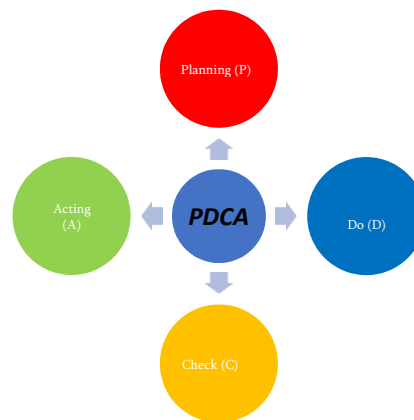


Internal Quality Assurance Policy Document of LEPL National Center for Educational Quality Enhancement

1. General Provisions

The internal quality assurance policy (hereinafter - the policy) of the LEPL- National Center for Educational Quality Enhancement (hereinafter - the Center) aims to assess the quality of the Center's activities and describe the internal quality assurance mechanisms by which the Center ensures the quality of its activities and continuous development. The policy covers all directions of the Center's activity, is consistent with the statute of the Center and other legal acts regulating its activities. The policy document defines the interaction of all elements of the Center's internal quality assurance system, and as for the responsibility for the processes, it is regulated by the Center's internal regulatory documents. The internal quality assurance policy derives from the Center's vision, mission and values.

The internal quality assurance system is based on the best international practices and Deming's PDCA (Plan-Do-Check-Act) quality management model. By establishing the system, the Center expresses its willingness to improve its activities through a continuous cycle of planning, doing, evaluating and acting each process. At the same time, it is ready to develop the culture of high quality.



2. Key elements of the policy:

The main principles of the **internal quality** assurance policy of the Center are:

- A clear definition of the Center's mission and objectives;
- Strategic planning of the Center's own activities;
- By complying with the requirements of the National legislation, gradual approximation and finally, ensuring the compliance of the Center's processes with the European Standards and Guidelines (ESG);
- Ensuring the transparency of the Center's own activities;
- Creating accountability mechanisms;
- Observing the code of ethics by each employee of the Center including the experts;
- Ensuring the development of internal culture of quality assurance;
- Creating mechanisms for monitoring and continuous improvement of its activities;
- Systematic analysis of topics and mechanisms related to quality assurance;
- Periodic self-evaluation and external evaluation of the Center, including in accordance with European quality assurance standards.

3. Policy Implementation Mechanisms

In accordance with the quality assurance policy, the Center uses the following quality assurance mechanisms:

- ✓ Development, monitoring and evaluation of strategy and action plans;
- ✓ Evaluating the performance of employees and giving feedback;
- ✓ Communicating with departments and other stakeholders;
- ✓ Self-evaluation, development and introduction of internal quality culture;
- ✓ Evidence-based solutions for effective system development;
- ✓ Systematic and efficiency evaluation mechanisms;
- ✓ Identification of the main processes and development and publication of the regulations related to their implementation (regulatory documents, relevant norms, procedures and tools).

For this purpose, the Center uses various approaches, including:

- Regular meetings with the Coordinating Council of the Center and agreement on issues regarding the main directions defined by the statute;
- Collecting feedback and suggestions for improvement from stakeholders about the services provided by the Center, using various tools;
- Regular meetings with representatives of educational institutions in order to develop and improve the standards, procedures and tools related to authorization and accreditation processes, as well as to develop the National Qualifications Framework;
- Needs-based continuous professional development of external evaluation experts of educational institutions and educational programmes and capacity building of Center employees;
- Annual self-evaluation of the Center and external international evaluation in accordance with European standards and guidelines; external mechanisms implemented by the European Association for Quality Assurance in Higher Education (ENQA), the European Register of Independent Agencies for the Development of Higher Education Quality (EQAR) and the World Federation of Medical Education (WFME);
- Other tools for evaluation and development of implementation processes, including donor and support programmes of international organizations (World Bank, Asian Development Bank, EU support programmes, United Nations Development and UNICEF and other programmes).

The Center management is obliged to support the implementation of the internal quality assurance policy and its regular updating, taking into account the need for development within the Center and outside it.

4. Vision, Mission, Values of the Center

Vision of the Center: The Center represents a regional hub with high credibility and recognition on local and international level, which offers wide range of services related to the education quality enhancement to the public.

Mission of the Center: The mission of the Center is to support education quality enhancement by providing services that are user- oriented and based on internationally recognized standards and best

local practices, as well as by supporting enhancement of quality-oriented governance.

Values of the Center: The Center is primarily guided by the best interests of the persons involved in the educational process and carries out its activities based on the following values:

- ✓ **Objectivity:** Assessments carried out by us alongside self-evaluation is based on the standards established by the legislation and on factual circumstances. Established procedures eliminate partiality of the persons involved in the evaluation as much as possible.
- ✓ **Transparency:** The standards and procedures of our activities, our visions and values are publicly accessible and known to all stakeholders in advance. Publicity of the information on the Center's activities is ensured.
- ✓ **Impartiality:** We ensure that the decisions made by the Center are in line with the legislation and that they account for the best interest of the involved stakeholders.
- ✓ **Cooperation:** We are open to cooperation with stakeholders. We review the novelties, offers and different opinions in a constructive manner and are driven to find solutions to problems.
- ✓ **Development and Innovation:** We systematically evaluate our activities and plan innovative ways for development based on the results of evaluation. We offer the same approach to the education providers and we expect the same from our partners.

5. Internal Quality Assurance Mechanisms

5.1. The strategy and action plan of the Center

The long-term (a five-year strategic cycle) and short-term (a one-year) planning of the Center's activities is served by the development of the Center's five-year strategic document and one-year action plan.

The given process is regulated in accordance with the procedures and methodology outlined in the "Rules for the Development, Monitoring and Evaluation of the Strategy and Strategy Implementation Action Plan of the LEPL- National Center for Educational Quality Enhancement" approved by the order of the Director of the Center No. 14373 dated January 20, 2021. And the Planning, Research and International

Relations Department of the Center is responsible for coordinating the planning process. It is important to note that all structural units of the Center, subordinates of the Director of the Center and stakeholders participate in the process of developing the strategy and strategy implementation action plan.

The Strategic plan of the Center defines the Center's strategic goals and objectives for a five-year period, establishes approaches for the implementation of the set goals/objectives, and sets performance indicators for progress evaluation.

As for the **action plan** for the implementation of the Center's strategy, it defines specific activities to achieve the Center's priorities, goals and objectives, indicators of their outcomes, responsible and supporting structural units of the Center, implementation deadlines, budget and sources of funding for one calendar year. Every year, the Center summarizes its activities and publishes it on its website in the form of an annual report. The evaluation of the five-year strategy of the Center is also published on the Center's website.

5.2. Business Processes of the Center

The main and supporting processes of the Center's activities are defined in Annex 1 of this document. Quality assurance of the Center's business processes is based on the organizational management cycle model - "Plan-Do-Check-Act", which reflects the sequence and cyclic nature of the processes. As a critical information system entity of the first category defined by the Resolution No. 646 of the Government of Georgia dated December 31, 2021 "on approval of the list of entities of critical information systems of the first, second and third categories", the Center implements information security management standards. Great attention is paid to the legal processing of personal data. The Center takes great responsibility for quality as a necessary requirement for continuous improvement of its activities.

5.3. Common Assessment Framework - CAF

The Common Assessment Framework (CAF) is an easy- to- use tool that helps public organizations use their internal quality management mechanisms to improve their performance. It is specially designed for public sector organizations, taking into account their characteristics. The structure of CAF, which consists

of nine parts, identifies key aspects that need to be considered in any organizational analysis. Criteria 1 to 5 deal with the management practices of the organization and define what the organization does and how it approaches its tasks to achieve desired results. Criteria 6 to 9 measure the results achieved in terms of citizens/consumers, people, social responsibility and core activities by ensuring their perception and performance. In order to develop and improve internal quality mechanisms and by using the Common Assessment Framework (CAF) tool, the Center continuously improves the quality of its activities and establishes a high-quality organizational culture. As a result of the survey of the Center's departments, the main needs of the respective departments are identified, thus the measures to be implemented in response to the existing challenges are planned. Staff involvement is very important in the implementation of CAF. It is a joint project of management and staff, the purpose of which is to plan and implement future measures to increase the effectiveness and efficiency of the organization.

5.4. Human Resources Management and Evaluation

In terms of human resources management policy, the Center is developing a system for evaluating the performance of employees in a pilot mode, which has a great role in the development of the Center's internal quality system. The purpose of the human resource evaluation system is to improve the quality of employee performance. The HR performance evaluation process should be done taking into account job goals/tasks, employee functions, competencies, and field knowledge. The assessment system will be implemented through an electronic portal. The assessment system provides for periodic management of the assessment process taking into account the assessment criteria and its monitoring. The evaluation process includes both employee evaluation by direct supervisors and employee self- evaluation.

The purpose of professional development is to increase the competences, knowledge, skills and abilities of employees, to improve the quality of the work performed. The professional development system is based on the identification of learning needs throughout the year, including the information received from the human resources assessment system. Personnel development measures are planned, if necessary, an individual development scheme is drawn up. The professional development of employees is carried out both in the form of training from the outside, and with the Center's internal resources. For this purpose,

employees with relevant knowledge and experience will be selected in the Center, who will share their knowledge with the employees of the Center.

5.5 Effective Communication

Within the framework of the annual action plan, the structural units report on the implemented activities through the electronic monitoring system. The results of the work performed are discussed with the management during staff meetings. As a result, in the case of identified deficiencies or hindering factors, the management makes an appropriate response, determines the ways of solving the problems and corrects them. A mechanism for effective internal communication and timely response to any issue is periodic staff meetings with the participation of the heads of the Center and structural unit. The heads of structural units are obliged to provide information about the issues discussed at the meetings to the employees. Also, the Center effectively communicates with the educational institutions functioning in the country and other stakeholders.

5.6 Monitoring and Evaluation Electronic Portal

Monitoring and evaluation of the Center's strategy and action plan is implemented through the Center's electronic portal. The portal identifies the challenges in the process of the Center's activities, effectively carries out the planning, implementation, evaluation procedure of activities and work processes; at the same time, the electronic portal generates and sorts information, thus establishing an information and knowledge management system in the Center.

The purpose of the monitoring and evaluation process is to check the performance of the results determined by the Center's strategic goals, tasks and activities, to identify gaps and determine recommendations, to study the results and achievements in detail and to determine the possible impact. The Center's Planning, Research and International Relations Department, the Director and Deputy Directors of the Center are responsible for monitoring and evaluating the implementation of the Center's strategy and action plan.

The implementation of the Center's strategy is evaluated twice - in the form of interim and final

evaluations. The interim evaluation is carried out at the beginning of the fourth year after the start of the new strategic cycle. The final evaluation of the implementation of the strategy begins within 6 months after the completion of the current strategic cycle. As a result of monitoring the implementation of the action plan for the implementation of the strategic plan, 2 types of reports are developed: a) progress report b) annual activity report.

5.7 Systematic and Efficiency Audit Evaluation

Within the framework of the implementation of the internal financial control and risk management system in the Center, the Internal Audit Department takes into account the results/evaluation of the activities carried out by the structural units while evaluating the risks and developing the annual action plan. The Internal Audit performs audits of relevant processes/structural units, including system and efficiency audits. Within the framework of the audit, recommendations are issued, the purpose of which is to improve the activity of structural units, introduce additional control mechanisms and achieve the set goals effectively and efficiently. Also, to identify a potential for improvement.

Based on the risk analysis, the Internal Audit Department establishes annual plans, according to which it carries out audit inspections. Within the framework of the audit, recommendations that are agreed with the audit object are issued taking into account relevant findings and risks. After the agreement, the mentioned audit report and the action plan for implementing the given recommendations are approved and presented to the Director of the Center. The implementation of the recommendations is mandatory, the estimated period of implementation and the responsible person/persons/structural units are determined. The Internal Audit Department periodically monitors the implementation of the given recommendations.

5.8 Customer Satisfaction Survey

The Center conducts an annual customer satisfaction survey. The main goal of the survey is to study the satisfaction level of individuals and legal entities who receive pre-identified services, as well as to identify

the service components which need improving and to develop relevant recommendations, which are important for the development of the internal quality system.

5.9 Capacity Building of Expert Pool and Council Members

At all levels of education, the Center periodically carries out capacity building of expert pool and council members. In order to achieve this goal, the Center intensively holds various informational/advisory meetings and trainings, which contributes to the development of the Center's internal quality systems. Besides, experts are assessed, based on which their professional development is planned.

5.10 Legislative Amendments

In case of necessity, on the basis of the higher legislative amendments, the Legal department will develop a project of amendments and additions to the existing regulatory documents aiming at equipping the relevant structural unit/responsible person with the authority to perfect the implementation of the process, ensure its efficiency, cancel a process, or add a new process, based on its own or on the initiative of another structural unit, as well as following the instructions of the Director of the Center.

In order to ensure the development, the procurement plan is also initiated in order to update/improve the material and technical base, update/purchase the software, which is provided by the relevant department.

6. Final Provision

The processes of making amendments and additions to the policy document are coordinated by the Planning, Research and International Relations Department of the Center. In order to improve the policy, each Center employee can submit proposals concerning the improvement of the policy to make amendments to the regulatory documents of the Center.

Main and Supporting Business Processes of LEPL - National Center for Educational Quality Enhancement

Process	Responsible structural unit	Purpose/Expected Outcome
B1 Authorization of Higher Education Institutions	Higher Education Quality Assurance Department	Implementation of external mechanisms for quality assurance of higher education in accordance with the requirements of the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)
B2 Addition of higher education programme	Higher Education Quality Assurance Department	Implementation of external mechanisms for quality assurance of higher education in accordance with the requirements of the Standards and guidelines for quality assurance in the European Higher Education Area (ESG)
B3 Higher Educational Programme Accreditation	Higher Education Quality Assurance Department	Implementation of external mechanisms for quality assurance of higher education in accordance with the requirements of the Standards and guidelines for quality assurance in the European Higher Education Area (ESG) (hereinafter - ESG standards and guidelines)
B4 Increasing the maximum number of student quotas at higher education institutions	Higher Education Quality Assurance Department	Implementation of external mechanisms for quality assurance of higher education in accordance with the requirements of ESG standards and guidelines
B5 Management and development of expert pools for authorization, accreditation and higher education	Higher Education Quality Assurance Department	Professional development of persons involved in higher education quality assurance processes, implementation of external mechanisms for higher education quality assurance in accordance with the requirements of ESG standards and guidelines

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B6 Implementation and development of mechanisms for higher education quality assurance/Checking authorization conditions through monitoring	Higher Education Quality Assurance Department	Implementation of the accompanying processes of external mechanisms for quality assurance of higher education in accordance with the requirements of ESG standards and guidelines
B7 Recognition of accreditation granted by a foreign agency, including accreditation granted to a joint educational programme	Higher Education Quality Assurance Department	Compliance of the methodology of planning and implementation of external quality assurance mechanisms with its goals in accordance with the requirements of ESG standards and guidelines
B8 Implementation of the process of agreement with the Center for the implementation of the joint higher education programme and the agreement to be signed with the institutions implementing it	Higher Education Quality Assurance Department	Taking into account the European Approach for Quality Assurance of Joint Programmes in accordance with the European Higher Education Area (EHEA) - European Approach for Quality Assurance of Joint Programmes
B9 Promotion of the development of higher education quality assurance systems	Higher Education Quality Assurance Department	Facilitating the implementation of the requirements of (ESG) standards and guidelines, development of quality assurance mechanisms
B10 Authorization of institutions implementing vocational educational programmes	Vocational Education Quality Assurance Department	Implementation of external mechanisms of vocational education quality assurance (authorization of vocational educational institution/college, obtaining the right to implement vocational educational programme by higher education institution and general education institution) in accordance with the current legislation of Georgia and ensuring their further improvement
B11 Adding the vocational educational programmes by educational institution implementing vocational educational programmes	Vocational Education Quality Assurance Department	Facilitating the formation of educational institutions implementing vocational education and internal mechanisms for ensuring the quality of vocational education, implementing external mechanisms of

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		vocational education quality assurance in accordance with the current legislation of Georgia and ensuring their further improvement
B12 Increasing the maximum number of vocational students by the educational institution implementing vocational educational programmes	Vocational Education Quality Assurance Department	Facilitating the formation of educational institutions implementing vocational education and internal mechanisms for ensuring the quality of vocational education, implementing external mechanisms of vocational education quality assurance in accordance with the current legislation of Georgia and ensuring their further improvement
B13 Change of place/area of implementation of the vocational educational programme by the educational institution implementing vocational educational programmes	Vocational Education Quality Assurance Department	Facilitating the formation of educational institutions implementing vocational education and internal mechanisms for ensuring the quality of vocational education, implementing external mechanisms of vocational education quality assurance in accordance with the current legislation of Georgia and ensuring their further improvement
B14 Integrating the learning outcomes of general secondary education in authorized secondary vocational education programme	Vocational Education Quality Assurance Department	Facilitating the formation of educational institutions implementing vocational education and internal mechanisms for ensuring the quality of vocational education, implementing external mechanisms of vocational education quality assurance in accordance with the current legislation of Georgia and ensuring their further improvement
B15 Checking the authorization conditions of vocational educational institutions through monitoring	Vocational Education Quality Assurance Department	Facilitating the formation of educational institutions implementing vocational education and internal mechanisms for ensuring the quality of vocational education, implementing external mechanisms of vocational education quality assurance in accordance with the current legislation of Georgia and ensuring their further improvement
B16 Administration of the certification process of vocational education quality assurance specialists	Vocational Education Quality Assurance Department	Ensuring the involvement of highly competent peoples in the process of quality assurance of vocational education
B17 Management and development of	Vocational Education Quality Assurance	Professional development of the people involved in the

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vocational education expert pool	Department	quality assurance process of vocational education. Namely, the management and development of the expert pool created for the purpose of obtaining the right of experts for the authorization of vocational education institutions and the implementation of vocational training/retraining programmes
B18 Promotion of the development of vocational education quality assurance systems	Vocational Education Quality Assurance Department	Consulting, trainings, etc. of institutions implementing vocational education programmes and other stakeholders
B19 Obtaining the right to implement vocational training programmes and vocational retraining programmes	Vocational Education Quality Assurance Department	Granting the right to implement a vocational training programme and a vocational retraining programme within the framework of formal education, in accordance with the requirements of the Government Resolution of March 15, 2019
B20 Approval of a vocational training programme and a vocational retraining programme	Vocational Education Quality Assurance Department	Granting the right to implement a vocational training programme and a vocational retraining programme within the framework of formal education, in accordance with the requirements of the Government Resolution #131 of March 15, 2019
B21 Obtaining the right to recognize non-formal education within the framework of vocational education	Vocational Education Quality Assurance Department	Within the framework of vocational education, the development of mechanisms for obtaining the right to recognize non- formal education, in accordance with the requirements of Resolution No. 459 of the Government of Georgia dated September 20, 2019 on "Terms and conditions of obtaining the right to recognize non- formal education"
B22 Certification of non-formal education counseling specialists	Vocational Education Quality Assurance Department	Within the framework of vocational education, ensuring the involvement of persons with high competence in the process of obtaining the right to recognize non- formal education, in accordance with the requirements of Resolution No. 459 of the Government of Georgia dated September 20, 2019 on "Terms and conditions of obtaining the right to recognize non- formal education"
B23 Authorization of a general education	General Education Quality Assurance	In accordance with the current legislation of Georgia,

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institution	Department	implementation of external mechanisms of general education quality assurance, ensuring their further development and promoting the development of internal mechanisms of quality assurance of general education institutions
B24 Accreditation of the educational programme of the general education institution	General Education Quality Assurance Department	In accordance with the current legislation of Georgia, implementation of external mechanisms of general education quality assurance, ensuring their further development and promoting the development of internal mechanisms of quality assurance of general education institutions
B25 Increasing the maximum number of student quotas by general education institutions	General Education Quality Assurance Department	In accordance with the current legislation of Georgia, implementation of external mechanisms of general education quality assurance, ensuring their further development and promoting the development of internal mechanisms of quality assurance of general education institutions
B26 Checking the fulfillment of authorization conditions by the general education institution through monitoring	General Education Quality Assurance Department	In accordance with the current legislation of Georgia, implementation of external mechanisms of general education quality assurance, ensuring their further development and promoting the development of internal mechanisms of quality assurance of general education institutions
B27 Checking the fulfillment of accreditation conditions of the educational programme of the general education institution through monitoring	General Education Quality Assurance Department	In accordance with the current legislation of Georgia, implementation of external mechanisms of general education quality assurance, ensuring their further development and promoting the development of internal mechanisms of quality assurance of general education institutions

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B28 Procedures for granting the right to implement in Georgia general education programmes recognized abroad	General Education Quality Assurance Department	In accordance with the current legislation of Georgia, the implementation of external mechanisms for quality assurance of general education and ensuring their further development
B29 Management and development of the expert pool for the authorization of general education institutions	General Education Quality Assurance Department	Professional development of persons involved in the quality assurance process of general education
B30 Promotion of the development of general education quality assurance systems	General Education Quality Assurance Department	Professional development of persons involved in the quality assurance process of general education
B31 Implementation and development of higher education quality assurance mechanisms/verification of accreditation conditions through monitoring	Higher Education Quality Assurance Department	Implementation of the accompanying processes of external mechanisms for quality assurance of higher education in accordance with the requirements of ESG standards and guidelines
B32 Formation/development of higher qualifications	Qualifications Development Department	Development of qualifications based on learning outcomes, in line with international best practices and labor market requirements
B33 Monitoring the National Qualifications Framework and Classifier	Qualifications Development Department	Periodic review of the management and development of the framework and classifier in order to improve the quality of qualifications
B34 Referencing the National Qualifications Framework	Qualifications Development Department	Ensuring compatibility with the European Qualifications Framework for Higher Education (QF- EHEA) and the European Qualifications Framework for Lifelong Learning (EQF-LLL)
B35 Recognition of the education obtained abroad	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad

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B36 Providing the necessary information to LEPL- Public Service Development Agency to ensure the apostille certification/legalization of the document	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B37 Administration of the database required for apostille certification/legalization of documents issued by legal and administrative bodies, as well as medical and educational institutions	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B38 Confirmation of authenticity of educational documents issued in Georgia	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B39 State recognition of higher education received by persons enrolled in a licensed higher education institution	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B40 Recognition of education of the persons educated in liquidated or discontinued educational institution, who are unable to prove their education or qualification	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B41 Recognition of the education received by internally displaced persons from the occupied territories of Georgia	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B42 Recognition of education received by a person with international protection status	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B43 Recognition of higher education received in the occupied territories	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B44 Implementation of the process of recognition of educational documents issued by the educational institutions of the Apostolic Autocephalous Orthodox Church of Georgia	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad

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B45 Administration of the register of educational documents issued/to be issued by the educational institutions of the Apostolic Autocephalous Orthodox Church of Georgia	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B46 Awarding a vocational/higher education diploma on the basis of a document confirming the recognition of education	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B47 Checking the language accuracy of the State document confirming education – draft diploma form	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
B48 Prior approval of the recognition of credits accumulated in a foreign country within the framework of the exchange programme	Educational Services Development Department	Promotion of employment and further education of pupils, vocational students, students and graduates, both in Georgia and abroad
S1 Human resource planning (hiring a new employee)	HR Management and Documentation Department	Staffing the Center with employees equipped with modern skills, relevant professional knowledge and motivation
S2 Employee integration	HR Management and Documentation Department	Increasing the efficiency of an employee equipped with qualified knowledge
S3 Evaluating the work performed by the employee and managing the results	HR Management and Documentation Department	Checking the compliance of the established requirements for the employee, identifying strengths and weaknesses, obtaining the desired results for the Center from a motivated employee
S4 Internship	HR Management and Documentation Department	Professional growth, generation and development of practical skills, which will contribute to further employment
S5 Correspondence management	HR Management and Documentation Department	Ensuring the effective implementation of the Center's proceedings, in accordance with the current legislation of Georgia and the regulatory acts of the Center's internal activities

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S6 Archive Management	HR Management and Documentation Department	Ensuring the effective implementation of the Center's proceedings, in accordance with the current legislation of Georgia and the regulatory acts of the Center's internal activities
S7 Administration of the Center e-mail info@eqe.ge	HR Management and Documentation Department	Improved access to Center services through effective communication
S8 Preparation of the draft of the legislative act	Legal Department	Promotion of the Center's structural units in terms of development of the legal base and its effective use
S9 Ensuring the Center's representation in other administrative bodies and courts	Legal Department	Protection of the Center's interests in relations with 3rd parties and litigation
S10 Center's budget planning	Financial Division	In accordance with the current legislation of Georgia, promoting the activity of the Center by providing financial resources and effective management
S11 Accounting of the Center - preparation of reports and balance sheets	Financial Division	In accordance with the current legislation of Georgia, promoting the activity of the Center by providing financial resources and effective management
S12 Financial management and monitoring of the programmes to be implemented by the Center	Financial Division	In accordance with the current legislation of Georgia, promoting the activity of the Center by providing financial resources and effective management
S13 Carrying out operations related to receiving/issuing property, except for State procurement	Financial Division	In accordance with the current legislation of Georgia, promoting the activity of the Center by providing financial and material resources
S14 State procurement planning and budgeting	Procurement and Logistic Department	Targeted and rational distribution and use of State budget funds and the Center's own revenues
S15 Implementation of State and other types of procurement	Procurement and Logistic Department	Promotion of the Center's activities, in the implementation of its strategic goals and other tasks
S16 Accounting, distribution and control of fixed assets and material resources belonging to the Center	Procurement and Logistic Department	Providing the Center and its structural units with material and technical resources
S17 Management and monitoring of the car park belonging to the Center	Procurement and Logistic Department	Ensuring the use of the Center's vehicles for official purposes, accounting and rational consumption of established fuel limits
S18 Ensuring and monitoring of proper functioning of technical facilities and information technologies in the Center	Procurement and Logistic Department	Ensuring proper functioning of the technical facilities and information technologies in the Center

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S19 Development and updating of the strategic plan of the Center	Planning, Research and International Relations Department	Promotion of the Center's organizational development and improvement of the quality of its activities
S20 Evaluating the implementation of the Center's Strategic Plan	Planning, Research and International Relations Department	Promotion of the Center's organizational development and improvement of the quality of its activities
S21 Development and updating of the action plans of the Center	Planning, Research and International Relations Department	Promotion of the Center's organizational development and improvement of the quality of its activities
S22 Monitoring of the implementation of the Center's action plan	Planning, Research and International Relations Department	Promotion of the Center's organizational development and improvement of the quality of its activities
S23 Administrative support of the Coordinating Council of the Center	Planning, Research and International Relations Department	Facilitating the coordinated management of the Center's activities, the process of quality improvement
S24 Managing the process of joining the Center in international organizations/associations/networks	Planning, Research and International Relations Department	Promoting the harmonization of the Georgian education system with the international education space
S25 Coordinating the preparation of reports on the Center's activities	Planning, Research and International Relations Department	Facilitating the implementation of the Center's activities in compliance with the principles of publicity and transparency
S26 Implementation of measures for internal quality assurance of ongoing work processes in the Center	Planning, Research and International Relations Department	Promotion of the Center's organizational development and improvement of the quality of its activities
S27 Coordination of international evaluation processes related to the Center's activities	Planning, Research and International Relations Department	Promoting the harmonization of the Georgian education system with the international education space
S28 Coordinating the implementation of thematic analysis	Planning, Research and International Relations Department	Increasing the Center's efficiency based on research and evaluations
S29 Administration of the Center's official website and social networks	Public Relations and Organizational Division	Ensuring the transparency of the Center's activities, promoting its recognition and positive image both locally and internationally
S30 Hotline administration	Public Relations and Organizational Division	Ensuring high quality of customer service and transparency of the Center's activities, promoting its recognition and positive image, both locally and internationally

Main and Supporting Business Processes of LEPL - National Center for Educational Quality Enhancement

S31 E-journal publication	Public Relations and Organizational Division	Promoting the Center's activities through the electronic journal
S32 Relations with mass media, cooperation of the Center with well-known agencies of an educational profile	Public Relations and Organizational Division	Promoting recognition and positive image of the Center, raising awareness of the public about the implemented reforms, news and events
S33 Provision of protocol activities	Public Relations and Organizational Division	Provision of protocols for meetings with official representatives of foreign countries, diplomatic corps, international and donor organizations
S34 Implementation of audits/planned and unplanned audits	Internal Audit Department	Carrying out audits in accordance with the laws of Georgia "On State Internal Financial Control" and "On Information Security" and the regulatory acts of the Center's internal activities, conducting the processes in the Center efficiently, effectively and economically, promoting the main goals of the Center, ensuring compliance of the activities of structural units with the legislation and regulatory acts of Georgia, facilitating the introduction of managerial, financial and other types of control systems in the Center
S35 Conducting administrative proceedings on the application	Internal Audit Department	Obtaining information about the facts given in the application, identifying possible inaccuracies and determining the size of disciplinary responsibility, issuing recommendations for effective management of the process
S36 Planning and implementing support measures for Center's structural units for effective management of their activities	Internal Audit Department	Conducting the processes in the Center effectively, efficiently and economically, promoting the main goals of the Center, facilitating the introduction of managerial, financial and other types of control systems in the Center
S37 Dissemination of public information	Person responsible for providing and publishing public information proactively	Promoting transparency of the Center's activities and increasing its accountability to the public
S38 Proactive publication of public information	Person responsible for providing and publishing public information proactively	Raising the awareness of the Center's employees; Improving the quality of personal data protection

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S39 Implementation of information security management system	Information Security Manager	Bringing the business process(es) identified by the Center's management into compliance with information security legislation and ensuring information security
S40 Ensuring occupational safety	Occupational Safety Specialist	Implementation of the business process(es) identified by the management of the Center in terms of occupational safety, in compliance with the legal norms and rules established by the legislation of Georgia. Implementation of a system to protect the life, health and functional abilities of the employees and other persons in the workplace from the negative aspects of work
S41 Monitoring the execution of the Center's budget	Financial Division	In accordance with the current legislation of Georgia, promoting the activity of the Center by providing financial resources and effective management
S42 Conducting internal audit	Internal Audit Department	Improving the processes of the Center, making recommendations to effectively increase the activity, if necessary, determining possible inaccuracies and determining the size of disciplinary responsibility
S43 Inspection	Internal Audit Department	Identifying possible inaccuracies and determining the size of disciplinary responsibility, improving processes, issuing recommendations
S44 Preparation of the draft by-law	Legal Department	Promoting the structural units of the Center in terms of development of the legal base and its effective use
S45 Preparation of the draft individual administrative-legal act.	Legal Department	Promoting the structural units of the Center in terms of development of the legal base and its effective use
S46 Administrative support of the Coordinating Council meetings	Planning, Research and International Relations Department	Promoting the effective activities of the Coordinating Council
S47 Professional development of the employee	HR Management and Documentation Department	Increasing the efficiency of the employee's activities by equipping them with professional skills relevant to the activity

Main and Supporting Business Processes of LEPL - National Center for Educational Quality Enhancement

S48 Evaluation of the activities of the Coordinating Council	Planning, Research and International Relations Department	Facilitating the coordinated management of the Center's activities, and the process of quality improvement
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