties are carried out by one of the employees of the Service in agreement with the Rector.

Article. 4 Qualification Requirements

1. The Head of Quality Assurance Service:
 - PhD Degree;
 - At least 5 years of experience on the administrative position in the Higher Education System;
 - High-level knowledge of quality standards for higher education programs (authorization and accreditation standards);
 - Knowledge of office software;
 - Knowledge of English language or other foreign language at the B2 level.
2. The Deputy Head:
 - Master's degree or equivalent;
 - At least 3 years of experience on the administrative position in the Higher Education System;
 - Knowledge of quality standards for higher education programs (authorization and accreditation standards);
 - Knowledge of office software;
 - Knowledge of English or another foreign language at the B2 level.
3. Quality Assurance Service Coordinator at the Faculty:
 - Master's degree or equivalent;
 - At least 1 year of experience on the administrative position in the Higher Education System;
 - Knowledge of quality standards for higher education programs (authorization and accreditation standards);
 - Knowledge of office software;
 - Knowledge of English or another foreign language at the B2 level.

Article 5. Final Provisions

1. The Charter of the Quality Assurance Service is approved by an order of the University Chancellor.
2. Amendments and/or additions to these Charter are made by an order of the University Chancellor.
3. By the following order, the "Charter of the Quality Assurance Service" approved by Order No. 01-52 of the Chancellor on April 30, 2018 was declared invalid.