

Approved by the Rector's Board by Protocol N5 of 2023

Statute of the Quality Assurance Office
of Petre Shotadze Tbilisi Medical Academy LLC

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Article 1. General Provisions

- 1.1 These provisions define the functions and rules of activity of the Quality Assurance Office of Petre Shotadze Tbilisi Medical Academy (hereinafter referred to as TMA);
- 1.2 The Quality Assurance Office is a structural unit of TMA, which undertakes a systematic evaluation of the quality of the educational process and professional development of the personnel and takes part in monitoring and analysis of scientific and research activities;
- 1.3 The Quality Assurance Office is guided by the laws of Georgia and relevant normative acts;
- 1.4 In its activities, the Quality Assurance Office adheres to national and international advisory documents and standards applicable to higher educational institutions;
- 1.5 Functions in compliance with the TMA by-laws, legal acts and these provisions;
- 1.6 The Rector's Board reviews and approves the provisions of the Service;
- 1.7 The Quality Assurance Office reports to the Rector and in its activities is accountable to the Rector.

Article 2. Functions and scope of activity of the Office:

- 2.1 Organizing and leading the process of authorization and accreditation;
- 2.2 Elaborating and continued development of mechanisms for educational quality evaluation;
- 2.3 Elaborating and continued development of mechanisms for evaluating scientific and research activities in collaboration with the Scientific Research and PhD Department;
- 2.4 Determining mobility, credit recognition and program compatibility;
- 2.5 Evaluating educational and scientific-research activities of TMA and developing recommendations for quality improvement.
- 2.6 Evaluating the development of teaching and scientific-research personnel of TMA;
- 2.7 Facilitating the introduction of innovative teaching and evaluation methods;
- 2.8 Forging international connections to increase the degree of TMA's integration in the higher education sphere.
- 2.9 Carrying out additional duties stipulated by the TMA by-laws and legal acts within the scope of competence;
- 2.10 Participating in the planning of relevant competitions for filling academic positions and monitoring their implementation;
- 2.11 Evaluating material and technical resources essential for the implementation of educational, scientific and research activities and elaborating development-focused recommendations.

Article 3. The structure of the Quality Assurance Office of TMA.

The personnel of the Quality Assurance Office include:

- 3.1 Head of the Quality Assurance Office;
- 3.2 Deputy Head of the Quality Assurance Office;
- 3.3 Specialist of the Quality Assurance Office.

Article 4. The personnel of the unit

4.1 Head of the Quality Assurance Office:

- 4.1.1 Leads the activities based on the by-laws of TMA and provisions of the Quality Assurance Office;
- 4.1.2 Is responsible for performance of the functions of the Office as stipulated by the set periodicity, procedures and mechanisms;
- 4.1.3 Assigns the duties to staff members of the Quality Assurance Office and monitors their performance;
- 4.1.4 In agreement with the TMA Rector, represents TMA in relations with various structural units, within the scope of competence;
- 4.1.5 Collaborates with and establishes contact with international higher education institutions to exchange best practices;
- 4.1.6 Drafts and develops regulations and individual legal acts pertaining to the functions of the Service and correspondence related to competencies of the Office;
- 4.1.7 Studies the best international and local practices in teaching/learning and evaluation, develops recommendations for their introduction;
- 4.1.8 Analyzes TMA data and develops recommendations for identification and introduction of the best practices, and if shortcomings are identified, for their correction and future prevention, provides feedback to relevant individuals and later evaluates implementation of recommendations;
- 4.1.9 To ascertain compatibility, compares data received from other structural units of TMA with the strategic development plan and, if needed, develops recommendations;
- 4.1.10 Conducts periodic training for personnel on quality assurance matters;
- 4.1.11 Manages the authorization/accreditation processes and prepares the application along with the relevant documentation;
- 4.1.12 Determines the compatibility of the curriculum with accreditation standards;
- 4.1.13 Participates in other committees of TMA, within the scope of competence;
- 4.1.14 Takes part in the elaboration of the strategic development document of TMA;
- 4.1.15 Is accountable to the Rector and submits a report on the work carried out;
- 4.1.16 Is a member of the Rector's Board and submits to the Rector's Board annual summary reports.

4.2 Deputy Head of the Quality Assurance Office:

- 4.2.1 Is responsible for the timely completion of the tasks received within the purview of the Quality Assurance Office;
- 4.2.2 Carries out activities in accordance with the by-laws of TMA and the provisions of the Quality Assurance Office;
- 4.2.3 Takes part in development of by-laws, individual legal acts and correspondence pertaining to the functions of the Office;
- 4.2.4 Takes part in the development of internal mechanisms ensuring the quality of teaching-learning and research activities at TMA;
- 4.2.5 Coordinates the introduction of the state-of-the-art methods and technologies for teaching-learning and evaluation;
- 4.2.6 Ensures the evaluation of the ongoing educational and research processes within TMA;

- 4.2.7 Collaborates with and collects essential information from various structural units of TMA;
- 4.2.8 Conducts periodic training for personnel on quality assurance matters;
- 4.2.9 Takes part in the authorization/accreditation processes;
- 4.2.10 Takes part in the curriculum elaboration, evaluation/development processes;
- 4.2.11 Manages and coordinates mobility and recognition processes;
- 4.2.12 Participates in other committees of TMA within the scope of competence;
- 4.2.13 Is accountable to the Head of the Quality Assurance Office and submits information essential for the activities of the Office;
- 4.4.14 Assumes the responsibilities of the Head of the Quality Assurance Office in case of his/her absence (vacation, business trip, illness).

4.3 Specialist of the Quality Assurance Office:

- 4.3.1 Organizes regular surveys/evaluations with defined periodicity;
- 4.3.2 Organizes surveys/evaluations not envisaged by the procedures;
- 4.3.3 Processes statistically survey/evaluation results;
- 4.3.4 Conducts statistical analysis of data pertaining to learning and evaluation;
- 4.3.5 Submits to the Head and the Deputy Head of the Office the summary data for preparation of the reports;
- 4.3.6 Takes part in the processes of determining mobility, credit recognition and program compatibility within the scope of competence;
- 4.3.7 Responds to incoming correspondence within the scope of competence;
- 4.3.8 Provides feedback to stakeholders.

Article 5. Quality culture

- 5.1 Quality culture encompasses the values acknowledged and embraced by all branches of TMA, serving as the most effective and crucial means for establishing and enhancing the mechanisms of quality assurance within the institution.
- 5.2 To instill quality culture in the institution, it is crucial to have personnel that is self-critical and committed to continuous development. The presence of such personnel is influenced by a number of factors:
 - **Consistency** - putting into daily practice the priorities articulated in the mission and vision statements;
 - **Unified approach** - establishment of unified standards and approaches with all parties involved in the functioning of TMA;
 - **Co-participation** - involvement of each staff member in contributing to the development of the organization's positioning and quality development at both the local and international levels;
 - **Transparency** - sharing of evaluations, ongoing processes and obtained results with all involved and interested parties;
 - **A low-stress and continuous development-focused environment** - a work setting focused on development and improvement, in which open discussions about shortcomings are encouraged

through the introduction of the principles of fairness and honesty;

- **Mutual respect** - TMA is striving to introduce the principle of mutual respect within the institution, where all voices are heard and respected;
- **Awareness** - TMA is introducing the principle of information availability ensuring that information about existing shortcomings, their improvement and future plans is regularly shared.

Article 6. Quality assurance procedures of TMA

The quality assurance system consists of four aspects and includes the following steps: the Plan-Do -Check-Act cycle.

These procedures include both quality control measures (Do, Check) and continuous quality improvement (Act, Plan) procedures. The dynamic and iterative nature of these processes is focused on ensuring the quality of educational programs at TMA and cultivating internal institutional quality culture.



Article 7. System and mechanisms of the Quality Assurance Office of TMA.

7.1. The quality assurance system is an internal evaluation system of TMA, which contributes to attaining the goals set forth in the mission statement and defined in the strategic development and action plans.

7.2. The quality assurance system at TMA consists of procedures for managing, evaluating and

continuously enhancing quality. The goal of the Quality Assurance Office is to cultivate quality culture across all levels of TMA operations.

7.3 Quality assurance mechanisms

The Quality Assurance Office employs both quantitative and qualitative research methods in the evaluation process.

7.3.1 Developing the quality assurance system and its mechanisms:

Reinforces quality assurance (QA) and quality improvement (QI) systems and develops corresponding mechanisms to continuously improve institutional performance and the level of satisfaction among staff members and students.

7.3.2 Determining compatibility with authorization/accreditation standards:

- To ensure compatibility with authorization/accreditation standards, the Quality Assurance Office reviews existing documentation, evaluates its compliance with the standards and submits the findings to the Rector through a report.
- Leads and manages the preparation of the self-evaluation report for program authorization and accreditation.

7.3.3 Monitoring and evaluation of the quality of development and administration of educational programs include:

- Evaluation of the quality of the existing program(s) implementation;
- If needed, monitoring of the modification of the existing program(s) (e.g. updated sectoral characteristics/standards);
- Participation in the validation of the new educational programs and monitoring of the process.

7.3.3.1 Evaluation of the quality of the existing program(s) implementation:

- **Syllabi revision and approval** - annually, two weeks prior to the start of the academic year;
- **Evaluation of teaching quality** - every semester, direct observation of the educational process (lecture, seminar, mentorship) by attending classes;
- **Evaluation of the educational process in the clinical setting** - every semester through clinic visits;
- **Evaluation of training courses** - every semester, involving feedback from students and academic and adjunct personnel;
- **Study of the availability and use of educational resources** - annually;
- **Monitoring of student's academic performance** - every semester;
- **Evaluation of lecturers** in compliance with the framework applicable to academic and visiting staff engaged in teaching;
- **Studying the efficiency of assessment instruments used in the program**, including evaluation of the examination procedure and its quality and systematic analysis of examination outcomes - every semester;
- **Evaluating the efficiency of the administration of the educational process** - every semester.

The Quality Assurance Office will analyze the acquired outcomes, develop recommendations, if needed, and submit a report to both the program head(s) and the Dean of the School of Medicine for their action.

To facilitate the faculty development, share best practices identified through the evaluations of the academic and invited staff, as well as in the event of unsatisfactory evaluations, the report of the Quality Assurance Office will be shared with the Faculty Development Service for arranging relevant training programs and

workshops.

7.3.3.2 Monitoring the modification of existing programs in compliance with amendments to sectoral benchmarks/national and international standards:

If needed, evaluate compliance with amended program standards and develop recommendations for achieving compatibility.

7.3.3.3 Approval and monitoring of the planning, development, and validation processes of new educational programs:

In line with the procedures defined in the methodology for program planning, elaboration and development.

7.3.4 Monitoring and evaluation of administrative personnel satisfaction and the quality of performance:

The goal of TMA is to build a highly qualified and experienced team and create a conducive work setting. To evaluate this, the Quality Assurance Office conducts annual surveys on personnel satisfaction, focusing on the following aspects:

- Satisfaction of administrative personnel with employment and work environment at TMA;
- Satisfaction of academic personnel and adjunct lecturers with employment and working environment at TMA;

To monitor and evaluate the performance of administrative personnel, the Quality Assurance Office collects annual reports from each structural unit detailing the activities conducted throughout the year. The Quality Assurance Office analyzes the results and, if any discrepancies with the established benchmarks for the reporting period are identified, develops recommendations to align with these benchmarks.

7.3.5 Monitoring and evaluation of the faculty development:

In order to facilitate the development of professional and scientific-research skills of academic and adjunct personnel, the Quality Assurance Office conducts surveys in the following areas as necessary:

- Survey of satisfaction with the training attended;
- Survey of the needs of academic and visiting lecturers related to medical education methodology.

The Quality Assurance Office analyzes the findings, and if needed, develops recommendations and submits a report to the Department of Faculty Development and Scientific Research and PhD Department for their action.

7.3.6 Monitoring and evaluation of the quality of student Services:

To support a student-centered environment, the Quality Assurance Office conducts student satisfaction surveys every semester in the following areas:

- Student satisfaction with the overall quality of teaching at TMA;
- Student satisfaction with student services at TMA;

Aside from satisfaction surveys, to foster a student-centered environment, the Quality Assurance Office evaluates the compliance of TMA administrative data with the goals defined in the strategic development plan.

Each year, the Service collects information on the employment status of graduates and evaluates the percentage of students enrolled in TMA who departed within the current academic year.

The Service also identifies annually the sources of information for applicants about TMA.

7.3.7 Monitoring and evaluation of the quality of scientific and research activities:

To enhance the research component of TMA, the Quality Assurance Office evaluates the compliance of data

submitted by the Scientific Research and PhD Department with the goals set in the strategic development plan.

The Quality Assurance Office analyzes the obtained results, compares them with the desired benchmark set for the reporting period and, if the discrepancy is identified, collaborates with the Scientific Research and PhD Department to develop an action plan for reaching the benchmark.

Article 8. Final Provisions.

- 8.1 This document is approved by the Rector's Board.
- 8.2 Amendments to this document shall be made in accordance with the procedure for its approval.
- 8.3 Systematic monitoring and evaluation forms constitute an essential component of the provisions of the Quality Assurance Office.

Annex 1 - Evaluation of the quality of teaching - attendance at lectures;

Annex 2 - Evaluation of the quality of teaching – attendance at seminars;

Annex 3 - Evaluation of the quality of teaching - attendance at clinical rotations;

Annex 4 - Evaluation of the educational process in the clinical setting;

Annex 5 - Evaluation of lecturers by students;

Annex 6 - Qualitative evaluation;

Annex 7 - Evaluation of training courses by lecturers;

Annex 8 - Evaluation of training courses by students;

Annex 9 - Evaluation of the examination process by students;

Annex 10 - Evaluation of lecturers by the administration;

Annex 11- Survey of the administrative, academic and adjunct personnel satisfaction;

Annex 12 - Survey of the overall student satisfaction;

Annex 13 - Student satisfaction with TMA student services;

Annex 14 - Studying of the sources of information for applicants about TMA.