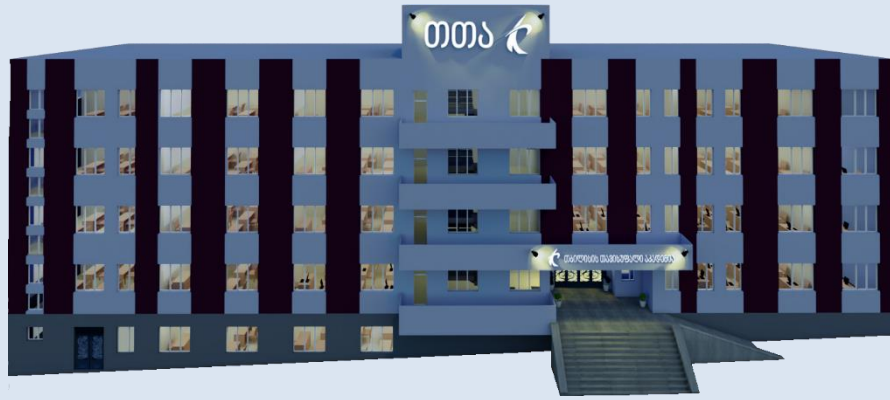


Free Academy of Tbilisi



Quality Management Policy



Article 1. The essence of quality management policy

1.1. The quality management policy of the Free Academy of Tbilisi (hereinafter "Academy") is based on the standards and main directions developed in European and national quality agencies. This document is derived from and is consistent with the goals and mission of the Academy. The quality management policy of the Academy includes the following main directions:

- Development of the academy's quality management service;
- Improvement the quality of educational programs and the educational process;
- Development of human and material resources;
- Promotion of student services;
- Development of quality of internationalization;
- Increasing the role of the academy in the development of society.

1.2. The development of the Academy's quality management service includes:

- Development, implementation and evaluation of internal quality procedures;
- Monitoring and periodic inspection of programmes;
- Controlling quality of educational resources;
- Checking the quality of the learning and work environment of students and professors;
- Monitoring of the lecture process;
- Involving students, academic and invited personnel, alumni, employers, administrative and support staff in internal quality procedures.

1.3. Improving the quality of educational programs and the educational process includes:

- Creating new educational and modifying existing programmes. Revision and updating of syllabi at the beginning of the semester;
- Recruiting new academic staff;
- Development of academic and visiting professors and involvement in scientific projects;
- Evaluation of the progress of the educational process (student satisfaction survey; program evaluation; evaluation of academic, invited and administrative personnel, etc.);
- Flexible schedule adapted to students' requirements;



- Development of human and material resources;
- Improving the quality of exam tests and the exam process.

1.4. Development of human and material resources includes:

- Promotion of invited and academic staff for professional development and encouragement for participation in scientific projects at the local and international level;
- Providing trainings for visiting and academic professors;
- Creating a suitable working environment for invited and academic staff;
- Improvement of material resources, which includes improvement of library, educational and information technology resources.

1.5. Facilitation of student services includes:

- Implement/provide counseling sessions to plan the learning process and improve academic achievement;
- Developing recommendations for improving the quality of students' communication with the administration, academic and visiting staff;
- Encouraging and supporting student initiatives;
- Improving the quality of career support service.

1.6. Development the quality of internationalization includes:

- Promoting the strengthening of the internationalization policy;
- Support for participation in international mobility of professors and students;
- Participation of quality management service in cooperation with foreign universities.

1.7. Increasing the role of the academy in the development of society includes:

- To raise the level of involvement of academic staff, administrative staff and students of the Academy in educational-cognitive, intellectual, cultural and sports events.

