

Strategic Goal	Strategic Task	Indicator	Evidence
<p>Strategic Goal N 1: <u>The organizational arrangement, resources and ongoing processes of the Center ensure its institutional sustainability and operational effectiveness.</u></p>	<p>Task 1.1: Organizational arrangement tailored to the needs of the Center and the opportunity for its institutional development are provided.</p>	<p>The organizational arrangement of the Center ensures perfect performance of the functions defined by the legislation.</p>	<p>Results of human resource management system analysis</p>
		<p>The Center responds adequately to its institutional development needs</p>	<p>Results of human resource management system analysis</p>
	<p>Task 1.2: The material and technical base of the Center, software and management policy comply with the requirements set by the legislation and are focused on the development and effective work of the Center.</p>	<p>The management policy of the Center fully complies with the established standards and the requirements of the legislation</p>	<p>Proof of conformity</p>
		<p>At least 80% of the surveyed employees positively evaluate the efforts / contributions of the Center, the compliance of the software with the functions performed by them</p>	<p>Employee Satisfaction Survey</p>
	<p>Annual plan of the Procurements</p>		

	At least 80% of the surveyed employees positively assess the compliance of the material and technical base of the Center with the work to be performed by them	Employee Satisfaction Survey
		Annual plan of the Procurements
Task 1.3: Rational planning / use of resources is ensured and the degree of financial independence of the Center is increased.	The share of subjective changes in the budget of the Center is decreasing	Results of financial analysis
	The share of own revenues in the Center's budget is increasing	Balance analysis
		Document of financial analysis
Task 1.4: The activities of the Center are transparent, information about the activities of the Center is available to the stakeholders	At least 80% of stakeholders consider the activities of the Center to be transparent	Customer Satisfaction Survey Document (Survey Results)
	For the stakeholders there are diversified channels of information delivery focused on the customer.	Diversified channels of information delivery

		Statistics of access to channels of information delivery channels
		Monitoring results
Task 1.5: The Center has introduced an internal quality assurance system in accordance with the international practice	The operational planning process is based on the results of an internal quality assurance system evaluation	Evaluation results
		The Action Plans
Task 1.6: Significant decisions are made by the Center with the involvement of stakeholders, using an evidence-based decision-making approach	The Center has an evidence-based decision-making system	Documents certifying the functioning of the system
	Most stakeholders positively assess the involvement in the decision-making process	Stakeholder survey results
Task 1.7: The Center has a high level of public awareness and a positive image	The share of positive information about the Center disseminated through the media is growing	Statistical analysis of information disseminated through the media

		The awareness of the Center is high among those interested in the field of education (information about the Center is known for at least 80% of the surveyed).	Results of survey
<u>Strategic Goal N 2: The Center actively uses the best international experience to bring the education quality assurance system of Georgia closer to European and international standards.</u>	Task 2.1: The Center maintains membership in international and European networks of higher education quality assurance agencies and cooperates with other quality assurance agencies	The Center has maintained WFME, ENQA, EQAR membership	WFME, ENQA, EQAR self-evaluation reports and ENQA and EQAR external evaluation reports, annual reports
		Cooperation with at least 3 European Quality Assurance Agencies has been established	Memoranda of Understanding with Quality Assurance Agencies
	Task 2.2: The Center, within its competence, ensures the coordination of the higher education system with the requirements of the Bologna Process	The recommendations developed by the Center are in line with the requirements of the Bologna Process in the higher education system	Analysis of recommendations

<p>Task 2.3: The Center takes into account the best European experience in the establishment of the quality assurance system of Vocational Education</p>	<p>The Center's practice is in compliance with the principles of European Quality Assurance in Vocational Education and Training (EQAVET).</p>	<p>Compliance Survey Document</p>
	<p>The Center uses EQAVET indicators to evaluate the quality assurance system</p>	<p>Evaluation carried out in accordance with EQAVET indicators</p>
<p>Task 2.4: The Center promotes a positive image of the Georgian education system in the international arena</p>	<p>The Center promotes Georgia's participation in national and international events</p>	<p>Material confirming Georgia's participation in national and international events</p>

	<p>Task 2.5: The Center provides compatibility of the National Qualifications Framework with the European Qualifications Framework for Higher Education and the European Qualifications Framework for Lifelong Learning</p>	<p>The National Qualifications Framework maintains compatibility with the European Qualifications Framework for Higher Education and the European Qualifications Framework for Lifelong Learning</p>	<p>Research Document</p>
	<p>Task 2.6: The Center ensures the approximation of the Classifier of the Fields of Study with the documents of the "International Standard Classification of Education" and the "Detailed Description of the Fields of Education and Training"</p>	<p>The Classifier of the Field of Study is close to the 'International Standard Classification of Education' and the Detailed Description of Education and Training</p>	<p>Research Document</p>
<p><u>Strategic Goal N 3: The services provided by the Center are developed, flexible, easily accessible and customer-oriented.</u></p>	<p>Task 3.1: The educational services offered by the Center are substantively and procedurally in order.</p>	<p>Customer satisfaction with the educational services provided by the Center is growing</p>	<p>Citizen Satisfaction Survey Documents</p>

	The number of disputes between citizens and educational services at the Center is decreasing	Documents reflecting the annual report of the Dispute Division (statistics)
	Overdue administrative proceedings are declining	Document on the quantities of overdue proceedings (statistics on overdue)
Task 3.2: Simplified administrative procedures have improved the quality of service provided by the Center	Customer satisfaction with the services provided by the Center has increased	Customer Satisfaction Survey Document
Task 3.3: Educational Institutions receive support services from the Center tailored to their needs	The support services provided by the Center meet the needs of the Institutions	Results of Thematic Analysis

		80% of the Institutions positively evaluate support services	Results of Survey
	Task 3.4: Transparency and reliability of the accreditation procedures and standards of public servant professional development programme are ensured	At least 80% of the evaluations of trained professional public servants are positive	Statistics of evaluation of trained public servants; analysis
<u>Strategic Goal N 4: Effective quality assurance mechanisms tailored to the specifics of General Education are introduced, taking into account national specificities, best foreign practices and modern challenges in accessing educational services.</u>	Task 4.1: Authorization Standards and Quality Assurance Procedures for General Education Institutions promote transparency of the authorization process and increase credibility of General Education received in Georgia	Updated standards and procedures for the authorization of General Education Institutions are welcomed by most stakeholders	Results of Survey
		The share of those Institutions, the authorization process of which takes into account the specifics and regional peculiarities has increased.	Statistics

		Results of the authorization process analysis
	At least 80% of the parties involved in the administrative process of authorization of General Education Institutions consider the procedures to be transparent	Results of Survey
Task 4.2: Highly qualified experts are involved in the external quality assurance process of General Education Institutions	The positive results of the systematic evaluation of the members of the experts pool are growing	Systematic Evaluation Results
	The number of negative decisions made as a result of disciplinary misconduct of members of the experts pool is decreasing	Statistics on the proceedings of disciplinary misconduct

<p>Task 4.3: The transparent procedure for the recognition of foreign General Education programmes facilitates the availability of such international programmes within the country that provide high quality educational services through the implementation of a curriculum based on European values, in line with national General Education objectives.</p>	<p>Participants in the process consider that the procedure for recognition of foreign general education programmes is transparent</p>	<p>Results of the survey of the parties involved in the process</p>
		<p>Procedure and standards for recognition of foreign general education programmes</p>
	<p>The number of foreign General Education programmes has increased</p>	<p>Statistics</p>

<p>Strategic Goal N 5: <u>There is a system of best quality assurance in Vocational Education, based on European experience, which provides / promotes confidence to the qualifications awarded in the field of Vocational Education in Georgia for the purpose of continuing education and / or employment in the national and international labor market.</u></p>	<p>Task 5.1: Standards and practice of authorization of Vocational Education Institutions, as well as certification and / or acquisition of the right to implement vocational training and vocational retraining programmes ensure the transparency, credibility of the process and involvement of the private sector in it.</p>	<p>Most of the stakeholders positively evaluate the standards and the existing practice of authorization of vocational institutions, certification and / or acquisition of the right to implement vocational training and vocational retraining programmes.</p>	<p>Results of Survey</p>
		<p>At least 80% of the parties involved in the administrative process of authorization of vocational institutions, certification and / or acquisition of the right to implement vocational training and vocational retraining programmes think that the procedures and existing practices are transparent</p>	<p>Results of Survey</p>

	<p>Private sector involvement is ensured in the evaluation and decision-making process</p>	<p>Results of Survey</p>
<p>Task 5.2: Certified specialists of Vocational Education quality assurance and highly qualified specialists in the field are involved in the administrative proceedings for the authorization of Vocational Education Institutions, as well as for certification and / or acquisition of the right to implement vocational training and vocational retraining programmes.</p>	<p>The number of negative decisions made as a result of disciplinary misconduct of members of the experts pool is decreasing</p>	<p>Statistical Analysis</p> <p>Statistics on the proceedings of disciplinary misconduct</p>

	The positive results of the systematic evaluation of the members of the experts pool are growing	Systematic Evaluation Results
Task 5.3: There is an effective system for developing and updating Vocational Education standards, which ensures that their content is in line with the requirements of national and international labor markets, development trends, also it allows to provide flexibility in the provision of educational services.	The feedback from most of the private sector towards the educational standard is positive	Results of Survey
	The international analysis of educational standards is positive	Results of the analysis of the compliance of Vocational Education standards with national and international labor market requirements

	Providers positively assess the flexibility of methodology of teaching and assessment	Results of Survey
Task 5.4: Quality assurance mechanisms for recognition of Non-formal Education in Vocational Education determine the credibility of the process.	Evaluation of educational institutions and employers on the results of recognition of Non-formal Education in Vocational Education is positive	Results of Survey
Task 5.5: The Vocational Education Quality Assurance System promotes the internationalization of Vocational ducation and increases the efficiency of Vocational Education delivery through the use of flexible quality assurance mechanisms for joint and exchange educational programmes.	The number of joint and exchange educational programmes at the local level is growing	Statistics of programmes at the local level

		The number of joint and exchange educational programmes at the international level is growing	Statistics of programmes at the international level
<u>Strategic Goal N6: Existing external quality assurance mechanisms for higher education institutions and educational programmes take into account national specificities and are fully harmonized with international standards.</u>	Task 6.1: External quality assurance standards and procedures for higher education are fully in line with the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) and at the same time take into account national specificities.	Higher Education Institutions Authorization and Higher Education Programme Accreditation Standards and Procedures Comply with ESG Standards	ENQA Evaluation Document
		The ENQA recommendations are fully implemented	ENQA Evaluation Document
		Most stakeholders positively evaluate the standards and procedures	Results of Survey

<p>Task 6.2: Highly qualified experts are involved in the process of external quality assurance of higher education institutions and educational programmes</p>	<p>The number of negative decisions made as a result of disciplinary misconduct of members of the experts pool is decreasing</p>	<p>Statistics on the proceedings of disciplinary misconduct</p>
	<p>The positive results of the systematic evaluation of the members of the experts pool are growing</p>	<p>Systematic Evaluation Results</p>