

Quality policy

Moscow

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The activity of AKKORK is aimed at assisting educational institutions in improving and maintaining the quality of the education they provide and the level of education quality assurance. Therefore, the activities of AKKORK contribute to meeting the needs of society and the labor market in engineering, economic, managerial and scientific-pedagogical personnel, whose level of competence and qualifications are sufficient for solving problems associated with building a knowledge economy in Russia, ensuring sustainable economic growth of Russia as a world power.

To ensure the effectiveness of the external independent quality assessment of educational process and (or) accreditation of educational institutions, AKKORK has developed internal quality assurance mechanisms that ensure the quality of educational audit procedures and the improvement of the activity of AKKORK.

The Quality Policy presents a model and action plan aimed at providing internal quality assurance for the activities of AKKORK.

1. Internal quality assurance in AKKORK

1.1 Quality Control

AKKORK, controlling quality, will:

- ensure that Agency staff and reviewers perform their work in accordance with internal and external regulatory documents. To achieve this goal, the Agency, analyzing reports and information from staff and reviewers, as well as information provided by educational institutions, will identify actions that do not comply with regulatory documents, and take the necessary measures;
- will create a list of unscrupulous experts which will publish on the web-site;
- maintain and improve information links between internal Agencies structures;

- develop and put into practice plans for establishing and maintaining Agency cooperation with external structures and organizations;
- ensure that Agency staff and reviewers correctly understand their responsibilities and perform their work in the established deadlines.

1.2. Documentation

Agency for development and improvements of the standards that regulate its activities, will:

- develop and regularly update employee standards and regulations;
- annually adjust its activity plans in accordance with performance indicators and information provided by universities.

1.3 Human resources

The agency, working with reviewers, will:

- provide reviewers preparation and training so that they have the competence necessary to conduct educational procedures audit;
- attract the best experts to work and maintain constant cooperation with them, including them in the list of Agencies reviewers ;

In order to improve the quality of personnel work, the Agency develops plans for the development of professional competencies and career growth, contributing to the creation of motivation and strengthening employee commitment to the core values of AKKORK.

1.4. Quality assurance and educational audit procedures

AKKORK in order to ensure the quality of the educational audit procedures will:

- collect and summarize the positive practical experience of the educational audit procedures and implement it in the subsequent work with universities;
- systematically improve the regulations and standards under which the educational procedures are carried out audit;
- maintain feedback with universities in order to control how reviewers implement recommendations on how to conduct educational audit.

2. Quality assessment procedures in AKKORK

In addition to the current procedures for collecting and processing information from interested parties, which are conducted regularly, an external assessment of the quality of the Agency's work, which is held every five years, is an important mechanism for ensuring and improving the quality of AKKORK activities. The external peer review mechanism is based on models "Periodic verification of accreditation agencies" developed by the European Association for Quality Assurance in Higher Education (ENQA).

2.1. Purpose

The purpose of the audit is to establish that the Agency's activities comply with the standards of international accreditation agencies, which are established by documents approved by leading international organizations on quality assurance and evaluation: "Standards and guidelines for ensuring the quality of education in the European Higher Education Area" (ENQA, 2015). The materials and the report on the results of the external audit of the Agency are used to plan and conduct activities to guarantee and improve the quality of work.

2.2. The structure and description of internal quality assurance

AKKORK works in the field of:

- 1) Analysis and quality evaluation of:
 - educational programs content ;
 - the effectiveness of educational technologies;
 - organization of university activities ;
 - level of educational management .
- 2) Ensuring the quality of higher education activities institutions.

Self-assessment includes:

- information about the Agency;
- agency activities in educational audit and quality assessment of universities;
- methodology and conduct of an educational audit (description of procedures, guidelines, work of reviewers, documentation, system of appeal and etc.);
- mechanisms and procedures for guaranteeing and improving the quality of the Agency's activities;
- conclusions and final remarks (achievements, difficulties, prospects, shortcomings and directions for work improvement).

External verification and evaluation

Every five years, AKKORK applies to an external organization with a request for an external assessment of the quality of the Agency's activities. External verification can be carried out by both Russian and foreign organizations. An external organization selects and nominates reviewers, plans and conducts a visit to the Agency, and prepares a report and recommendations. AKKORK submits a self-assessment report to the auditing organization in a timely manner, which is conducted according to predetermined and agreed criteria and guidelines. The purpose of the visit of a group of reviewers to the Agency is confirmation of information provided by the Agency in the report. During the visit, the external commission will meet with the leadership and staff of the Agency, some members of the Advisory Council, and other interested parties. The length of the visit, the number of meetings, mutual obligations, as well as procedures for conducting an external assessment are stipulated in the agreement of the parties. At the end of the

visit, the external organization provides the Agency with a preliminary report to review it and identify factual errors and inaccuracies. The report on the conduct of external peer review contains conclusions on the extent to which the Agency's activities comply with international (in particular, ESG) standards for conducting activities on evaluation and quality assurance of higher education, as well as recommendations.