



Ken Walker International University

Quality assurance mechanisms and their effectiveness

Approved by the order #0221-11 of Rector, dated February 10, 2021.

1. General Provisions

- 1.1. This document defines the quality assurance mechanisms in place at Ken Walker International University Ltd. (hereinafter referred to as the University) and evaluates their effectiveness.
- 1.2. Quality Assurance Mechanisms at the University include the evaluation of all ongoing processes within the University's educational activities (including processes in the areas of teaching, clinical, research, and organizational management) (hereinafter referred to as "Processes").
- 1.3. The purpose of using the quality assurance mechanisms operating at the University is to evaluate educational programs, processes, resources (both human and material) at the University and to increase their efficiency and further quality based on the results of evaluation.
- 1.4. The University Quality Assurance Service is responsible for the use and functioning of the quality assurance mechanisms defined by this document in the University, the structure, rules of activity and competencies of which are regulated by the provisions of the University and the Quality Assurance Service.

2. Quality assurance mechanisms

- 2.1. The University has the following internal quality assurance mechanisms:
 - 2.1.1. Survey of stakeholders (students, staff, employers, alumni);
 - 2.1.2. Monitoring and analysis of students' academic performance;
 - 2.1.3. Assessment of achieving learning outcomes;
 - 2.1.4. Annual self-assessment of educational programs;
 - 2.1.5. Analysis of annual reports on staff activities;
 - 2.1.6. Analysis of annual reports of structural units;
 - 2.1.7. Monitoring and analysis of strategic development and action plans.
- 2.2. Internal quality assurance mechanisms in place at the University include the assessment of areas such as:
 - 2.2.1. Educational programs and teaching-learning;
 - 2.2.2. Staff activities;
 - 2.2.3. Scientific research activities;
 - 2.2.4. Organizational-managerial processes;
 - 2.2.5. Services and resources provided;
 - 2.2.6. Activities carried out to contribute to the development of the community;
 - 2.2.7. Internationalization.
- 2.3. The internal evaluation mechanisms are used by the University Quality Assurance Service, in coordination with other structural units defined by the University Provision, in accordance with the content defined in this document.
- 2.4. External quality assurance mechanisms in place at the University include:
 - 2.4.1. Identify opportunities for improvement within the authorization, accreditation, monitoring processes by the National Center for Educational Quality Enhancement LEPL and take into account the recommendations received.
 - 2.4.2. Identify opportunities for improvement based on the recommendations and shortcomings identified in the evaluation by independent experts and take into account the recommendations received.

- 2.5. In order to achieve the main objectives set out in this document, the University Quality Assurance Service is obliged to ensure that the results of the quality assurance evaluations carried out within both internal and external mechanisms are used in accordance with the rules set out in this document.

3. Ensuring the quality of educational programs and teaching-learning

In order to ensure the quality of educational programs and teaching-learning at the University:

- 3.1. There is a rule of planning, elaboration, approval, development, modification and cancellation of educational programs, which defines the procedures of planning, elaboration, approval, development, modification and cancellation of educational programs, responsible persons involved in the mentioned processes, duties and responsibilities of the mentioned persons. In the case of a commitment to facilitate student mobility enrolled in the program.
- 3.1.1. Assessment of the direction specified in this paragraph, includes:
- 3.1.1.1. Conclusions prepared by the Quality Assurance Service and the relevant persons provided for in the above document in the process of program planning, development, approval, development, modification and cancellation.
- 3.1.1.2. Satisfaction Assessment surveys for Student, Alumni, Employers, and staff involved in the implementation of the educational program.
- 3.1.2. By evaluating and analyzing the results obtained with the tools provided for in this paragraph, the Quality Assurance Service identifies gaps, improvements and results and sends them to the Head of Program , who reviews the information and, if appropriate, initiates appropriate processes (such as modification, cancellation, etc.) in accordance with established procedures.
- 3.2. The University establishes mechanisms for assessing the learning outcomes provided by the educational program. Procedures for monitoring their use and analyzing the results of the evaluation.
- 3.2.1. The tools through which the assessment defined in this paragraph is carried out include: analyzing the information generated using LMS (Learning Management System).
- 3.2.2. Tools through which graduates evaluate the progress of the learning process and achieve learning outcomes, analyze them and use them to improve the learning process, include: surveys of graduates.
- 3.2.3. By evaluating and analyzing the results obtained with the tools provided for in this paragraph, the Quality Assurance Service identifies gaps, improvements and results and sends them to the Head of Program , who reviews the information and, if appropriate, initiates appropriate processes (such as modification, cancellation, etc.) in accordance with established procedures.
- 3.3. There is a rule of methodology for determining the number of academic and invited staff, which establishes the methodology for determining the number of academic and invited staff required for the implementation of educational programs at the University and determines the targets for determining the number of academic and invited staff, maximum number of students per group and maximum number of academic staff workload.
- 3.3.1. The tools through which the assessment defined in this paragraph is carried out include: Student and staff satisfaction assessment questionnaires for the implementation of the educational program.
- 3.3.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, sends opportunities for

improvement and results to the University Academic Council, the Faculty Council, which discusses them within their competence.

- 3.4. There is a rule regulating the educational process, which defines the main issues of the administration of the educational process in the university.
 - 3.4.1. The tools used to evaluate the areas defined in this paragraph include the questionnaires for the satisfaction assessment of students and staff involved in the implementation of the educational program, as well as the annual report prepared by the Faculty Learning Process Management Service.
 - 3.4.2. Evaluating and analyzing the results obtained using the tools provided in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends the results to the rector and dean of the faculty, to the Faculty Learning Process Management Service for optimization.
- 3.5. There is a student contingency planning methodology document, which defines the rules for determining the student contingent by setting appropriate indicators and targets developed taking into account the University resources.
 - 3.5.1. The tools through which the assessment defined in this paragraph is carried out include the satisfaction assessment questionnaires by the students and the staff involved in the implementation of the educational program..
 - 3.5.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, and sends the results to the Rector of the University, who decides on changes to the Student Contingency Plan and adjusts the number of student admissions.
- 3.6. There is an individual curriculum development methodology document, which defines the procedures and rules for developing an individual curriculum to support students admitted to the university with mobility, students with different abilities and needs, taking into account the special educational needs and the level of academic training.
 - 3.6.1. The tools through which the assessment defined in this paragraph is carried out include the satisfaction assessment questionnaires by the students and the staff involved in the implementation of the educational program..
 - 3.6.2. By evaluating and analyzing the results obtained with the tools provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends the results to the Rector of the University, who makes a decision to amend the Individual Curriculum Development Methodology document. In addition, information about the results, along with recommendations and suggestions, is sent to the individual curriculum development methodology document, to the persons responsible for and development of the plan.

4. Quality assurance of staff activities

In order to ensure the quality of the activities of the staff involved in the implementation of educational programs within the University:

- 4.1. There are rules for holding academic positions and competition commission, which determines the conditions, procedures and principles for holding academic positions at the University.

- 4.1.1. The tools used to evaluate the direction specified in this paragraph may include the documentation submitted in the competition, interview assessment and assessments of demonstration lectures..
 - 4.1.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies shortcomings in the direction, sends opportunities for improvement and results to the University Rector, Academic Council, which, if appropriate, makes appropriate changes to the terms of the competition, to determine the requirements for staff and to improve and refine the competition procedures..
- 4.2. There is a rule for evaluating the scientific-research and academic activity of the staff, which determines the requirements for the academic, scientific-research, clinical activity of the staff and the indicators of productivity evaluation.
 - 4.2.1. The tools through which the evaluation of the direction defined by this paragraph is carried out include the report of the scientific-research activity of the academic and invited staff, the assessment of the academic and invited staff by the program head.
 - 4.2.2. By assessing and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service shall identify deficiencies in the direction, opportunities for improvement and send the results to the following persons: the Rector of the University; University International Relations, Strategic Development and Human Resources Service; University Medical Education and Research Development Service.. These persons, if appropriate and within the scope of their competence, take appropriate measures to optimize the rules for evaluating the scientific-research and academic activities of the staff. In addition, the results will be presented to the relevant faculty and academic councils and, in order to increase staff involvement in research and improve outcomes, provide a basis for encouraging staff actively involved in research and planning other university activities.
- 4.3 There is a system of periodic evaluation of the academic performance of academic and invited staff, which includes students' semester evaluation of staff through questionnaires developed.
- 4.4 The information obtained from the quantitative and qualitative analysis of the surveys is sent to the Dean of the Faculty, program managers, heads of departments, relevant staff in order to use them and improve their activities in the future.
- 4.5 There is a system of assessment of administrative and support staff, which is based on the personnel management policy of the university and includes self-assessment of the employee, satisfaction of stakeholders (students, academic and invited staff, graduates, employers), which is recorded when completing the relevant questionnaires; Also, the employee's assessment of the immediate supervisor's contribution to the achievement of strategic development and action plans..

5. Quality assurance of scientific-research activities

In order to ensure the quality of scientific-research activities at the University:

- 5.1. There is a rule of research support mechanisms and funding, which defines the mechanisms for supporting and encouraging scientific research processes at the University and establishes a system of public, fair and transparent research funding.

- 5.1.1. The tools used to evaluate the areas defined in this paragraph include the Academic and Invited Staff Satisfaction Assessment Questionnaire and the University Medical Education and Research Development Service Annual Report.
 - 5.1.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends results to the Rector of the University and the University Medical Education and Research Development Service. In order to optimize mechanisms and funding rules.
- 5.2. There is a rule for evaluating the scientific-research and academic activities of the staff, which determines the requirements for the scientific-research activities of the staff and the indicators for evaluating the productivity of the staff scientific-research activities.
 - 5.2.1. The instruments through which the assessment of the direction specified in this paragraph is carried out include the annual report of the scientific-research activities of the academic and invited staff (which should include information on the staff citation index, published publications, participation in scientific conferences or events), evaluation of academic and invited staff by the program head.
 - 5.2.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, and sends the results to the University Rector, Academic Council and the University Medical Education and Research Development Service. In order to optimize the evaluation rule of academic activity. In addition, the results are the basis for encouraging staff to actively participate in research and planning other activities in order to increase staff participation in research and improve results.
- 5.3. There are rules and conditions for affiliation of academic staff, which determine the content of affiliation of academic staff at the University and the rules related to the affiliation process.
 - 5.3.1. The tools used to assess the areas defined in this paragraph include the Academic Staff Satisfaction Assessment Questionnaire
 - 5.3.2. Through evaluation and analysis, the Quality Assurance Service identifies gaps in the area, opportunities for improvement, and discusses results with the Medical Education and Research Development Service, resulting in planned improvement activities, including possible changes to academic staff rules and conditions to optimize it.
- 5.4. There is a rule of planning, implementation and evaluation of the scientific-research component, which defines the regulations related to its planning-implementation and evaluation within the research component of the educational programs.
 - 5.4.1. The instruments through which the evaluation of the direction defined in this paragraph is carried out include the components of the evaluation of the paper by the commission, the conclusions of the scientific supervisor and the reviewer.
 - 5.4.2. Evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service, in cooperation with the Medical Education and Research Development Service, identifies gaps in the area, opportunities for improvement, sends results to the University Academic Council and Rector, in order to optimize it in the evaluation rule.

5.5. There is a document defining the procedures and mechanisms for detecting, preventing, responding to plagiarism, the main task of which is the maximum prevention of plagiarism at the university and ensuring a high degree of protection of intellectual property rights.

5.5.1. The tools used to assess the direction set out in this paragraph include the electronic plagiarism check system, the Dean's report on plagiarism cases found in the staff papers submitted to him.

5.5.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends results to the Rector of the University, who appropriately makes relevant changes in plagiarism detection procedures, plagiarism response procedures and documentation. At the same time, it takes measures to actively carry out the measures envisaged in the relevant rules and to show more efforts for the establishment of academic integrity and the relevant culture at the University.

6. Quality assurance of management processes

In order to ensure the quality of management processes at the University:

6.1. There are mechanisms for monitoring the effectiveness of management and an evaluation system, which aims to strengthen the management system, its continuous evaluation and updating.

6.1.1. The tools used to assess the direction set out in this paragraph include the results of monitoring the implementation of the University Strategic Development Document and Action Plan; Staff evaluation results; Annual reports on the activities of structural units; The results of business process evaluation; The results of external evaluation mechanisms; The results of the evaluation of the use of modern technologies in the university;

6.1.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends results to the University Rector and Head of Administration, who plan appropriate improvement activities and / or implement changes in.

6.2. There is a provision and the internal regulations of the university, which regulate the structural arrangement of the university, subordination of officials, accountability and redistribution of competencies. In addition, the internal regulations of the university stipulate labor discipline in the university and the implementation of activities by the staff in the conditions of organizational order.

6.2.1. The tools through which the assessment of the area defined in this paragraph is carried out include the University Administrative and Support Staff Satisfaction Assessment Questionnaire.

6.2.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends the results to the Rector of the University, who approves changes in the bylaws to optimize it and initiates changes in the regulations. However, taking into account the results, the Rector takes measures to improve the quality of coordination between the structural units of the University. Outcome information is also provided to the heads of individual structural units for further elimination and improvement of gaps.

7. Quality assurance of services and resources provided

To ensure the quality of services and resources provided at the University:

- 7.1. There is in place the assessment of the quality of services and resources for the development of the university environment, the educational process and educational activities..
 - 7.1.1. The tools through which the assessment defined in this paragraph is carried out include a survey of students, staff, alumni, and employers' satisfaction with the use of the services.
 - 7.1.2. The tools used to assess satisfaction with the resources used in the learning process include the availability of learning materials in the library, the use of the electronic learning management system, and the satisfaction surveys of the resources needed to develop practical and clinical skills.
 - 7.1.3. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends the results to the Rector of the University, heads of individual structural units, for further elimination and improvement of the gaps.

8. Quality assurance of activities carried out to contribute to the development of the community

In order to ensure the quality of the activities carried out in order to contribute to the development of the community at the University:

- 8.1. There is a social responsibility strategy, which defines the activities to be implemented by the University to contribute to the development of society and the main directions of social responsibility;
 - 8.1.1. The tools through which the assessment defined in this paragraph is carried out include students, staff, alumni. Employer Satisfaction Survey on Activities Implemented; Analysis of annual reports on the activities of structural units..
 - 8.1.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends the results to the Rector of the University, heads of individual structural units, for further elimination and improvement of the gaps.

9. Quality assurance of internationalization

To ensure the quality of internationalization at the University:

- 9.1. There is an internationalization policy and relevant mechanisms that define the goals and main directions of the internationalization policy by the University, the activities to be implemented in this regard;
 - 9.1.1. The tools through which the assessment defined in this paragraph is carried out include students, staff, alumni satisfaction survey; Analysis of foreign staff recruitment rates; Evaluation of the internationalization of scientific-research activities; Analysis of international exchange programs and indicators of students and staff involved in them..
 - 9.1.2. By evaluating and analyzing the results obtained with the instruments provided for in this paragraph, the Quality Assurance Service identifies gaps in the direction, opportunities for improvement, sends the results to the University Rector and the Head of Administration for further elimination and improvement of the deficiencies.