

Federal State Budgetary Institution
National Accreditation Agency

**Guidelines
on the internal quality assurance**

Moscow
2020

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INTRODUCTION

The National Accreditation Agency (NAA, the Agency) was established to assist the Federal Service for Supervision in Education and Science (hereinafter referred to as Rosobrnadzor) in quality assurance of education in Russia. The Agency conducts the state accreditation procedure of educational activities, as well as assists Rosobrnadzor in interaction with government bodies of foreign states and international organizations in the quality assurance of education. The Agency's legal authority includes organizational, technical, technological, and information-analytical support of the state accreditation procedure of educational activities.

1. SCOPE OF USE

1.1. General Provisions

These Guidelines on the internal quality assurance system (hereinafter – the Guidelines) contain the description of NAA's quality management system. The Guidelines and other documentation of the quality management system ensure the effective management of NAA's processes to achieve its main objective.

1.2. Scope of use

The Guidelines are aimed to:

- 1) achieve the effectiveness of the Agency's activities in organizational, technical, technological, informational, methodological and analytical support of external review within the state accreditation of educational activities;
- 2) demonstrate the Agency's ability to provide an external review that meets the requirements set by Rosobrnadzor as the federal executive authority exercising the powers for state accreditation of educational activities, and the norms of the Russian Federation legislation in education and normative legal acts regulating state accreditation of educational activities;
- 3) demonstrate the Agency's compliance as a recognized quality assurance agency in education at both state and international levels with the Standards and Guidelines for Quality Assurance in European Higher Education Area (ESG) and reconfirm full membership in the European Association for Quality Assurance in Higher Education (ENQA).

2. REGULATORY BASIS

The Guidelines are developed in accordance with Federal law of 29.12.2012 No. 273-FL "On education in the Russian Federation", the Regulations on state accreditation of educational activities approved by government decree No. 1039 of 18.11.2013, other normative legal acts regulating state accreditation of educational activities, and the Agency's Statutes.

3. TERMS AND DEFINITIONS

Here are the terms and definitions used in the Guidelines:

quality - the degree of compliance of the object's characteristic features with the requirements to it;

quality management system – a set of interrelated and interacting elements for the Agency's management in relation to the quality of its activities;

executive management - a person or group of employees who manage the Agency at the highest level;

quality planning is a part of quality management aimed at setting quality goals and defining the necessary operational processes and relevant resources to achieve the quality goals;

quality management is a part of quality management aimed at meeting quality requirements;

quality assurance is a part of quality management aimed at providing the confidence that the quality requirements will be met;

quality improvement is a part of quality management aimed at increasing the ability to meet quality requirements;

organizational structure is a distribution of responsibilities, powers, and relationships among the Agency's employees;

work environment is a set of conditions the work is performed in;

process is a set of interrelated or interacting activities converting inputs into outputs;

project is a unique process and a set of activities coordinated and managed which has start and end dates, and which is undertaken to achieve the goal and meet specific requirements, including limits in time, cost, and resources;

procedure is an established way of performing an activity or process;

design and development are a set of processes changing requirements into established characteristics or specifications for a product, process, or system;

information is significant data;

document is information provided on the appropriate transfer medium;

record - a document containing the achieved results or the evidence of the performed activities;

efficiency and effectiveness: the Agency achieves its goals by optimizing material and human resources, managing time and reducing costs;

cooperation: the Agency cooperates with all the stakeholders to ensure the education quality;

reporting: the Agency provides reliable, accessible and timely information on the results of its activities;

verification is a confirmation by providing objective evidence that the specified requirements have been met;

validation is a confirmation by providing objective evidence that requirements for a specific use or application have been met;

audit is a systematic, independent, and documented process to obtain the audit evidence and evaluate it objectively in order to determine the extent of meeting the approved audit criteria.

4. QUALITY MANAGEMENT SYSTEM

4.1. General Provisions

NAA's quality management system (hereinafter – QMS) is designed, documented, implemented, and maintained in accordance with the Agency's quality policy (Appendix 1).

The quality management system is aimed to achieve high results in the Agency's activities by means of monitoring the achievement of goals, improving the interaction of QMS internal processes, and increasing the effectiveness of these processes as a whole.

The goals set the Agency's Statutes are achieved via work processes including planning, organization, management, control of organizational resources, regulated by the QMS, while the QMS is designed, documented, implemented, maintained, and constantly improved in order to achieve high results in accordance with these Guidelines' requirements.

When developing and implementing the quality management system, to maintain it and continuously improve, the Agency applies a special approach consisting of several stages, as follows:

- 1) determine the needs and expectations of Rosobrnadzor as a consumer of the Agency's activities results, as well as of other stakeholders;

2) develop the Agency's policy and goals in the field of ensuring the quality results of the Agency's activities (hereinafter - in the field of quality);

3) determine the processes and responsibilities necessary to achieve quality objectives;

4) determine the necessary resources and obtaining them to achieve quality goals;

5) develop methods for measuring the effectiveness and efficiency of each process to ensure the quality results of the Agency's activities (hereinafter - the process);

6) use the results of these measurements to determine the effectiveness and efficiency of each process;

7) determine the means necessary to prevent inconsistencies and eliminate their causes;

8) develop and use the process of continuous improvement of the QMS.

When developing the Agency's QMS, they have:

- determined and documented the work processes necessary for QMS, including the management processes, provision of resources, processes of the life cycle of the results of the Agency's activity, measurements, analysis, and improvement, as well as their use in all structural units implementing of the Agency's goals;

- determined the optimal sequence for implementation and interaction of work processes;

- determined the criteria and methods necessary to ensure effectiveness in both the implementation of work processes and in their management;

- provided the resources and information necessary for work processes and their monitoring;

- monitored, measured (where possible) and analyzed the work processes;

- taken the measures to achieve the planned results and continuous improvement of work processes.

The Agency manages the work processes necessary for the QMS functioning in accordance with the Guidelines requirements.

In case the management of the work processes is delegated to experts and (or) expert organizations, the Agency is responsible for the compliance of the results with Rosobrnadzor's requirements and the Russian Federation legislation in education.

The choice of the type and degree of management of the work process delegated to experts and (or) expert organization depends on the following factors:

1) the possible impact of the delegated process on the Agency's ability to carry out the state tasks assigned in accordance with the requirements of Rosobrnadzor and the Russian Federation legislation in education;

2) the ability to provide the necessary management meeting the requirements established in these Guidelines.

When delegating the implementation of any process influencing the compliance of the service with the requirements (related to external review, infrastructure maintenance, etc.) to a third-party organization, the Agency manages this process by means of the existing QMS. Such management begins at the stage of concluding the contract and ends with the preparation of relevant acts on the work performed. Monitoring of these processes is assigned to the Agency's employees in accordance with their job responsibilities, or by an additional order of the Director.

4.2. Documentation requirements

The QMS documentation is aimed at ensuring a uniform understanding of the Agency's Policy and Development Program (Strategy) and should include:

- 1) guidelines on the internal quality system;
- 2) documented procedures and records required by the Guidelines;
- 3) documents, including records, determined by the Agency as necessary to ensure effective planning, implementation and management of work processes;
- 4) Agency's Development Program (Strategy);
- 5) Agency's corporate documents regulating accreditation activities.

In the Guidelines, documenting a procedure means that the procedure is designed, documented, implemented, and maintained. One document can contain requirements for one or more procedures. The requirement for a documented procedure can be established by more than one document.

The degree of QMS documentation is determined by:

- 1) complexity and interaction of work processes;
- 2) competence of the institution's staff.

4.3. Documentation Management

Documentation management processes are described in the following documents:

- 1) the rules of documentation and documentation management;
- 2) information resource management.

Thus, the Agency performs checking the authenticity of the documents, their analysis, identification, identification of changes, verification through approvals,

validation through the director's approval, acknowledgement and mailout management, withdrawal of obsolete documents from circulation.

The QMS documentation may be presented in any form and on any transfer medium.

The Guidelines are designed and maintained.

The Guidelines contain:

- 1) information on the QMS scope;
- 2) documented procedures developed for QMS, or links to them;
- 3) a description of the QMS work processes interaction;
- 4) a description of how all the requirements of the standard are implemented;

To manage the documentation, the Agency appoints officials responsible for the documentation, its record-keeping, storage, and timely updating of documents.

The receipt, registration and distribution of external documents are carried out by a specialist of the Department of Organizational Support and Logistics, who is a part of the Agency's workflow group.

Updated legislative documents are available to employees in electronic form in the information and legal systems "Consultant +", "Garant"

The heads of departments making records in accordance with the regulations of documented procedures are responsible for maintaining records. The record storage period is determined in accordance with the list of standard management documents approved by the relevant normative legal act. The records must remain clear, easily identifiable, and recoverable.

5. EXECUTIVES' RESPONSIBILITY

5.1. Executives' obligations

Adopting the QMS principles, NAA's executives:

- demonstrate a commitment to quality;
- bring to the employees' notice the importance of meeting customers' (demanders') requirements, as well as legislative and regulatory requirements;
- ensure the development and updating of the Quality Policy;
- set quality goals in accordance with the Policy and determine the strategy for their achievement;
- focus on the needs of all stakeholders;
- constantly analyze the QMS state;
- provide work processes with all necessary resources.

The executives ensure the efficient and effective functioning of the quality management system in the interests and in accordance with the requirements of consumers, by reducing costs and wasteful expenditures.

The executives assume responsibility for the development, implementation and continuous improvement of the Agency's internal quality assurance system in order to achieve its effectiveness.

To involve NAA's staff in the continuous improvement of the effectiveness and efficiency of the internal quality assurance system, the executives support initiative employees, working groups, and Agency's experts.

5.2. Focus on customers

The main consumers of NAA's services are:

- Rosobrnadzor;
- Organizations carrying out educational activities;
- Individuals and legal entities who need:
 - ✓ experts' training for assessing the quality of educational activities,
 - ✓ monitoring of the quality of students' training,
 - ✓ training in further professional programs.

When meeting the requirement of focusing on Rosobrnadzor as a consumer of the Agency's activities results, NAA's the executives provide a clear definition of the Rosobrnadzor requirements and their implementation to increase satisfaction with the results of the Agency's activities.

Consumer's interests and requests are always a priority for the Agency. The executives provide the planning and implementation of processes aimed at improving the tasks in order to better meet the current and future needs of consumers.

The level of customers' satisfaction is estimated by collecting feedback and suggestions from consumers during the survey of legal entities and individuals. Responsibility for the data collection and an objective assessment of customers' satisfaction is up to the heads of the Agency's departments.

5.3. Quality policy

The Agency's quality policy is formed taking into account the views of the Agency's founder.

The quality policy corresponds to the Agency's goals including the obligation to meet the requirements and constantly improve the effectiveness of the quality management system creating the basis for setting and analyzing quality goals.

The policy is analyzed annually by the Agency's executives when conducting the analysis of the existing quality management system. The decision on its adjustment is made by NAA's director.

The policy is explained to the staff by means of:

- serving the policy on the employees;
- posting the text of the Policy on the corporate server and on the Agency's website.

5.4. Development Program (Strategy)

The Development Program (Strategy) designed and updated to meet the Agency's intentions includes values, obligations in the quality management system.

The Agency's Development Program (Strategy) is documented and based on the values determined by the executives and fulfills the requirements for the Agency's services.

The Agency's Development Program (Strategy) is developed and analyzed at various levels: both by working groups and the executives. The Agency's development program (strategy) is served on the employees and experts, analyzed, periodically amended, and updated.

5.5. Planning

5.4.1. *Quality goals.*

Quality goals are documented in accordance with the Agency's activity areas. The quality goals are developed taking into account the requirements and expectations of consumers. The quality goals shall be achievable within a specified period (calendar year) and approved by the Director of the Agency.

5.4.2. *Planning, maintaining, and improving the quality management system.*

Based on the assessment of the quality management system, the executives plan the development and improvement of the quality management system to achieve quality goals.

The measures to improve the quality management system are part of the action plan to improve the quality management system. These Guidelines regulate the activities in creating and developing the quality management system, preserving its integrity. The NAA's director and the heads of the departments are responsible for the organization of the creation and development of the Agency's quality management system lies with the.

5.6. Responsibility, powers, exchange of information

5.6.1. Responsibility and powers

The Agency's management structure is determined by the organizational structure approved by the director (Appendix 3).

The functions, tasks and interaction of departments, duties, responsibilities and rights of their managers and employees, including the powers to eliminate inconsistencies in services and processes, are set in the relevant Regulations and instructions. The structure and functions are presented in Table 1.

Table 1 – NAA's structure and functions of departments

Department	Functions
Moscow	
Automated Data Processing Department	Analysis of received documents in paper and electronic form for state accreditation of educational activities, for re-issuance of state accreditation certificates from educational and scientific organizations.
Department for the Support of Accreditation Procedures	Planning and support of external review as part of the state accreditation procedure
Analytical Department	Analysis of reports and materials based on the external review results
Department of methodological support and legal expertise	Development of methodological documents for the state accreditation procedure. Interaction with foreign and international organizations and associations in quality assessment issues. Legal support of the Agency's main activities. Participation in the development of principles of the Agency's anti-corruption policy
Department of Information and Organization of Events	Conducting training events. Support for the certification procedure of experts and expert organizations, maintenance of the Register of experts and expert organizations. Project work in the field of education. Interaction with foreign and international organizations and associations on participation in conferences and seminars, international project activities and selection of experts to participate in international accreditation. Information support of NAA's official website.
Technical and Database Support Department, Technical Support Group	Database support and (Information system of state accreditation (IS SA), IS LOD), technical support for the Agency's activities and the staff's work.

Department for Organizational Support and Logistics, Document Preparation Group	<p>Verification of the completeness of the application documents, and preparation of accreditation files, their storage in the archives.</p> <p>Delivery and registration of incoming and outgoing documentation, including reports of experts and expert organizations.</p> <p>Maintenance of technical, sanitary and security conditions of the Agency's building, maintenance of Agency's vehicles.</p> <p>Logistics for practical training seminars, international conferences and meetings.</p>
Accounting Department	<p>The full cycle of accounting of financial and economic activities; preparation of accounting, tax, statistical reports and reports to social funds.</p> <p>Control over: - the safety of the assets; - intended expenditure of funds and material assets; - timely inventory; - payroll.</p> <p>Use of approved standard unified forms.</p> <p>Timely preparation of primary documents for accounting.</p> <p>Safety of accounting documents.</p> <p>Fixed assets record-keeping.</p> <p>Contractual payments.</p> <p>Ensuring strict compliance of cash and payment requirements, the intended expenditure of funds.</p> <p>Tax accounting.</p> <p>Participation in meetings and seminars.</p>
Department of contractual relations and administration	<p>Participation in the development, preparation and implementation of financial and economic plans and activities of the Agency.</p> <p>Organization and implementation of procurement of goods, works, and services.</p> <p>Organizational, technical and informational support of contracts submitted by the Agency's departments.</p> <p>Contracts of experts and expert organizations.</p>
Branch in Yoshkar-Ola	
Analytical department	<p>Analysis of documents and websites of educational organizations, organization of the procedure for assessing the knowledge quality</p>
Information and Methodological Department	<p>Participation in project implementation, support of international activities, software distribution, publications</p>

5.6.2 Internal information exchange

The internal exchange of information is aimed at the efficient and effective management of the Agency. The information comes from the executives to the

employees in the form of instructions, work requirements, or in the form of reference information.

The information exchange is organized by means of:

- executives' meetings;
- through the holding of operations meeting and meetings on the quality in structural departments;
- staff's training and advanced training;
- exchange of information letters and messages using e-mail and internal information network;
- the database hosted on the server;
- issuance of orders, decrees and other organizational and administrative documents.

Top-level meetings are held by the director or his/her deputy on the issues relating to:

- timing and quality of work (performance measurement and assessment);
- quality of the services provided;
- analysis of consumers' requirements and methods for their implementation;
- analysis of identified non-compliances and the reasons for them;
- development of corrective and preventive measures;
- analysis of the QMS functioning.

The information from the employees (their feedback) goes directly through the heads of departments and deputy directors. The information received is analyzed and passed to the director and relevant officials.

5.7. Management Review

Annually, at the end of the year, the Agency's management analyzes and evaluates the performance of the quality management system (QMS) functioning and the implementation of the Quality Policy in order to ensure QMS constant suitability, sufficiency and effectiveness.

Part of the management review is the monitoring of the quality goals, regular reporting, evaluation and analysis of quality assurance costs.

The input data for the analysis are:

- audit (control) results;
- consumers' feedback;
- functioning of the processes and the compliance of the services provided;
- status of preventive and corrective actions;
- previous management reviews follow-up;
- changes that could influence the quality management system;

- recommendations for improving the quality management system.

The results of the analysis (output data) are drawn up in the form of the Director's orders with the decisions and actions related to

- achievement of the set goals,
- customers' satisfaction,
- improving the effectiveness of the quality management system and its processes,
- improving the quality of service provided and resource requirements,
- improving interaction with consumers.

The analysis output data are provided to the Agency's relevant departments and groups.

6. RESOURCE MANAGEMENT

6.1. Provision of resources

In order to implement the Quality Policy and goals, maintain and improve the quality management system, and meet customers' requirements, the Agency's executives allocate the necessary resources. The resource management is carried out in accordance with the documented procedures and the management review results.

6.2. Human resources

6.2.1. General Provisions

The Agency's activities include organizational, technical, technological, information, methodological and analytical support of the state accreditation of educational activities.

The staff performing work and determining the service quality have sufficient knowledge and education (higher education) and continuously improve their qualification, skills and experience in their professional field.

The staff requirements are registered in job descriptions.

In order to intensively disseminate knowledge, experience and skills, the Agency creates workgroups. The workgroups' activities also ensure the involvement of employees and experts in the process of improving the quality management system.

In order to provide high-quality services, the Agency pays special attention to forming the expert community. The Agency has the requirements for experts and the Expert Code. All experts are specially trained at special seminars conducted by the Agency. The staff of the relevant departments forms the database of experts.

6.2.2 Competency, awareness and training

6.2.2.1 Staff's competence

Fulfillment of the requirements for staff's competency is ensured by the level of education and professional competencies of the Agency's employees. The organization stores information on basic education, further professional programs acquired skills and experience (a personal card, copies of education/qualification documents) of the Agency employees.

The agency is fully staffed. The Agency has employees with the degree of candidate of science and doctoral degrees. The staff's basic education fully meets the goals, tasks and activities of the Agency.

6.2.2.2 Professional development of the Agency's employees

Taking into account the fact that the organization works in the field of education, the employees need to keep their competence at the appropriate level. The Director constantly analyzes the current situation in the field of education, analyzes service consumers' suggestions and wishes, and, if necessary, makes the decision that the employees need to improve their skills. Annually the Director approves the "Professional Development Plan for the Agency's Employees".

6.2.2.3 Personnel motivation and awareness

The process of motivating staff to achieve quality goals and to contribute to the continuous improvement of the quality management system is implemented through the existing bonus system, continuing professional development plans, and career development.

Within the job description, the personnel whose work affects the processes implementation quality are informed about the consequences caused by failure to comply with the requirements established in the QMS documentation.

6.3. Infrastructure

The Agency has certain infrastructure necessary for the provision of quality services that is duly provided and maintained. Infrastructure management is carried out on the basis of operational management.

The Agency has sufficient material and technical resources. The Agency's information support is updated in accordance with the technological development of this industry.

Each workplace at the Agency is equipped and has necessary licensed programs Internet access through a dedicated channel and provided with the. The interaction of the Agency's employees with the infrastructure is managed on the basis of the Internal labor rules and regulations.

6.4. Work environment

The work environment management is ensured within the relevant concluded agreements. All occupied premises comply with the mandatory fire safety standards and the requirements of sanitary and epidemiological services. All the offices and the conference room have centralized water supply, heating and sewage systems, supply-extract ventilation system and modern air conditioning systems.

7. AGENCY'S LIFE CYCLE

7.1. Agency's Life Cycle Planning

The Agency plans and develops the processes necessary to ensure the life cycle of its activities results, coordinating them with the requirements for other QMS processes.

When planning the life cycle processes, the Agency establishes:

- 1) quality goals and requirements for the results of the Agency's activities;
- 2) necessary development of work processes and documentation, as well as to provide necessary resources;
- 3) necessary verification and validation activities, monitoring, measurement, control for the results of the Agency's activities, as well as the criteria for their acceptance;
- 4) records necessary to provide evidence that the Agency's life cycle processes of the activities results and directly the results of the Agency's activities comply with the requirements established by these Guidelines.

The result of planning the life cycle processes is presented in the form relevant to the Agency's practice. The document determining the QMS processes (including processes of the Agency's life cycle of the activities results) and the resources to be applied to specific results of activities can be considered as a quality plan.

State accreditation is one of the tools to improve the quality and competitiveness of educational organizations and their graduates at the level of individual economic sectors, national and international levels. So, in order to achieve the goal of improving the quality and competitiveness of services not only at the level of individual economic sectors but also at the international level, as well as providing an external quality assessment of work or services performed, identifying organizations and individuals seeking to improve the quality of their work or services, the Agency carries out the following activities:

- ensure the conduct of external review as part of state accreditation of educational activities in organizations carrying out educational activities, as well as collect, process and store the reports (or) other documented information on the

educational organizations under the licensing and state accreditation of educational activities;

- support the certification of experts and (or) expert organizations involved by Rosobrnadzor for conducting external review within state accreditation of educational activities;

- support the assessment of the quality of students' training conducted during the evaluation of their learning outcomes achieved in the study programs declared for state accreditation;

- prepare and update of methodological and other documents on the analysis of the content and quality of students' training in the organizations carrying out educational activities, assessment tools, tools and mechanisms for assessing the achievement of learning outcomes, as well as monitor the quality of students' training;

- carry out educational activities in further professional programs;

- develop and distribute the software, create, form and maintain databases and other information resources in the field of education of the Russian Federation; grant rights to use the developed software and databases on the terms of a simple (non-exclusive) license.

In terms of interaction with foreign and international organizations in the field of quality assurance of education, assessing the quality of students' training and accreditation of educational organizations, the Agency carries out:

- the participation in the accreditation procedures for educational activities in accordance with international law;

- the organization, holding and participating in international conferences, seminars and other events in the field of education outside the territory of the Russian Federation.

7.2. Processes connected with customers

The life cycle processes include the definition of the requirements related to for the results of the Agency's activities, including:

- 1) requirements established by Rosobrnadzor as a consumer of the results of the Agency's activities, including requirements for the transfer of the results and subsequent activities;

- 2) requirements not defined by Rosobrnadzor, but necessary for a specific or intended use (when it is known);

- 3) legislative and other mandatory requirements applicable to the work processes and results of the Agency's activities;

- 4) any other requirements considered by the Agency as necessary.

The Agency analyzes the requirements related to the results of its activities, before accepting obligations to fulfill the state task in the established field of activity and ensures:

- 1) the adjustment of the requirements for the results of the Agency's activities, taking into account the resources allocated by Rosobrnadzor to ensure the fulfillment of the state task;
- 2) coordination of the state task requirements that differ from previously formulated;
- 3) obtaining financial support for the state task implementation in accordance with the Agency's actual needs for its implementation.

Records of analysis results and subsequent actions are maintained.

If Rosobrnadzor as a consumer of the results of the Agency's activity does not make documented requirements, the Agency must confirm them with Rosobrnadzor before accepting them for execution. If the requirements for the results of the Agency's activities have been changed, the Agency shall ensure that the relevant documents are corrected and that NAA's personnel are informed of the changed requirements.

The Agency defines and implements effective measures to maintain communication with consumers of the results of NAA's activities, concerning:

- 1) information on the activities results;
- 2) feedback from Rosobrnadzor, educational organizations, experts, including claims.

7.3. Design and development

The agency plans and manages the design and development of work processes.

In the course of planning the design and development of work processes, the Agency establishes:

- 1) stages of design and development;
- 2) conducting analysis, verification and validation corresponding to each stage of design and development. Analysis, verification and validation of design and development can be carried out separately or in any combination suitable for the results of the activity and the Agency itself;
- 3) responsibility and authority in the field of design and development.

The Agency manages the interaction of various groups involved in the design and development of work processes in order to ensure effective communication and a clear distribution of responsibilities.

If necessary, the planning results are updated during the design and development process.

The Input data for design and development related to the requirements for the results of the Agency's activities are defined and the records are maintained.

The input data include:

- 1) functional and operational requirements that are complete, unambiguous, and consistent;
- 2) relevant legislative and other mandatory requirements;
- 3) other requirements important for design and development.

Input data are analyzed for sufficiency and reliability.

The design and development outputs are presented in a form suitable for verification of the input design and development requirements, and are officially approved prior to their subsequent use.

Outputs of design and development:

- 1) meet the input requirements for design and development;
- 2) contain criteria for accepting the results of the Agency's activities or links to them;
- 3) determine the characteristics of the Agency's activities results that are sufficient for their use.

At the appropriate stages, a systematic analysis of design and development is carried out in accordance with the planned activities in order to:

- 1) assess the ability of the results of design and development to satisfy the requirements for them;
- 2) identify any problems and make suggestions on the necessary actions to solve them.

The analysis participants include representatives of structural departments related to the analyzed stages of design and development.

The design and development verification is carried out in accordance with the planned activities in order to make sure that the output of the design and development meets the input requirements.

The design and development validation is carried out in accordance with the planned measures in order to make sure that the obtained result complies with the requirements for the established or intended use. Validation should be completed (where practicable) before the delivery or application of the Agency's performance. The records of validation results and all necessary actions are maintained.

The management of the design and development changes provides for their identification and maintenance. The changes must be analyzed, verified and validated accordingly, and also approved prior to their implementation. The analysis of the design and development changes includes an assessment of the impact of the changes on the Agency's performance. The records of the analysis of the change results and any necessary actions are maintained.

7.4. Procurement

7.4.1 Procurement Process

The Agency procures goods and services for the Agency's functioning and the staff's work.

In order to ensure compliance of the procurement with the established procurement requirements, the Agency evaluates and selects suppliers based on their supply ability in accordance with the requirements.

All the procurement comply with applicable laws and regulations. The selected suppliers shall have licenses or other permits that apply to their activities in the supply, development and production of the supplied products.

7.4.2 Procurement information

The procurement information describes:

- requirements for the official approval of products, procedures, processes and equipment;
- staff qualification requirements;
- requirements for a quality management system.

7.4.3 Verification of procured products

The Agency carries out incoming control of the procured production by checking the name, quantity, and quality according to the documents.

If the procured products are subject to mandatory certification in accordance with applicable laws and regulations, the Department of contractual relations and administration receives documentation from the supplier confirming the certification of its products. This documentation is available upon request.

7.4.4 Supplier Monitoring

The Agency monitors the suppliers' activities by the following indicators:

- quality and price of delivered products;
- compliance with the terms of supply, ensuring (guaranteeing) the fulfillment of contractual conditions with consumer organizations;
- claims on the quality of suppliers' products

7.5. Production and service

7.5.1 Production and service management

The Agency has managed conditions for the planning and implementation of organizational, technical, technological, information, methodological and analytical

support of the state accreditation for educational activities. The management includes the following procedures:

- ✓ policy development,
- ✓ goals setting
- ✓ operational management

The input data for management are the needs in the field of regulation of educational activities.

The management output is:

- quality policy and goals,
- the analysis results of the quality management system by the executives,
- organizational structure,
- staffing chart,
- annual plan,
- methodological materials on the state accreditation procedure.

7.5.2 Organizational, technical, technological, information, methodological and analytical support of state accreditation of educational activities

Organizational, technical, technological, information methodological and analytical support of state accreditation is carried out on the basis of the compliance with the normative regulatory acts and the Agency's methodological developments.

The service life cycle processes are:

- consideration of the application for state accreditation of educational activities and the documents attached to it, as well as verification of the organization's compliance with the relevant requirements and the documents submitted by it;
- acceptance of the application for state accreditation of educational activities and the documents attached to it for consideration on the merits;
- conducting accreditation external review;
- review of the expert group conclusion based on the results of the external review;
- posting information on state accreditation of educational activities or on the refusal of state accreditation of educational activities on the website of the accreditation body and in the Information system state accreditation (ISSA);
- the formation and development of the expert community from among highly qualified specialists in the field of higher education who have significant experience in the development and implementation of higher education study programs, use tools for conducting accreditation external review on the compliance with the FSES requirements including the assessment of the quality of students' training;

- cooperation in the field of quality assurance of higher education, carried out by the Agency, contributing to the development of the national system of education quality assurance via studying and implementing the European best practices;
- conducting training events.

The Agency takes care of the intellectual property, including software provided for the use in activities, as well as personal data of persons involved in work processes.

The Agency guarantees the safety of the results of work processes during internal processing, as well as the results of the Agency's activities before they are transferred to Rosobrnadzor.

8. MEASUREMENT, ANALYSIS, IMPROVEMENT

8.1. General Provisions

The Agency has developed, planned and implemented processes of monitoring, measurement, analysis and improvement. Using the processes below allows the Agency to:

- demonstrate the suitability of the service;
- ensure compliance with the quality management system;
- constantly improve the effectiveness of the quality management system.

In the process of monitoring, analysis and improvement, the Agency applies statistical methods of analysis e used to assess:

- variability, stability and processes repeatability;
- characteristics of the service provided;
- trends of changes and improvement of processes, etc.

The selection of the appropriate statistical methods for each type of application is carried out in the course of planning the improvement of the quality management system.

8.2. Monitoring and measurement

8.2.1 Customer satisfaction

The Agency monitors information on the consumers' satisfaction with the NAA's fulfilling their requirements. In order to obtain this information, the Agency uses the method of questionnaires for individuals and legal entities after conducting external reviews and training events.

When conducting monitoring of customer satisfaction, the Agency shall use indicators on the organization and conduct of accreditation external review, training courses in further professional education, the content of the training program, and the practical application of the knowledge.

Questionnaires are sent to the organizations carrying out educational activities that have been under the accreditation external review, to experts who have carried out the external review, and are also handed out at the training events. The information obtained from the questionnaires is analyzed and transferred to the Agency's Director as the input to the QMS analysis by the executives.

The Director is responsible for assessing customer satisfaction.

8.2.2 Internal audits

The Agency plans and conducts internal audits of the quality management system for the compliance with the requirements at least once a year in order to establish that the quality management system:

- complies with the planned activities, the requirements for the quality management system developed by the organization;
- is implemented efficiently and maintained.

As and when inconsistencies are identified as a result of internal or external audits, as well as consumer complaints, the frequency of internal audits increases.

The heads of departments under the audit are responsible for the development and implementation of the corrective and preventive actions (based on the audit results).

8.2.3 Process monitoring and measurement

The purpose of monitoring and measuring processes is to assess the ability of the Agency's processes to achieve the planned results.

For processes that are unstable or do not reach their capabilities, the process owner develops corrective and preventive actions aimed at improving the process. These activities are documented at the department level in the minutes of the work meeting of the department.

The process owners are responsible for monitoring and measuring processes, as well as for corrective and preventive actions.

8.2.4 Service monitoring and measurement

The service monitoring and measurement are carried out at all stages of the life cycle by monitoring the timing of the procedure implementation.

Information obtained during the monitoring and measurement of products is used in the data analysis (paragraph 8.4).

8.3. Management of Inappropriate Service

In relation to inappropriate results of its activities, the Agency takes the following actions:

- 1) elimination of the identified non-compliance;
- 2) prevention of intended use;
- 3) actions adequate to the consequences (or potential consequences) of non-compliance if inappropriate results of activities are identified after transferring to Rosobrnadzor.

After the Agency's inappropriate performance has been corrected, it must be re-verified to confirm the compliance.

8.4. Data analysis

The organization collects and analyzes data on customer satisfaction, compliance with product requirements, characteristics and trends of processes and products. The Director is provided with these data by the specialists responsible for them for analysis and well-reasoned managerial decision-making.

8.5. Improvement

8.5.1 Continuous Improvement

Agency's quality management system is constantly improved. The improvements are achieved through the use of the Quality Policy, objective goals, analysis of audit results (both internal and external), analysis of the corrective and preventive measures, and decisions based on the result of the analysis conducted by the senior management. All employees of the Agency are focused on continuous improvement.

8.5.2 Corrective actions

The Agency carries out management of corrective actions aimed at eliminating the causes of non-compliance in order to prevent their recurrence.

In case of inconsistencies in the Agency's activities, the Director or the responsible specialist develops corrective actions that are implemented immediately by the Director's oral order (in case of minor non-systemic inconsistencies), or, in case of serious inconsistencies, the development of corrective measures is discussed at the general meeting. The results of the analysis are recorded, responsible persons are appointed, and the terms for the implementation of corrective measures are set.

The Agency's director is responsible for the process.

8.5.3 Preventive actions

The control procedure for preventive actions is carried out similarly to corrective actions.

Preventive actions shall be registered and reported to the relevant structural departments of the Agency to monitor their implementation.

The preventive action results shall be analyzed and provided to all the staff.

The Agency's director is responsible for the process.

Federal State Budgetary Institution
National Accreditation Agency

Quality policy

Our goals

✓ Adhere to the universally recognized concept of the quality of education as the degree of compliance of educational activities and students' training with the federal state educational standards, educational standards and (or) the needs of an individual or legal entity educational activities are carried out for.

✓ Ensure the quality assurance of higher education on the basis of strict compliance with the requirements of the legislation in state accreditation, the search for innovative approaches to solving the tasks, as well as on the basis of dialogue with the academic and expert community, employers and the business community.

✓ Expand the boundaries of interaction with other national and international agencies in order to exchange experiences in quality assurance of higher education, participate in joint projects and researches, as well as in symposia, conferences and other events.

Our tasks

✓ Strengthen and maintain the Agency's status as a leading organization in the field of external review of educational activities, as well as effectively respond to existing and new challenges of the higher education system;

✓ Improve the mechanisms for conducting the state accreditation procedure, including by means of using information and communication technologies, in order to achieve objectivity, openness, independence and transparency;

✓ Provide training for highly qualified experts on state accreditation and promote the development of the expert community;

✓ In the context of implementing a student-centered approach, promote the active involvement of representatives of the student community in the state accreditation procedures as experts in assessing the conditions, content, organization and quality of the educational process;

✓ Develop interaction and cooperation with national and international organizations on education quality assurance issues;

✓ Contribute to the development of the national education system and independent assessment of the education quality;

✓ Provide up-to-date methodological support for accreditation external reviews via the development and implementation of new approaches to assessing the content and quality of students' training.

Our principles

✓ Consumer interests and demands are always of the highest priority for the Agency.

✓ Quality assurance is the qualification, competence and responsibility of each employee.

✓ The employees are the main value that ensures the high quality of the conduct of the state accreditation procedure

Management commitment

✓ The management provides planning and continuous improvement in order to fully satisfy the customers' current and future needs.

✓ The Agency's management is committed to maintain the developed quality management system and constantly improve its effectiveness.

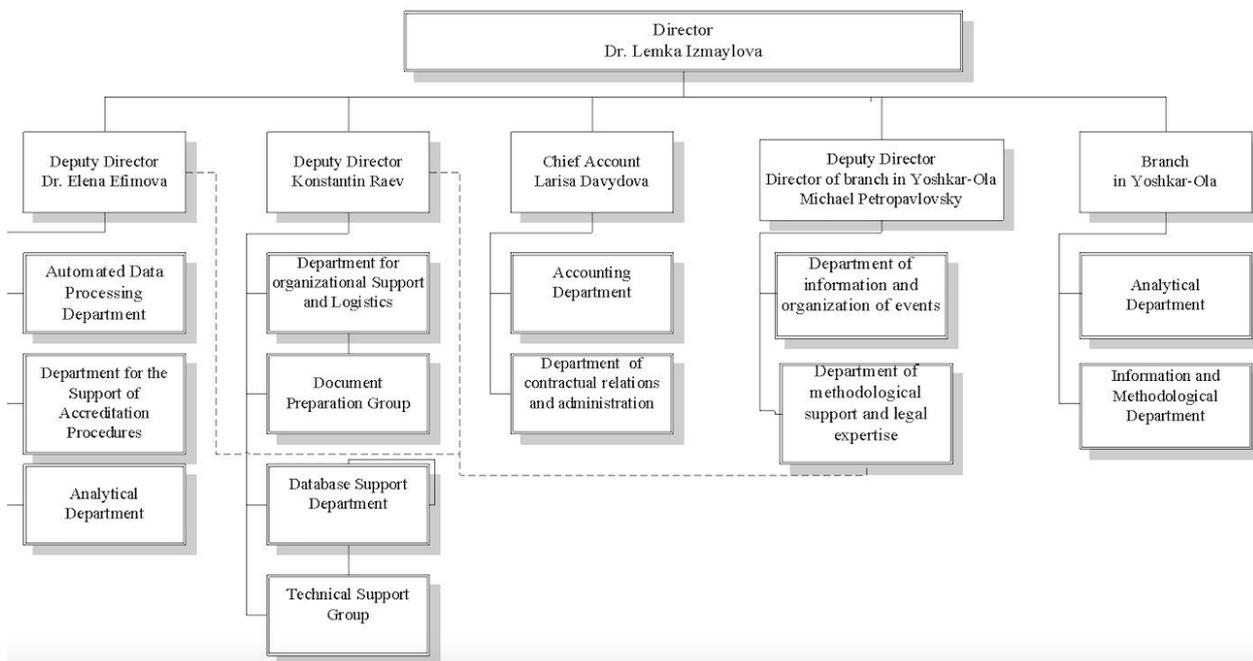
Director

Lemka S. Izmaylova

List of documents and documented procedures

1. Guidelines on internal quality assurance system
2. Structure of the processes and activities of the Agency
3. File register
4. Agency's Development Program (Strategy)
5. External documents including ESG
6. Normative legal acts regulating activities in state accreditation
7. Methodological materials for evaluating the compliance of the content and quality of students' training with the FSES requirements
8. Local normative acts regulating the Agency's activities of (Statutes, procedures, regulations, instructions, etc.)
9. Regulations on structural departments, job descriptions, etc.;
10. Corruption prevention documents
11. Results of the Agency's project activities
12. Planning and reporting documentation
13. Records, standard forms/templates
14. Internal labor rules and regulations

NAA's organizational structure
 (approved by the Director's order of _____ № _____)



Normative Legal Basis

1. The Federal Law of 29.12.2012 № 273-FL “On Education in the Russian Federation”.
2. Decree of the Government of the Russian Federation of 18.11.2013 № 1039 “On state accreditation of educational activities” (with the Regulations on state accreditation of educational activities).
3. Order of the Ministry of Education and Science of the Russian Federation of 16.09.2014 № 1227 “On approval of the administrative regulation of Rosobrnadzor’s providing the public service of state accreditation”.
4. Order of the Ministry of Education and Science of the Russian Federation of 20.05.2014 № 556 “On approval of qualification requirements to experts and expert organizations, procedures of their certification, inter alia the maintenance of the register of experts and expert organizations, selection of experts and expert organizations for external review”.
5. Decree of the Government of the Russian Federation of 24.04.2013 № 370 «On approval of service fee for experts and expert organizations and expense reimbursement incurred at the time of the external review».
6. Order of the Federal Service for Supervision in Education and Science (hereinafter referred to as Rosobrnadzor) of 14.07.2018 № 809 “On setting the labor expenditures standard and ratios influencing the level of work difficulty depending on the number of students at the educational organization in the study programs declared for state accreditation”.
7. Order of the Ministry of Education and Science of the Russian Federation of 22.09.2014 № 1273 “On approval of the procedure for inclusion of experts and (or) representatives of expert organizations in the expert panel when carrying out external review of professional study programs, containing information constituting a state secret and delivered by an educational organization under the jurisdiction of the federal executive authority in the field of security, the federal authority responsible for the development and implementation of state policy, normative legal regulation, control and supervision in the sphere of state protection, communication for the needs of public authorities, the federal authority responsible for the development and implementation of the state policy and normative legal regulation in the sphere of defense, the federal executive body responsible for the elaboration and implementation of the state policy and normative legal regulation in the sphere of internal affairs, the federal executive power body responsible for working out state policy, normative legal regulation, control and supervision in the field of distribution of narcotic drugs, psychotropic substances and their precursors, as well as counteracting their illicit trafficking.”

8. Order of Rosobrnadzor of 29.11.2019 № 1628 “On approval of the application forms for state accreditation of educational activities, on reissuing the certificate of state accreditation and /or its annex (annexes), on issuing a temporary certificate of state accreditation, on issuing of a duplicate of the state accreditation certificate and /or its annex (annexes), a form of information on the implementation of basic study programs declared for state accreditation, and requirements for their completion and registration”

9. Order of the Ministry of Education and Science of the Russian Federation of 12.01.2015 № 3 “On approval of the forms the information attached to the application for state accreditation of study programs shall be submitted by a diplomatic mission and consular institution of the Russian Federation, a representative office of the Russian Federation of international (interstate, intergovernmental) organizations”.

10. Order of the Ministry of Education and Science of the Russian Federation of 5.04.2017 № 301 “On approval of the procedure for carrying out educational activities on study programs of higher education – Bachelor’s, Specialist and Master’s programs.

11. Order of the Ministry of Education and Science of the Russian Federation of 19.11.2013 № 1258 “On approval of the procedure for carrying out educational activities on study programs of higher education – Residency programs.

12. Order of the Ministry of Education and Science of the Russian Federation of 19.11.2013 № 1259 “On approval of the procedure for carrying out educational activities on study programs of higher education – study programs of training the academic staff in (military) postgraduate education”.

13. Order of the Ministry of Education and Science of the Russian Federation of 14.06.2013 № 464 “On approval of the procedure for carrying out educational activities on study programs of secondary vocational education and training”.

14. Order of the Ministry of Culture of the Russian Federation of 12.01.2015 № 1 “On approval of the procedure for carrying out educational activities on assistantship study programs including the admission procedure on assistantship study programs”.

15. Order of the Ministry of Education and Science of the Russian Federation of 18.11.2013 № 1245 “ On establishing the correspondence of the fields of training in higher education – Bachelor’s Master’s and Specialist approved by the Order of the Ministry of Education and Science of the Russian Federation of September 12, 2013, № 1061, to the fields of training in higher professional education confirmed by awarding Bachelor’s and Master’s degrees ratified by the Order of the Ministry of Education and Science of the Russian Federation of

17.09.2009 № 337, to the fields of training in higher professional education confirmed by awarding a person a Specialist's degree approved by the Decree of the Government of the Russian Federation of 30.12.2009 № 1136.”

16. Order of the Ministry of Education and Science of the Russian Federation of 10.01.2014 № 4 “On establishing the correspondence of the fields of training in higher education - training of highly qualified personnel on residency and internship programs approved by the Order of the Ministry of Education and Science of the Russian Federation of September 12, 2013 г. № 1061, to the specialties of specialists with higher and postgraduate medical and pharmaceutical education in the sphere of health care of the Russian Federation, specified in the nomenclature approved by the order of the Ministry of Health and Social Development of the Russian Federation of April 23, 2009, № 210n, to the fields of training (specialties) of postgraduate vocational education for students in the form of assistant-internship ratified by the order of the Ministry of Education and Science of the Russian Federation on February 22, 2012, № 127”.

17. Order of the Ministry of Education and Science of the Russian Federation of 17.02.2011 № 201 “On establishing the correspondence of the fields of training in higher professional education confirmed by awarding the qualifications (degrees) of "Bachelor" and "Master", and approved by the Order of the Ministry of Education and Science of the Russian Federation of September 17, 2009, № 337, fields of training (specialties) of higher professional education, confirmed by awarding a person the qualification (degree) of "specialist", the list of which was approved by the Decree of the Government of the Russian Federation № 1136 of December 30, 2009, to the fields of training (specialties) of higher professional education specified in the All-Russian Classifier of Specialties on Education OK 009-2003, adopted and enacted by the Decree of the State Committee of the Russian Federation on Standardization and Metrology from September 30, 2003, № 276-st.”.

18. Order of the Ministry of Education and Science of the Russian Federation of 13.07.2016 № 857 “On establishing the correspondence of the fields of training in higher education used in the implementation of Master's and specialist programs containing the data constituting state secrets or proprietary information of limited distribution the list of which was approved by the Order of the Ministry of Education and Science of the Russian Federation of September 12, 2009 №,1060, to the fields of training in higher professional education confirmed by awarding a "Master's" qualification (degree) used in the implementation of study programs of higher professional education containing the data constituting state secrets or proprietary information of limited distribution the list of which was approved by the Order of the Ministry of Education and Science of the Russian Federation of June

28, 20010 №731, and to the fields of training (specialties) in higher professional education confirmed by awarding a "Specialist" qualification (degree) and approved by the Order of the Ministry of Education and Science of the Russian Federation of December 30, 20010 №1136”.

19. The Federal Law of July 27, 2006 № 152-FL “On personal data protection”.

20. The Federal Law of 27.07.2006 № 149-FL “On information, information technologies and information protection”.

21. The Federal law of 28.03.1998 № 53-FL “On military obligations and service”.

22. Order of the Ministry of Education and Science of the Russian Federation of 09.11.2016 № 1385 “On approval of the list of documents and materials necessary to carry out an external review with (or without) a site visit to an educational organization or its branch”.

23. Order of the Ministry of Education and Science of the Russian Federation of 09.11.2016 № 1386 “On approval of the rules of procedure for experts and (or) representatives of expert organizations when carrying out the external review”.

24. Order of the Ministry of Education and Science of the Russian Federation of 17.01.2017 № 24 “On approval of the forms of the external review report and the conclusion made by experts and (or) expert organizations, compiled on the external review results”.

25. Order of the Ministry of Education and Science of the Russian Federation of 23.08.2017 № 816 “On approval of the procedure for application of e-learning forms and on-line educational technologies by educational organizations when delivering study programs”.