

**DOCUMENT 9**

**DAY 2, 2 March 2012**

**TIME: 11.30-12.50**

**12SUB02**

**Seminar on Internal QA: Good Practices and Tools**

*A two-day seminar on internal quality assurance in higher education*

**Yerevan, 2 March 2012**

**Hand out at the end of the workshop**

**Workshop “Elaboration of the Armenian accreditation standards for criterium V. Faculty and Staff (ANQA accreditation manual); relation between the institutional and the program level”**

Criterion	Standards	Examples
<b>V. Faculty and staff</b> 5. The institution provides for a high quality faculty and staff to achieve the set goals for academic programs and the institution's mission	5.1 The institution has policies and procedures promoting recruitment of highly qualified teaching and supporting staff capable of ensuring program provisions.	Rules and regulations concerning recruitment of new staff members from internal or external sources. Correct selection procedures and rules for job interviews.
	5.2 The teaching staff qualifications for each program are comprehensively stated.	Required number of years with practical experience in specific work areas. Specific qualifications such as a master degree or PhD.
	5.3 The institution has well established policies and procedures for the periodic evaluation of the teaching staff.	Yearly job appraisal interviews. Student satisfaction measured with questionnaires.
	5.4 The institution promotes teacher professional development in accordance to the needs outlined during regular evaluations (both internal and external).	Didactic / pedagogic training for lecturers. Regular training for lecturers in their specific field of knowledge. Fixed budget to facilitate continuous development.
	5.5 There is necessary permanent staff to provide for the coverage of qualifications adequately.	Agreement on the ideal proportion of permanently and temporary staff. Agreement on the quantity of lecturers in proportion to the number of students.
	5.6 There are set policies and procedures for the staff promotion in general and the young ones in particular.	Agreements concerning annual salary increase (on a national scale influenced by trade unions). Agreements concerning specific rewards for special achievements.
	5.7 There is necessary technical and administrative staff to achieve the strategic goals.	Teaching staff and support staff are in good proportion; financially and concerning an efficient and effective work flow.