

AZERBAIJAN STATE OIL AND  
INDUSTRY UNIVERSITY



# Quality policy



## **SECTION 1 - Introduction**

The Quality Policy of Azerbaijan State Oil and Industry University Public Legal Entity consists of preparing creative, highly qualified personnel and specialists according to the requirements of the labor market by organizing higher education at a high level and increasing international competitiveness taking into account the educational policy of the Azerbaijani state and the development prospects of the society.

Quality assurance policy aimed at ensuring the quality of education and continuous development in accordance with the goals of the strategic development plan of the university. Quality assurance policy prioritizes activities carried out in university to be based on to the provisions of the Bologna education system, to the law of the Republic of Azerbaijan “on Education”, to the National Qualifications Framework for Lifelong Education in the Republic of Azerbaijan, standards and regulations on quality assurance in the European higher education area, to the relevant documents of the state in this field, and normative-legal acts of the Ministry of Science and Education of the Republic of Azerbaijan.

## **SECTION 2 - Communication and quality management**

Quality Policy of ASOIU is based on Education policy of the Republic of Azerbaijan and the concept of modern quality management during the structuring and management of the quality management system in all branches and departments of the university and explains the key elements accepted by all employees.

The policy explains what kind of communication system exists, decision-making, consultation, approval and monitoring processes between different units and departments within the university when performing management functions and involves the regular, continuous presence of communication, cooperation, and coordination among the various units involved in educational activities to ensure the implementation of a standard educational program tailored to the needs of learners. Coordination between teaching and research activities is being strengthened and supported as a result of the joint activities of the heads of the relevant structural units. Regular meetings, meetings and joint activities are held to strengthen coordination and cooperation between structural units. All structural units plan and im-

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plement their strategies and tasks in accordance with the activities required to achieve the university's strategy, mission and goals. The effectiveness of the measures implemented to achieve the university's strategy, mission and goals is evaluated based on the data and relevant decisions are updated when needed. For being sure about continual success and improvements, they are always remained under the control. The priorities corresponding to the mission, goals and tasks of the university are determined with the joint participation of the university administration and the heads of the structural units.

The university administration provides the necessary resources to operate according to the established priorities and to improve the quality. The main determining factor in the provision and allocation of the necessary resources is the results of the measurement and evaluation of activities. Each employee has job descriptions, which are prepared and regularly updated to define their duties, authority, responsibilities and qualifications. In order to maintain knowledge and skills and remain the competencies required of employees, the appropriate needs are being determined and the necessary professional development training is carried out.

Structural divisions are planning the staff who will carry out their future activities in accordance with the strategic development plan. Depending on the goals and objectives specified in the strategic plan, staff planning is carried out in the university based on possible changes and workloads in the structural units. It is clear that staff responsible for teaching, training and research must have sufficient knowledge and skills to carry out teaching, training and research. Appropriate resources and training are provided to support these skills. Evaluation of the activity of the academic staff is carried out regularly based on the established criteria. Appointment of administrative staff is carried out in accordance with the evaluation determined in their job instructions. Measures are regularly taken to improve the work done by the administrative staff and to develop their knowledge and skills.

In accordance with the university's strategy, mission, goals and objectives, including corporate principles, cooperation with other enterprises and organizations is planned and implemented.

### **SECTION 3 - Assurance of high-quality education**

The direction of providing quality education is an integral element of the strategy of ASOIU and is the basis for planning its educational activities.

The main goal of ASOIU's quality policy in the field of education is to prepare graduates who are competitive in the country and abroad, who can

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ensure the modernity and development of professional activities at the level of advanced achievements.

The responsibilities of ASOIU to ensure the achievement of this goal in the direction of the quality of education are:

- To meet the needs of a knowledge-based society, opening new areas of staff training and improving the structure and content of educational programs, ensuring the development of a continuous and multi-level education system;

- Expansion of infrastructure for innovative development and training in the field of science and technology transfer;

- Development of multidisciplinary and interdisciplinary fundamental and applied scientific research as the basis of high quality of graduate training;

- Support leading scientific and pedagogical environments as the basis of high-quality university education at all levels and step towards comprehensive development;

- Expansion and strengthening of cooperation with local and foreign higher education institutions and other organizations;

- Expanding interaction with employers, involving them in determining the content and forms of the educational process and material and technical support of educational activities;

- Strengthening the financial and technical base of the educational process by acquiring modern scientific and educational equipment and developing the related infrastructure;

- Development of independence and leadership qualities in students, constant updating of their knowledge, formation as a highly cultured, socially active and harmoniously developed personality;

- Developing a modern management system that provides the high quality of education and the formation of a quality culture in the collective, taking into account the development trends of world education and the experience of the Bologna process.

By solving the set tasks, ASOIU:

- Organizes the educational process taking into account the quality criteria, creates and improves teaching-methodical and other normative documents on the quality of education. Provides financial conditions for using new educational technologies.

- Applies to relevant local and foreign organizations for both program and institutional accreditation and holds scientific-methodical meetings on the problems of education quality management.

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- Forms mechanisms for ensuring direct and feedback communication with scientific institutions and employers implementing the educational process.

- Ensures the financial and technical supply of the university's laboratories and departments, and branches in various organizations, attracts scientific institutions and employers to conduct classes, develops educational plans and programs.

- Systematically engages students in scientific and practical activities and develops practical training forms for forming organizational skills in them. It creates conditions for revealing the creative potential of students, helps them to understand themselves.

- Organizes the study of the quality of education, improves the system of improving the scientific and pedagogical qualifications of the academic staff. The university creates conditions that stimulate the interest of employees in improving the quality of education. It presents the regulation of duties and powers of employees in matters of the quality of education.

- University performs as an analytical-expert in the field of employment of graduates.

## **SECTION 4 - Resource management**

One of the important factors affecting the quality of the services that the university must perform in accordance with its mission is the quality of the resources (rooms, equipment and materials) used during the provision of these services.

This is closely related to the comprehensive security of university employees and students. To ensure this, the university develops and implements necessary plans:

- Emergency plan;
- Fire safety and evacuation plan;
- Inspection and repair plans for auditoriums, laboratories, various centers;
- Inspection, repair and monitoring plan for University equipment (elevator, air conditioning, heating systems, energy systems, etc.);
- a plan for reviewing and updating equipment and software included in the IT infrastructure;
- Plan for safe storage of hazardous as well as toxic chemicals in fire and explosion.

To prepare these plans, an inventory survey is first conducted and all plant

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and equipment are accounted. The registration system ensures that the inventoried plant and equipment are traceable.

Plan implementation priorities, estimated costs, and resource allocation are determined by a joint decision of the responsible unit and management.

In appropriate cases, the trainings to be carried out (evacuation drills, fire safety drills, etc.) are also included in the plans.

## **SECTION 5 - Management of knowledge resources that support education and research**

The University ensures the adequacy of the resources necessary for students to acquire the knowledge and skills they need and the relevance of the educational programs.

Along with instructors responsible for teaching, students should also have easy access to resources that will contribute to their learning. These resources include “e-AzII Book House”, laboratories, ICT resources, Internet access, and physical resources.

The University should organize the information resources and Internet access facilities in the “e-AzII Book House” and its departments according to the needs and expectations of the students and keep them ready for use by students and researchers.

Resources for learning and research are regularly monitored and improved by the University.

It is determined and ensured that the processes necessary for education, training, teaching and other service activities within the university are carried out in the same form and standard manner by employees of each structure and department. General rules and principles, necessary procedures and responsible persons are defined for this. The processes of preparing, updating, approving and implementing curricula and syllabus of relevant subjects are conducted and managed with the participation of interested parties. Learning outcomes and needs, learning resources, and appropriate monitoring methods to check student learning outcomes and development are considered in the teaching process. Graduation of students, expulsion from the university, reinstatement, as well as the issuance of relevant documents and references based on requests are carried out in accordance with the established rules. Research and scientific works are planned in accordance with the strategic goals and objectives of the university, and the necessary support procedures are formed. Necessary procedures for execution and monitoring of these processes are defined and a control mechanism is defined. A control mechanism

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is formed for efficient use of resources in processes. Processes related to services provided to students, staff and the community are defined and managed. The execution of the process is monitored by the relevant department. If necessary, improvement measures are implemented. The basic principles of quality improvement and development are used in improvement activities. The expectations and feedback of internal and external stakeholders are taken into account when improving and developing these processes.

## **SECTION 6 - The culture of quality and quality improvement**

Total quality management is the university's management approach. In this framework, the university continues its activities in the direction of development of quality culture and improvement of quality.

The University recognizes quality improvement research as an activity that should be carried out in all departments and by all employees. Efforts are being made to spread the culture of quality in the university under the leadership of the relevant structural units. For this purpose, trainings are organized and implemented to inform the academic and administrative staff about quality management and quality improvement. Employee participation in quality improvement activities is supported and encouraged.

The concept of Plan-Implement-Check-Act (PICA) forms the basis of quality management practices at ASOIU. Within PICA:

- All improvement measures are planned. In these plans, the current situation, the available information is evaluated and the goals related to the result to be achieved after the activities to be implemented are determined;
  - Recommendations for improvement are based on the results of analyzes to find the root problem. These analyzes are conducted using the most up-to-date data and methods. Appropriate guidelines are used whenever possible;
  - If the planned improvement is related to high-risk, high-volume processes, the application is started from the selected pilot units and expanded after the effect is observed;
  - The effects of the application are evaluated and checked by comparing the initial data with the post-implementation data. The state of achieving the expected goal is evaluated. If this is not achieved, appropriate actions are taken and updates are made;
  - The data is periodically re-evaluated and it is monitored whether the obtained improvement has a continuous and sustainable effect;
  - All process and system changes are implemented by following and recording the basic steps mentioned above. Rational decision-making mech-
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anisms based on information and evidence, not feelings and emotions, are employed.

## **SECTION 7 - Quality indicators to follow**

The university continuously monitors its activities in the main field of activity defined by its mission. The activity and quality indicators to be monitored are determined by the Academic Council and the rector of the university. The prioritization method used in determining the indicator to be monitored is written.

Monitoring is carried out in the following areas:

- Development and success of students;
- Employment of graduates;
- Evaluation of programs;
- Research quality;
- Quality of publications;
- Quality of services;
- Financial management;
- Effective use of resources;
- Student satisfaction;
- Employee satisfaction.

The data of the monitored activity indicators are evaluated and analyzed by authorized persons.

The data is compared with the data of the university in previous years and the standards presented in the sources. Necessary measures are planned according to the obtained results.

## **SECTION 8 - Public awareness**

Real, unbiased and objective quantitative and qualitative information about education, research, services and the implementation of these services related to the main field of activity of the university is made public by the Department of Public Relations and Marketing (on the university's website [asoiu.edu.az](http://asoiu.edu.az)). Public access to this information is provided.

## **SECTION 9 - Application to external quality assurance organization**

External quality assurance processes assess the effectiveness of the orga-

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nization's internal quality assurance system. The **organization determines** that its activities are in the right direction based on the external evaluation of the internal quality assurance system. The University has clear procedures for when and how to engage with external quality assurance agencies. The results obtained at the end of the application to foreign quality assurance organizations are announced within the university, as well as displayed on the website of the foreign quality assurance agency.

## **SECTION 10 - Policies regulating duties of department**

The policies (policy documents) and appropriate action plans prepared for the implementation of activities by the relevant responsible structural units in the university and containing the relevant goals of the strategic development plan at the same time serve as a map-guide in the establishment and monitoring of internal quality coordination.

Policy documents:

- Education policy;
- Research and development policy;
- Social contribution policy;
- Internationalization policy;
- Management policy;
- Information management policy;
- Human resources policy;
- Financial policy.

Aiming to become a science-education-innovation center with its experience and creativity, the quality policy of ASOIU based on transparency and continuous improvement:

- The renewal of education in accordance with changes, development and needs should create conditions for the university to compete at the global level, including aiming to become a competitive university in the national and international arena with the quality of the products and services it offers in all fields of activity;

- Supporting interdisciplinary and international interactive education and research for students to develop their talents and competences, apply unique and innovative approaches;

- Providing academic staff with equal opportunities for research and development;

- Creation of conditions for competition at the global level within the framework of the principles of specialization and diversity;

- Achieving an approach in the context of sustainable development at the

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master's and doctoral levels of higher education, meeting the demand for scientific and pedagogical staff in Azerbaijan and the region, constantly increasing the quality and efficiency of education and research at the doctoral level;

- Creation, implementation and sustainability of the quality management system that ensures the continuity of internal and external control mechanisms;

- Implementation of trainings and various educational measures for spreading quality culture;

- Promotion of research supporting high-tech industry as the basis of quality teaching, innovation and initiative;

- Contributing to the organization of educational work in order to correctly define the expectations of the industry by establishing "feedback" work with graduates;

- Planning and implementation of necessary improvement works according to the results obtained from measurement and evaluation methods, applying continuous improvement methods accordingly;

- Ensuring and evaluating the quality of activities is carried out on the basis of a self-evaluation system.

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