UNIVERSITY OF WORLD ECONOMY AND DIPLOMACY

Quality Assurance Handbook

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1. Purpose of the Document

The University of World Economy and Diplomacy (UWED) stands as Uzbekistan's flagship institution for the training of professionals in international relations, diplomacy, global economics, law, and public governance. Established with a clear strategic purpose, UWED has evolved into a specialized, research-oriented university committed to educating a new generation of globally minded leaders capable of navigating complex international, economic, and political systems. Therefore, this handbook outlines the University's objectives in quality assurance.

The University of World Economy and Diplomacy of the Ministry of Foreign Affairs of the Republic of Uzbekistan was established in accordance with the **Decree of the President of the Republic of Uzbekistan No.UP-474 "On the Establishment of the University of World Economy and Diplomacy" dated September 23, 1992**.

It was registered as a legal entity by the **Tashkent City Department of the State Statistics Committee of the Republic of Uzbekistan on March 2, 2001, with registration number 031513, FN No.008852** (certificate No.1600 dated 02.03.2001).

The university is located at **54 Mustaqillik Avenue, Mirzo Ulugbek district, Tashkent. The total land area of the University of World Economy and Diplomacy is 4.5 hectares, with no vacant land**;

1.1. **Mission**

UWED's mission is to educate and develop highly qualified professionals in international economics, international relations, and international law through high-quality, practice-oriented education grounded in international best practices and innovative teaching. The University equips students with advanced analytical capabilities, applied skills, and a strong sense of professional ethics and civic responsibility. In doing so, the University prepares graduates who develop and apply the professional competencies required for effective professional practice in diplomacy and economic diplomacy, in international economic relations and global trade, in legal practice, and in public administration, contributing to the advancement of Uzbekistan's foreign policy priorities and sustainable international development.

UWED serves as a platform for lifelong learning and professional development, strengthening the country's pool of qualified specialists for ministries and agencies, the private sector, and international organizations. The University advances fundamental and applied research that supports evidence-informed decision-making and contributes to global scholarship, while expanding substantive international academic cooperation and partnerships.

1.2. **Vision**

A globally recognized center of academic excellence and diplomatic leadership in the fields of international economy, international relations, and international law. The University strives to shape future leaders and experts who will drive innovation, foster international cooperation, and contribute to global peace and prosperity, while advancing Uzbekistan's standing on the global stage.

1.3. **Core Values**

- Academic Excellence: A commitment to the highest standards in education and research, ensuring outstanding learning quality and strong student achievement.
- Leadership and Professionalism: Fostering leadership qualities and a high standard of professionalism among students, and preparing graduates to lead positive change in society and on the global stage.
- International Cooperation and a Global Outlook: Promoting global partnerships and intercultural understanding, and preparing students for effective engagement in foreign policy and diplomacy at the international level.
- Innovation and Critical Thinking: Encouraging innovative thinking, modern approaches to problem-solving, and lifelong learning to address pressing global challenges and enhance international practice.
- Sustainability and the SDGs: Advancing the UN Sustainable Development Goals by integrating sustainability principles into education, research, and university governance, while fostering a responsible approach to decision-making.
- Integrity and Ethics: : Upholding the principles of honesty, academic integrity, and fairness across all areas of activity, and cultivating a culture of trust and ethical conduct.

- Social Responsibility: Committing to service to society by nurturing students' awareness of responsibility to their country and the global community, and encouraging the application of acquired knowledge for the public good.

2. Scope of the Quality Assurance

The Quality Assurance (QA) system of the University of World Economy and Diplomacy is institution-wide in scope and applies comprehensively to all core academic, research, and support functions of the University. It is designed to ensure that UWED's educational provision, research activity, and student services consistently meet national regulatory requirements and internationally recognised quality standards, while supporting continuous institutional improvement.

The QA system applies to all academic programmes offered by UWED, regardless of discipline, level, or mode of delivery. This includes Bachelor's (Level 6), Master's (Level 7), and doctoral or postgraduate programmes (Level 8), as well as any joint, interdisciplinary, or specialisation-based programmes approved by the University. The system covers all forms of study, including full-time, part-time, blended, and online or digitally supported learning formats. Where new delivery modes are introduced, such as online or hybrid formats, they are fully incorporated into the existing QA framework and subject to the same approval, monitoring, and review requirements as traditional programmes.

In addition to taught programmes, the scope of quality assurance extends to research and scholarly activities, including doctoral supervision, research project management, academic publication processes, and student research initiatives. Research quality is monitored through internal evaluation mechanisms, performance indicators, and periodic reporting, ensuring alignment with institutional research priorities and national research regulations.

The QA system also explicitly encompasses student support and administrative services that directly or indirectly affect the quality of learning and the student experience. These include academic advising, library and information services, digital learning infrastructure, registrar and student records management, career and employment support, international student services, and student welfare activities.

UWED's QA system governs the full academic lifecycle and associated

support processes. This includes programme design and approval, where new programmes and substantial revisions undergo structured academic review, alignment with qualification frameworks, and formal approval by designated governance bodies. Programme delivery is monitored to ensure consistency with approved curricula, intended learning outcomes, and teaching methodologies.

Student assessment processes are subject to quality assurance through clearly defined assessment regulations, criteria, moderation procedures, and transparency requirements. Assessment practices are designed to be fair, consistent, and aligned with learning outcomes, with mechanisms in place to address appeals and academic integrity.

The QA system places strong emphasis on feedback and review, incorporating systematic input from students, alumni, employers, and academic staff. Feedback is collected through surveys, consultations, and performance data and is analysed to inform improvement actions. Periodic programme review ensures that curricula remain current, relevant, and responsive to academic developments, labour market needs, and international standards.

Quality assurance also covers learning resources and infrastructure, including teaching facilities, libraries, digital platforms, and educational technologies, as well as academic and administrative staff, with processes in place for recruitment, professional development, performance evaluation, and workload management. Information management is a core component of the QA system, ensuring that reliable data supports evidence-based decision-making, while public information processes guarantee that accurate and up-to-date information about programmes, regulations, and performance is made available to stakeholders.

The QA system applies to all organisational units of UWED, including faculties, departments, institutes, research centres, and administrative offices involved in academic delivery and student support. Central coordination is provided by the University's quality assurance structures, working in collaboration with academic units and governance bodies. Each unit has defined responsibilities for implementing QA policies within its area of activity, while overall oversight and strategic direction are maintained at the institutional level.

UWED's educational philosophy is based on the principle that theory must serve practice. Academic programs are designed to combine strong theoretical foundations with applied skills, case-based learning, policy

simulations, and internships within government institutions, international organizations, and diplomatic missions. Teaching emphasizes multilingual competence, particularly in foreign languages, as a core professional skill for international engagement.

The university specializes in international relations, world economy, international law, political science, public administration, trade policy, digital governance, and emerging fields such as economic diplomacy, environmental diplomacy, and digital sovereignty. Research activities focus on global and regional security, international economic cooperation, sustainable development, environmental governance, and the transformation of public administration in the digital era.

2.1. Institutional Development and Strategic Orientation

Since its establishment, UWED has played a central role. The university's institutional development has been shaped by national strategic priorities and the evolving demands of the international system. In recent years, the university has implemented institutional reforms aimed at strengthening academic quality, research output, and international visibility.

UWED's priorities includes the modernization of curricula, expansion of English-taught and joint-degree programs, enhancement of research centers and policy labs, and deeper engagement with global academic rankings such as QS and Times Higher Education. The university is also strengthening its role as a national analytical hub by producing policy briefs, strategic forecasts, and expert assessments for state institutions.

3. Legal and Regulatory Framework

In the Republic of Uzbekistan the approach to quality assurance in higher education is grounded in a comprehensive legal and regulatory framework that defines the state's responsibility for educational quality and institutional accountability. The foundational legal instrument in this area is the Law of the Republic of Uzbekistan "**On Education**" (2020), which establishes the general principles of education policy, the rights and obligations of educational institutions, and the state's role in regulating and assuring the quality of education. This law provides the overarching legal basis for quality standards, governance mechanisms, and institutional responsibility for learning outcomes and educational effectiveness.

Building upon this legal foundation, Uzbekistan has developed a centralized system of state oversight and external quality control, coordinated under the Cabinet of Ministers. A key institutional pillar of this system is the **State Inspectorate for Supervision and Quality Control of Education**, which is responsible for monitoring compliance with national educational standards, conducting evaluations, and ensuring accountability of higher education institutions. The activities of this body are regulated through government resolutions adopted as part of the broader higher education reform agenda, reinforcing the dual model of internal institutional responsibility combined with external state supervision.

Within this oversight architecture, Uzbekistan has established formal procedures for the attestation and state accreditation of educational organizations. For several years, these processes were governed by Cabinet of Ministers Resolution **No.470 of 7 June 2019**, which regulated institutional attestation and state accreditation. In line with ongoing reforms aimed at strengthening quality assurance, Uzbekistan introduced a new model of "complex and special state accreditation" through Cabinet of Ministers Resolution **No.498 of 6 August 2025**, which entered into force on 7 November 2025. This updated framework emphasizes a comprehensive, indicator-based evaluation, with hundreds of qualitative and quantitative indicators applied across academic, administrative, research, and support-service domains. Public reporting indicates that this system represents a significant shift toward outcome-oriented and evidence-based accreditation of higher education institutions in Uzbekistan.

All UWED academic programmes are designed and delivered in accordance with the Law of the Republic of Uzbekistan "**On Education**" and applicable national regulations on state accreditation and educational standards. Each programme is assigned to the relevant qualification level (Bachelor—Level 6; Master—Level 7; Doctoral/Postgraduate—Level 8) and demonstrates alignment with national qualification requirements and learning outcome expectations. UWED's internal quality assurance system is structured in line with internationally recognised principles reflected in the ESG 2015, including programme approval and periodic review, student-centred learning and assessment, evidence-based information management, transparent public information, and continuous enhancement. UWED uses systematic stakeholder feedback and performance indicators to evaluate programme effectiveness and implements improvement actions through approved governance processes.

4. Definitions

UWED – University of World Economy and Diplomacy; the higher education institution responsible for implementing this Quality Assurance Handbook.

QA – Quality Assurance; the systematic processes and procedures used to monitor, evaluate, and continuously improve the quality of education, research, and support services.

KPI – Key Performance Indicator; measurable criteria used to evaluate institutional, program, and staff performance in relation to strategic objectives.

PDCA – Plan–Do–Check–Act; a continuous improvement cycle used to design, implement, monitor, and enhance quality assurance processes.

ESG – Standards and Guidelines for Quality Assurance in the European Higher Education Area; an internationally recognized framework guiding internal and external quality assurance practices.

RACI – Responsible, Accountable, Consulted, Informed; a responsibility assignment model used to clarify roles in institutional processes.

HEMIS – Higher Education Management Information System; the university's centralized digital platform for managing academic records, student data, and performance indicators.

SAC – State Attestation Commission; an official body responsible for overseeing final academic assessments and graduation procedures.

Academic Council – The highest collegial academic governance body of the University responsible for approving academic policies, programs, and quality assurance decisions.

Programme Review – A formal, periodic evaluation of an academic program assessing its relevance, effectiveness, and compliance with standards.

Appeals Register – An official record maintained by the QA Office documenting student complaints and appeals and their resolution status.

Learning Outcomes – Statements describing the knowledge, skills, and competencies students are expected to acquire upon completion of a program or course.

Curriculum – The structured set of courses, credits, and academic requirements that define an educational program.

Stakeholders – Individuals or organizations with an interest in the University's activities, including students, staff, employers, alumni, and partner institutions.

5. Governance and Responsibilities

Institutional Quality Assurance Governance Model

UWED operates a distributed quality assurance governance model in which strategic oversight is exercised by the Academic Council, operational coordination is ensured by the Office of Academic Quality Assurance and Policy, and implementation responsibilities are shared across academic and administrative units. Clear allocation of responsibilities is formalized through a RACI matrix (Annex 1) to ensure accountability, transparency, and effective coordination.

5.1. The Academic council:

- Reviews the strict implementation of state educational standards, curricula, and syllabus and defines recommendations and instructions on priority issues;

- Hears and adopts decisions on reports from faculties regarding educational, research, spiritual-enlightenment, and administrative activities, academic lyceums, admission commission results, and the marketing department concerning labor market demand, cooperation with employer organizations, and graduate employment;

- Discusses and makes decisions on the implementation of research and spiritual-enlightenment plans, and on the professional development and retraining of academic staff;

- Approves annual and long-term development plans of the University, discusses the results of financial and logistical operations, and adopts relevant decisions;

- Adopts decisions on the establishment, reorganization, or closure of faculties and departments, as well as the initiation or suspension of bachelor's and master's degree programs in accordance with labor market needs and recommendations from the marketing department;

- Discusses and adopts measures to ensure graduates and academic staff acquire English language proficiency and basic skills in computer technologies and internet usage;

- Oversees the provision of educational literature, the development and publication of new-generation textbooks and teaching manuals, and the integration of innovative teaching technologies into the curriculum;

- Recommends candidates for admission to doctoral, senior researcher, and researcher programs, and approves dissertation topics;

- Nominates talented students and faculty members for international internships at foreign higher education institutions through the "El-Yurt Umidi" Foundation;

- Recommends gifted students and young researchers for participation in competitions for the Presidential and other state scholarships of the Republic of Uzbekistan;

- Develops initiatives, in cooperation with foundations, aimed at enhancing student physical education and health;

- Discusses strategies to develop corporate partnerships with major employers and enterprises, strengthen the material and technical base, and improve the effectiveness of student internships;

- Adopts decisions on establishing cooperation with foreign higher education institutions;

- Hears reports from managers of small enterprises, firms, and training centers offering educational services, and adopts corresponding decisions;

- Defines measures to improve occupational safety and health for students and staff;

- Has the authority to deliberate on other matters within the University's mandate that require collegial discussion.

5.2 Office of Academic Quality Assurance and Policy

At the University of World Economy and Diplomacy, the Office of Academic Quality Assurance and Policy Unit plays a vital role in ensuring high academic standards, institutional accountability, and continuous improvement. This office provides constant support to students, faculty, and administrative staff in matters related to teaching quality, assessment fairness, and curriculum compliance.

The main purpose of the office is to study and analyze the compliance of students' knowledge of the University of World Economy and Diplomacy with state educational standards, to monitor the quality of training, to organize the internal certification of the University of World Economy and Diplomacy and the negative impact on the quality of education, identification of secret factors and taking measures to eliminate and prevent them.

The office performs the following functions in accordance with the tasks assigned to it:

Monitoring and controlling the quality of personnel training at the University of World Economy and Diplomacy;

Studying and analyzing students' knowledge compliance with state educational standards and their level of subject mastery;

Regularly analyzing the teaching quality of professors and instructors;

Organizing internal assessments of the University of World Economy and Diplomacy and implementing measures to address identified shortcomings;

Examining the proper organization of educational processes based on regulatory requirements and the effectiveness of the HEMIS system usage (including timely and complete data entry, and appropriate implementation of the credit-module system);

Analyzing the alignment of qualification requirements, curricula, and programs with professional standards and labor market demands for competitive personnel training;

Formulating comprehensive conclusions on graduating students' position in the job market, demand for them, and their share and status in the labor market based on relevant specialties;

Studying the implementation of modern pedagogical and information technologies in classes, and ensuring proper quality control of the teaching process;

Examining the involvement of qualified industry professionals for conducting classes;

Determining the effectiveness of measures taken to ensure transparency and objectivity in assessing and evaluating students' knowledge;

Studying the advanced training of professors and instructors, and the incorporation of scientific innovations into programs;

Monitoring the timely and effective organization of classes by professors and instructors;

Analyzing the fair distribution of teaching workload among professors and instructors;

Examining the conditions created for students and teachers in the library service center, the availability of subject textbooks, the facilities provided for students, and submitting proposals to management;

Studying and analyzing the organization of independent learning at the required level (developing guidelines or methodological instructions, setting requirements for organizing independent study, and ensuring the formation of student workload);

Ensuring the implementation of anti-plagiarism programs at UWED (including introducing academic integrity principles and systematically organizing efforts against plagiarism);

Overseeing the effective organization of interim and final assessment processes for evaluating students' knowledge, and reviewing interim and final exam questions;

Implementing monitoring in cases related to the final assessment process, registering documents on exam disqualifications, and supervising their execution;

Managing the process of reconciling academic credit differences for students, including those who have resumed studies or transferred;

Overseeing important meetings on issues of significant importance to university activities;

Developing internal university standards to align with international standards and prepare for accreditation;

Establishing an expert group to monitor and analyze the educational process and evaluate professors' and instructors' activities based on periodic surveys;

Conducting surveys and awareness campaigns among students and faculty to ensure academic integrity;

Developing and assessing Key Performance Indicators (KPIs) for teaching staff and relevant employees;

Implementing innovative technologies, including artificial intelligence (AI) -based assessment and blockchain systems;

Developing annual improvement plans based on student and employee suggestions through a feedback system, and rewarding instructors who deliver high-quality lessons and use innovative methods;

Continuously monitoring learning outcomes, classroom occupancy, and class attendance;

Studying student appeals and maintaining a register of appeals based on the results;

Allocating resources for quality improvement projects and assessing their effectiveness;

Monitoring new education laws and regulations and adapting university activities accordingly;

Participating in the assessment of other higher education institutions as directed by the ministry;

Submitting relevant proposals to UWED management based on the results of education quality assessments.

5.3 Office of Academic and Faculty Affairs

The Office of Academic and Faculty Affairs carries out its functions in accordance with the Constitution of the Republic of Uzbekistan, the Law of the Republic of Uzbekistan "On Education", resolutions of the Chambers of the Oliy Majlis of the Republic of Uzbekistan, decrees, resolutions, and orders of the President of the Republic of Uzbekistan, resolutions of the Cabinet of Ministers of the Republic of Uzbekistan, orders and Board resolutions of the Ministry of Higher Education, Science and Innovation of the Republic of Uzbekistan, the Charter of the University, resolutions of the University's management and Academic Councils, orders of the University Rector, as well as this Regulation.

Purpose of the Office of Academic and Faculty Affairs

The purpose of the Office of Academic and Faculty Affairs is to plan, organize, manage, and improve the educational process, as well as to enhance the quality and efficiency of educational activities.

Tasks of the Office of Academic and Faculty Affairs

The main tasks of the office include:

Coordinates the activities of the faculty, departments, and other offices involved in the academic process;

coordinates joint educational programs implemented in the faculties;

organizes the development of UWED syllabi based on the best practices of leading foreign higher education institutions, particularly their academic programs;

reviews curricula, course syllabi, textbooks, manuals, and other types of educational and methodological documents in collaboration with faculties and departments, and submits them for consideration by the Academic-Methodological Council;

monitors the provision of curricula and other educational-methodological documents to students by departments;

monitors the distribution of teaching workload among professors and instructors and plans the staffing schedule of academic personnel;

creates class schedules;

determines the volume and composition of work required from full-time professors and instructors during the academic year based on time norms, and submits it for approval to the First Vice-Rector for Academic Affairs;

monitors the fulfillment of planned workloads in departments and processes documentation for hourly-paid academic staff;

oversees the organization of open lessons by departments to facilitate experience exchange among professors and instructors;

implements measures to incorporate the decisions of the UWED Academic Council and Academic-Methodological Council into the academic process;

plans the defense of final qualifying works and master's theses. Prepares draft orders for organizing the State Attestation Commission (SAC) work, monitors SAC activities, and receives SAC reports;

coordinates the educational and methodological activities of department cabinet heads, chief and leading specialists of dean's offices;

organizes planned professional development for department faculty, arranges seminars on modern pedagogical and information technologies, and foreign languages;

continuously monitors the educational and methodological activities of faculty dean's offices and departments, proposes improvements for educational and methodological work, and submits them for consideration to the Academic and Academic-Methodological Councils;

oversees the organization of academic and educational-methodological work of faculties and departments;

organizes meetings of the Academic-Methodological Council, maintains its minutes, and monitors the implementation of adopted decisions;

ensures the assessment of teaching staff and relevant employees' activities according to the appropriate section of the KPI system.

5.4 Office of Student Admission and Registration

The purpose of UWED's Office of Student Admission and Registration is to coordinate, support, and ensure the efficient management of academic and administrative student services through a data-driven, student-centered, and legally compliant approach. The Office plays a key role in facilitating academic planning, enrollment services, records management, and international student engagement, in alignment with national education policy and the university's strategic priorities.

The mission of the Office is to enhance transparency, accountability, and academic governance by coordinating services that support student success and institutional effectiveness. This is achieved through digitized service

delivery, integration with state databases, and continuous collaboration across faculties and administrative units.

organizing and recording student contingent movements;

creating a student database;

organizing exams for students;

arranging the selection of elective courses and managing student enrollment in courses;

coordinating academic mobility of students;

issuing certificates and transcripts at any stage of education;

forming academic groups;

organizing and monitoring the introductory part of knowledge acquisition;

pre-archival storage of students' personal files;

creating and regularly updating the database (DB) on the "HEMIS" and "MOODLE" educational platforms;

maintaining statistical data on the student contingent;

The office operates in collaboration with the university's faculties, the Office of the Academic and Faculty Affairs, and other structural units.

6 Policy Basis and Principles

At the heart of UWED's philosophy is a student-centered approach. The university strives to create an intellectually demanding yet supportive academic environment that nurtures leadership, resilience, and global responsibility. Students are encouraged to engage in research, international exchanges, academic competitions, and policy-oriented projects from the early stages of their studies.

Through its combination of academic rigor, strategic vision, and global engagement, the University of World Economy and Diplomacy continues to position itself as a key driver of intellectual capital, diplomatic expertise, and policy innovation, serving both Uzbekistan and the broader international community.

6.1. PROCESS AND RESPONSIBILITIES

At the University of World Economy and Diplomacy, quality assurance is organized as an integrated institutional process in which clearly defined responsibilities ensure coherence between strategic oversight and operational

implementation. Following the policy principles of student-centered learning, accountability, and continuous improvement, QA processes are embedded in everyday academic and administrative activities rather than treated as isolated audits. Governance bodies establish priorities and approve standards, while specialized offices coordinate implementation and monitoring across faculties and support units. Each stage of the quality cycle—from planning and programme design to evaluation and corrective action—is assigned to designated actors through formal responsibility frameworks. This structured distribution of roles promotes transparency, prevents duplication of functions, and enables effective collaboration between academic leadership, quality assurance specialists, and operational units, ensuring that institutional objectives are consistently translated into measurable actions.

6.2. DATA AND KPIs

Data-driven management is a central pillar of UWED's quality assurance philosophy. The University systematically collects, analyzes, and utilizes quantitative and qualitative indicators to evaluate academic performance, student progression, teaching effectiveness, research activity, and service quality. Key Performance Indicators function not only as monitoring tools but also as strategic instruments that inform planning and decision-making at all institutional levels. Reliable data flows are maintained through centralized information systems and coordinated reporting mechanisms, allowing evidence-based assessment of programme outcomes and institutional effectiveness. Regular KPI reviews support benchmarking against national and international standards, while trend analysis enables early identification of risks and opportunities. In this framework, data are treated as institutional knowledge assets that guide improvement initiatives and reinforce a culture of accountability and continuous enhancement.

6.3. EVIDENCE / APPENDICES

The quality assurance system is supported by a structured body of documented evidence that ensures traceability, consistency, and institutional memory. Policies, procedures, survey instruments, evaluation reports, and performance registers are maintained as formal appendices to the handbook and serve as operational references for academic and administrative units. These materials document compliance with regulatory requirements, internal standards, and

approved protocols, providing verifiable records of decision-making and improvement actions. The systematic organization of appendices allows stakeholders to access up-to-date information on programme specifications, review outcomes, and governance decisions. By anchoring quality processes in documented evidence, the University strengthens transparency, supports external evaluation and accreditation activities, and preserves institutional continuity despite organizational change.

6.4. RECENT IMPROVEMENTS AND ACTION PLAN

UWED's commitment to continuous improvement is reflected in the regular implementation of targeted reforms derived from monitoring results and stakeholder feedback. Recent initiatives have focused on curriculum modernization, expansion of digitally supported learning environments, strengthening employer engagement, and enhancing academic integrity mechanisms. These developments are consolidated into an annual action plan that defines priorities, allocates responsibilities, and establishes measurable targets for the forthcoming cycle. The action plan operates as a dynamic management instrument that links evaluation findings to concrete interventions, ensuring that improvement efforts are systematic rather than ad hoc. Through periodic review of progress and outcomes, the University reinforces an adaptive institutional culture in which innovation, reflection, and strategic development are embedded within the quality assurance framework.

7. Procedures and Implementation

UWED's internal quality assurance system operates on a continuous improvement cycle based on the Plan–Do–Check–Act (PDCA) model (*Annex 2*). In the planning phase, strategic objectives, KPIs, and annual improvement plans are established. During implementation, academic units deliver programs and services in accordance with approved standards. The checking phase includes systematic monitoring through surveys, performance indicators, and internal audits. In the action phase, corrective and enhancement measures are approved by governance bodies and documented in formal protocols and quality registers maintained by the Office of Academic Quality Assurance and Policy.

7.1. Bachelor's degree programs

The duration of the academic year is up to 36 weeks, of which 30 weeks are allocated for the academic period, 2 weeks for registration for the selection of subjects, and 4 weeks for certification, according to the Academic Regulation of UWED.

Study period	Number of week	Amount of credits	Academic Hours
4 years	204	240	7200 6000 (from 2024)

Master's degree specialties

In the master's program with full-time study (separate from production), the maximum workload for classroom sessions and scientific activities can be set at 36 academic hours per week. This consists of 30 hours of theoretical classes and 6 hours of various types of assessments (midterm, final, and projects). – according to the Academic Regulation of UWED.

Standard duration of study	Number of week	Amount of credits	Academic Hours
1 year	50	60	1800
2 years	100	120	3600

60% of the maximum value (100%) that can be accumulated during the semester is allocated for ongoing and interim assessments, while 40% is allocated for the final examination.

The student's performance in the subject is evaluated as follows:

Grade	Level of assimilation	Performance rate (%)
5	excellent	90-100
4	good	70-89
3	average	60-69
2	unsatisfactory	0-59

Stakeholder feedback constitutes an essential component of the internal quality assurance system of the University of World Economy and Diplomacy. In line with international accreditation standards, UWED systematically collects, analyzes, and utilizes feedback from employers and alumni to ensure the relevance, effectiveness, and continuous improvement of its academic programs.

7.2. Feedback from Employers

The Office of Academic Quality Assurance and Policy conducts an online employer survey on program quality once per academic year. The survey focuses on graduates' professional competencies, practical skills, and alignment with labor market requirements. Survey results are analyzed and formally reported to the University Council and relevant academic units.

Faculties and academic programs actively engage employers when developing and updating curricula, particularly in professional disciplines related to international relations, diplomacy, law, economics, and global governance. Employer consultations are conducted through targeted surveys, expert interviews, and advisory meetings.

Employers' opinions are also collected through internship and practical training evaluation forms, completed by host organizations. These evaluations assess students' professional readiness, applied skills, ethical conduct, and communication abilities, providing evidence-based input for curriculum enhancement.

7.3. Feedback from Alumni

The University conducts a graduate survey at the point of graduation registration, focusing on employment status, relevance of acquired competencies, and overall program quality. This survey enables UWED to monitor graduate employability and short-term labor market outcomes.

Faculties and programs implement an annual alumni survey, gathering feedback on career progression, professional relevance of academic content, and suggestions for program improvement.

Alumni feedback is also collected periodically during curriculum review and program updating processes, ensuring that long-term career perspectives are incorporated into learning outcomes and course design.

7.4. Evaluation Instruments

To enhance the quality of teaching, learning, research, and support services, UWED systematically collects feedback from key stakeholders. Evaluation instruments are developed in accordance with internal quality assurance criteria, institutional policies, and recommendations from specialized academic and administrative divisions. These instruments are aligned with internationally recognized QA principles, including transparency, inclusiveness, and continuous improvement.

7.5. Student Feedback

Course Evaluation Survey

Student feedback on teaching and learning activities is collected through course evaluation surveys conducted twice a year, at the end of Semesters 1 and 2. Survey results serve as a key evidence base for curriculum refinement, teaching improvement, and academic staff development planning.

The survey consists of two main sections:

Evaluation of courses and teaching materials;

Evaluation of lecturers' teaching methods, clarity, engagement, and assessment practices.

Survey data are analyzed by the Office of Academic Quality Assurance and Policy and reported to the University Council. The results are communicated to faculties, academic programs, and individual lecturers and are used to develop corrective and improvement measures aimed at enhancing teaching quality.

8. Monitoring and Review

Students' progress and results are managed and monitored through the University's management information system (hemis.uwed.uz). The software allows managing students' records and study results, which can be used to consider student registration for courses, rewards, discipline, or scholarships.

Every year, the teaching plan is communicated to students through the website, email student information system, etc. The university also publishes regulations on the maximum and minimum number of credits that students can register for in a semester. Based on the university's teaching plan and sample study plan, students will set up individual study plans by themselves and register for their courses.

The University has a monthly warning system for students (students who do not register for courses, students who are almost out of study time, ...). This warning information is transmitted to faculties, programs, and academic tutors to monitor and support students in their learning process.

The University also has a system of academic course coordinators in each faculty with the task of guiding, monitoring, and supporting students in their learning process and other activities. Students can also request support during their learning process through channels such as meeting in person, email, annual student meetings, etc. These information channels will ensure that students' needs are resolved on time and ensure students' learning progress.

8.1. Pass rate, drop-out rate, employment rate

The Office of Student Admission and Registration of UWED monitors, compiles, and reports data on student learning including enrollment rate, drop-out rate, retention rate, graduation rate, and others yearly. The Office of Student Admission and Registration is in charge of conducting periodic surveys and reporting on the employment status of graduates and alumni. The university also reports quality assurance data about its activities including training activities twice a year.

In addition, the University applies the process of handling student requests, those who pause their study progress, request to withdraw from the program, request to re-enter; the process of considering course exemption and graduation in order to standardize and ensure activities in accordance with the University's regulations and to ensure the students' interests.

9. Annexes

Annex 1

QA Process	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
KPI development and revision	Office of Academic Quality Assurance and Policy	Academic Council	Faculties; Office of Academic and Faculty Affairs	Rectorate; Departments
KPI monitoring and data collection	Faculties and administrative units	Office of Academic Quality Assurance and Policy	Office of Student Admission and Registration	Academic Council
Annual QA Report	Office of Academic	Rector /	All structural	University

QA Process	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
preparation	Quality Assurance and Policy	Academic Council	units	community
Data storage and registry management	Office of Student Admission and Registration	Vice-Rector for Academic Affairs	IT services; Office of Academic Quality Assurance and Policy	Faculties

Annex 2

Core QA Process	Faculties / Academic Units	Office of Academic Quality Assurance and Policy	Academic Council	Faculty Committee / Review Panels	IT / Web Services	External Stakeholders
Programme Design & Approval	**R** – initiate proposal, develop curriculum and documents	**C** – methodological guidance, compliance check	**A** – final approval decision	**C** – expert internal review	I	**C** – participate in expert review
Student Complaints & Appeals Procedure	**R** – attempt informal resolution, submit documentation	**A/R** – coordinate appeals process, maintain Appeals Register, monitoring	**A** – final institutional review (if escalated)	**R** – review formal complaints at faculty level	I	I
Public Information Management Procedure	**R** – provide and update programme content	**A/C** – validate accuracy, maintain document registry and version control	I	I	**R** – publication and technical maintenance	I
Periodic Programme Review Procedure	**R** – prepare self-evaluation and evidence	**A/R** – coordinate review cycle, analyze KPIs, monitor action plans	**A** – approve review outcomes and action plans	**R** – conduct review as commission members	I	**C** – serve on review panels