

# Central Asian Association for Accreditation of Education



## GUIDELINES FOR INTERNAL QUALITY ASSURANCE

2024

## **1. GENERAL PROVISIONS**

This Internal Quality Assurance Manual sets out the principles and mechanisms of internal quality assurance that are designed to effectively manage the activities of the Central Asian Association for Accreditation of Education (CAA AE). The document is an integral part of the CAA AE regulatory framework and is mandatory for all employees.

Principal attention is paid to the interaction of all components of the internal quality assurance system within the organization, considering the strict regulation of the distribution of responsibilities by the relevant regulations. The introduction of an internal quality assurance system underlines CAA AE's ambitions for continuous improvement through the development of quality standards.

The management determines the interaction of all elements of the CAA AE internal quality assurance system, while the distribution of responsibilities within processes is regulated by the relevant CAA AE regulatory documents.

**The main goals and objectives of internal quality control** include ensuring compliance with established procedures, strict adherence to internal regulations, and promptly informing management of violations of standard procedures for their prompt elimination.

Additionally, it is envisaged to create conditions for continuous improvement of procedures, increase the level of satisfaction of users of services (educational organizations (EOs), students, employers and other interested parties), stimulate employees to professional growth, rational and efficient use of resources, as well as provide the basis for systematic external quality control.

To achieve these goals and objectives, the following measures are being implemented:

- Regular monitoring and evaluation of the effectiveness of internal processes to optimize them.
- Use of advanced technologies and innovative approaches to improve the quality of services provided.
- Development of a feedback system with users for timely response to their needs and suggestions.
- Increased transparency of procedures and performance results for all stakeholders.
- Training and advanced training of personnel in the field of modern quality management methods.

- Stimulating the implementation of innovative solutions and best practices.
- Integration of internal quality systems with international standards and best industry practices.

These measures are aimed at ensuring a high level of internal quality control, which will contribute to the sustainable development of CAAAE and meet the needs of all stakeholders.

**The fundamentals of internal quality assurance include:**

**Modern technologies:** modern management and information technologies are used to optimize processes.

**High qualifications:** high requirements are set for the professional competence of employees and experts.

**Quality culture:** Employees are introduced to a quality culture and receive appropriate training.

**Effective motivation:** effective methods of stimulating all team members are used.

**Personal responsibility:** each employee is aware of his role in achieving the overall goals of the organization.

**Consideration of opinions:** The opinions of interested parties are considered to improve procedures.

**Transparency:** transparency of accreditation procedures and results is ensured.

**Internal Audits:** Regular internal audits are conducted to identify and correct deficiencies.

**Continuous improvement:** the quality assurance system is regularly modernized and improved.

## 2. HR POLICY

The HR policy within the framework of the CAAAE Internal Quality Assurance System is aimed at the formation, development and retention of highly qualified personnel capable of effectively implementing the tasks of ensuring and improving the quality of accreditation services. The main provisions of the personnel policy include the following aspects:

**Selection and hiring of staff:**

The procedures for selecting and hiring employees are carried out in strict accordance with laws and regulations governing labor relations.

The basis for making hiring decisions is the professional competencies, qualifications and experience of candidates that meet the requirements for the position.

**Professional Development:**

The organization regularly assesses the training and development needs of employees to ensure their professional growth and compliance with modern requirements.

Developing and implementing programs for advanced training, retraining and professional development, including internal and external training.

**Motivation and stimulation:**

Systems of material and non-material incentives are being introduced aimed at increasing the motivation of employees to achieve high results.

Incentive systems include awards, bonuses and other types of rewards for achievements in work and contribution to improving the quality of accreditation services.

**Staff assessment and certification:**

Employee performance is periodically assessed based on established criteria and performance indicators.

Employee certification is carried out to determine suitability for the position held, identify professional development needs and career planning.

**Working conditions:**

The organization provides safe and comfortable working conditions that comply with regulatory requirements and labor protection standards.

Measures are being taken to create a favorable moral and psychological climate in the team, conducive to effective work and professional development of employees.

**Transparency and Accountability:**

Personnel policies and personnel management procedures are implemented on the principles of transparency and accountability, in compliance with all norms and regulations of labor legislation.

Employees have access to information about personnel decisions, which helps build trust and collaboration within the team.

**Innovations and improvements:**

Work is constantly underway to introduce innovative methods of personnel management and improve existing personnel policy procedures.

The best practices are analyzed and adapted to improve the efficiency of the HR service.

These provisions of the personnel policy are aimed at creating and maintaining highly efficient personnel capable of efficiently performing the tasks of providing and improving accreditation services, which is an integral part of the CAAAE internal quality assurance system.

### **3. CAAAE EXTERNAL EXPERTS**

The section “CAAAE External Experts” of the document “CAAAE Internal Quality Assurance System” establishes the rules and procedures for attracting, selecting, training and collaborating with external experts to ensure objectivity and professionalism in the assessment of educational programs and educational programs (EP). The main provisions of this section include:

**Expert training:**

All external experts engaged by CAAAE undergo mandatory education and training aimed at familiarizing themselves with internal standards, procedures and quality assessment criteria.

Training programs include seminars, trainings and practical exercises designed to enhance the competencies of experts and ensure their compliance with CAAAE requirements.

#### **Expert Database:**

CAAAE creates and maintains an up-to-date database of domestic and foreign experts with the necessary qualifications and experience in various fields of education.

The database is regularly updated and includes information about the qualifications, professional experience, and areas of specialization of each expert, which allows you to effectively select experts for specific tasks and projects.

#### **Employer representatives:**

External experts include representatives of employers with practical experience and knowledge relevant to the needs of the labor market.

Involving representatives of employers helps ensure compliance of educational programs and services with current requirements and expectations of the labor market, increasing their practical significance and relevance.

#### **Student representatives:**

External experts include representatives of the student community, which ensures that the opinions and interests of students are considered when assessing the quality of educational programs and services.

Involving student experts contributes to a more complete and objective consideration of the needs and expectations of the main target audience of educational services.

#### **Selection and appointment procedures:**

The selection and appointment procedures for external experts are carried out based on transparent and objective criteria, including an assessment of the professional competence, experience and reputation of candidates.

Decisions on the appointment of experts are made collectively, considering the opinions of all interested parties, which ensures a high level of trust and objectivity in their work.

#### **Ethics and Confidentiality:**

External experts undertake to comply with the principles of professional ethics and confidentiality in their activities, which includes compliance with all rules and regulations established by CAAAE.

Experts sign confidentiality and conflict of interest agreements, which ensures the impartiality and objectivity of their work.

#### **Evaluation and development:**

CAAAE regularly evaluates the performance of external experts based on established criteria and performance indicators.

Based on the assessment results, professional development programs for experts are developed and implemented, which helps to improve their qualifications and improve the quality of their work.

These provisions are aimed at ensuring a high level of professionalism, objectivity and quality in the work of CAAAE external experts, which is an integral part of the internal quality assurance system.

#### **4. PROCESS HIGH LEVEL GUARANTEE**

The section "Process High Level Guarantee" in the document "CAAAE Internal Quality Assurance System" is designed to ensure the efficiency and quality of the main operational processes. The main provisions of this section include:

##### **Development and revision of standards and procedures:**

Standards and procedures are developed and reviewed annually, considering best practices and changes in legislation.

Development of new or updating of existing standards and procedures takes from 3 to 6 months.

##### **Rules for updating standards and procedures:**

Clear procedures and criteria are established for updating standards and procedures, which include requirements for effectiveness, compliance and relevance.

Changes are made after assessment and approval by the relevant authorities within 1-2 months.

##### **Version control system for all documents:**

Systematic version control of all documents related to standards and procedures is carried out, with updates every 6 months.

Availability of current versions of documents through the internal portal is ensured and the use of outdated versions is prevented.

##### **Process analysis and improvement:**

A quarterly analysis of the main processes is carried out in order to identify opportunities for their optimization and improvement.

Development and implementation of improved processes takes from 3 to 9 months.

##### **Ensuring compliance with standards and procedures:**

Mechanisms have been developed to monitor the implementation of standards and procedures in the daily activities of the organization, which are regularly checked for compliance with the requirements.

Inspections and analysis of compliance with standards are carried out monthly.

##### **Staff training:**

There are annual training programs for staff on the implementation and compliance of standards and procedures.

Internal trainings and seminars are conducted regularly to update the knowledge and skills of employees.

##### **Evaluation of the activities of the CAAAE coordinator:**

The CAAAE Coordinator's professional performance is assessed annually based on achievements, adherence to standards and procedures, and feedback from key stakeholders.

The assessment results are used to develop individual development plans and improve professional competencies.

These measures are aimed at ensuring reliability, efficiency and compliance with standards in all key operational processes of CAAAE, which contributes to improving the quality of educational services provided and meeting high standards of professionalism and responsibility.

## **5. COMMUNICATION, DOCUMENTATION AND MATERIAL RESOURCES MANAGEMENT**

The Communication, Documentation and Material Resources Management section of the CAAAE Internal Quality Assurance System document is a fundamental component of the organizational structure aimed at ensuring the effectiveness of internal and external communications, as well as the management of documentation and material resources to support high quality educational services. Key aspects of this section include:

### **Organization of internal communications:**

Establishment of clear procedures and communication mechanisms aimed at the effective exchange of information between various levels and structural units of CAAAE.

Conducting regular management meetings to discuss current issues and strategic planning of the institution's activities.

### **Organization of external communications:**

Establishing and maintaining effective mechanisms for interaction with external stakeholders, including public organizations, employers, students and public organizations.

Organization of regular public consultations and public discussions on issues related to the quality and development of educational programs.

### **Document management:**

Development and maintenance of a modern document management system, including the development, analysis, approval, registration, storage, updating and destruction of documents.

Implement and maintain a version control system for all key documents related to quality procedures and standards to ensure relevance and compliance with requirements.

### **Materials management:**

Development and implementation of the CAAAE material resource management strategy, considering the operational and financial goals of the organization.

Optimizing the use of material resources and ensuring their effective distribution within the institution.

**Document flow control:**

Ensuring compliance with established procedures and rules for handling documents within the organization.

Conducting systematic audits to verify compliance with document flow processes and ensure confidentiality of information.

**Archiving and storage of documentation:**

Organization and support of a system for archiving and long-term storage of documentation, considering its safety and accessibility at all stages of the life cycle.

Conducting regular inventories and assessing the need to store each document in compliance with established standards and rules.

**Employee training and development:**

Organizing and conducting training programs and trainings for employees on the correct execution and handling of documentation.

Providing employees with access to up-to-date information and documents through the organization's specialized information systems.

This section is the foundation for ensuring transparency, efficiency and a high level of professionalism in the management of communications, documentation and material resources in CAAAE, contributing to the achievement of high-quality educational services and increasing the satisfaction of all participants in the educational process.

## **6. INTERNATIONAL COOPERATION**

The section "International Cooperation" within the framework of the document "CAAAE Internal Quality Assurance System" defines the strategy and mechanisms for interaction of CAAAE with international partners to support the quality of educational services. The main areas of this section include:

**Establishing partnerships:**

Development of a strategy and criteria for selecting international partners of CAAAE based on common values and goals in the field of education.

Negotiating and concluding cooperation agreements considering the interests and needs of both parties.

**Exchange of experience and transfer of knowledge:**

Organization of exchanges and internships for CAAAE students and teachers with partner institutions abroad.

Conducting joint events, seminars and conferences to exchange experiences and transfer best practices in the educational field.

**Assessment of the quality of international programs:**



Conducting joint assessments and audits of EOs/EPs implemented in partnership with international institutions to confirm their compliance with quality standards.

**International accreditation and recognition:**

Participation in international accreditation programs and initiatives to increase transparency and recognition of the quality of CAAAE procedures at the global level.

The “International Cooperation” section is aimed at expanding the horizons and increasing the international visibility of CAAAE, helping to improve the quality of educational processes and strengthen the institution’s position on the world stage.

**7. FINAL PROVISIONS**

The manual is developed and edited by the review and quality team, after which it is approved by the President of CAAAE. The Analysis and Quality Department constantly monitors the implementation of the Guidelines together with the President of the CAAAE, which allows for prompt measures to be taken to prevent and correct possible problems. All CAAAE employees can suggest improvements to the Manual. Changes to the Guidelines are made to consider current updates in regulations and national legislation relating to accreditation, as well as other important factors.