



Policy No. 1

INTERNAL QUALITY ASSURANCE POLICY

Policy Title: Internal Quality Assurance Policy		
1.	Administrative Policy Number (2019-20)	Functional Area: Quality in functioning and governance.
2.	Brief Description of the Policy:	Purpose: Promoting quality in Academies and administration Audience: All stakeholders of the organization.
3.	Policy Applies to:	All academic, administrative and managerial processes in the organization
4.	Effective from the Date:	20/6/2019
5.	Approved by:	College Development Committee (CDC) 7 Local Managing Committee (LMC)
6.	Responsible Authority	IQAC Coordinator
7.	Superseding Authority	Principal
8.	Last reviewed / Updated:	New policy
9.	Reason for the Policy	Quality as the sole criterion for updating
10.	References for the policy	UGC/NAAC/ University/RUSA, etc.

Introduction: Quality plays a pivotal role in the progress of the organization. Quality is everyone's responsibility and the only way in which an organization can rise. Quality needs to improve meaningfully and should be measured quantitatively. The IQAC Policy is a policy that defines all other quality



Policies, and primarily promotes the Vision, Mission, Goals and Objectives of the organization. The quality policy will be governed by the IQAC (formed as a mandate after the first cycle of NAAC accreditation) which is the torch bearer for conceptualizing, planning and deployment quality initiatives of the institution.

Policy Statement: The institution is committed to impart quality in every process of Academics, Administration and Governance for welfare of the organization, and its stakeholders, with a continual improvement in effectiveness of the quality management system. The quality policy is framed, finalized, communicated and understood by all stakeholders within the institution and will be reviewed periodically for its suitability and effectiveness.

Objectives:

- i. To work in conformity with institutional management University Stone Higher Education Department /NAAC/LOC and other Regulatory Bodies.
- ii. To Upgrade:
 - a) Infrastructure with safety for effective and best use
 - b) To create better value-based knowledge systems and mechanism for their effective dissemination.
 - c) To build up new curated learning resources (books, reading materials, notes, videos, recordings, e-resources, etc.) to make the Library a learning resource creator.
 - d) To promote a mechanism of continuous updating of the teaching staff through development and professional development programs.
 - e) To promote the processes of students' self-learning using technology, promotional learning, enthusiastic mechanisms and responsibility-based foci.
 - f) To champion proactive approaches in the employees and stakeholders for promoting a good work culture and value system.
 - g) To strengthen the institutional values through effective, multiple and continuous feedback from all sources to keep mechanisms and thereby quality in place.

Definitions

Quality:



Quality could be defined as a basic tool for a natural property of any good or service that allows to be compared with any other good or service of its kind. The word quality has many meanings, but basically, it refers to the set of inherent properties of an object that allows satisfying stated or implied needs. (Geneva Business News)

Stakeholders

A stakeholder is a party that has an interest in a company and can either affect or be affected by the business. The primary stakeholders in a typical corporation are its investors, employees, customers, and suppliers. However, with the increasing attention on corporate social responsibility, the concept has been extended to include communities, governments, and trade associations. (Investopedia)

Infrastructure:

Infrastructure is the general term for the basic physical systems of a business, region, or nation. These systems tend to be capital intensive and high-cost investments, and are vital to an economic development and prosperity (Investopedia)

Internal Quality Assurance Cell (IQAC): an institutionalized body created under the Guidelines of NAAC to promote quality in educational institutions.

IQAC Coordinator: An authority with seniority and experience appointed by the institution to promote, govern and create quality management systems. The IQAC Coordinator works under the leadership of the Principal/ Director.

Institution: Higher Educational Institution (HEI)

NAAC: National Assessment and Accreditation Council, an accrediting organization in India for higher educational organizations.

Institutionalization: The action of establishing something as a convention or norm in an organization or culture. (Oxford Dictionary)

Internal Quality Assurance System: a holistic mechanism that includes Quality Control (QC) and Quality Assurance (QA).

Processes:

Institutionalization of Quality The process involves::



a) Creation of an active and functional Internal Quality Assurance Cell (IQAC) as per the guidelines of NAAC

b) Institutionalizing the IQAC by coordination/ associating it with the apex bodies of the organization such as Managing Committee, Standing Committee, College Development Committee, Local Managing Committee, etc.

e) Keeping a budgetary provision for and expense head for quality activities and ensuring proper utilization of the budget.

d) Conduct of regular meetings of the IQAC.

e) Creation of the IQAC Annual Calendar and strategy/methodology for Implementation of the initiatives planned.

f) Understanding the organizational culture and creating mechanisms to improve it g) IQAC audits every year and its presentation to the institutional apex governing body each year.

Creation of Policies for Institutional Processes. Policies need to be created so that employees know the correct working methodology, and the expectations and working procedures of the organization Areas for which policies need to be framed include:

a) **Academics:** Teaching, Learning, Evaluation, Mentoring, Remedial Programs.

b) **Administration:** Work effectiveness and efficiency; work allocation, and financial accounting.

a. **Governance:** Role and Responsibility of administrative officers, decentralization and work sharing, departmental and committee effectiveness.

c) **Safety:** Environment, Electrical connections, Fire hazard control and safety of stakeholders on campus.

Policies help define benchmarking process and support the value framework and ethicality of the organization.

Audits: Regular auditing using Internal and External auditors to promote effectiveness, review and compliance, helps in identifying threats and



challenges and decide strategies to overcome these. The processes of audits will include:

- a) Designing audits
- b) Planning audits
- c) Preparing for audits
- d) Creating audit formats
- e) Communicate the auditing mechanism and responsibility.
- f) Conducting audits
- g) Analysing results and meetings by Going for the compliances
- i) Completing the compliances and reporting them.

Periodic assessments: Accreditations are an important feature of quality checks.

- a) NAAC accreditation,
- b) ISO,
- c) NIRF.
- d) Other international accrediting agencies
- e) CAS promotion assessments
- f) Teacher & teaching related evaluations (Performance Appraisal)
- g) Any other relevant ones.

The processes need to include all aspects, from inviting the assessment to completion of assessment.

Feedback: Conducting various technology-assisted system feedbacks and their analysis for understanding the stakeholder requirements and taking action on the feedback received. This feedback could be in the form of Student Satisfaction surveys, complaint/suggestion box, external ratings and surveys, Examination results, advice received, etc. The mechanism includes:

- a) Areas of feedback to be taken
- b) Time and duration of the feedback



- c) Sample size
- d) Finalizing the Key Performance Indicators (KPIs) to be used for analysis
- e) Analysis and Action Taken Report (ATR)
- f) Presentation to the management and its acceptance.

Documentation: One of the primary functions of the IQAC is "documentation". This includes preparation, training, circulation, and explanation of formats. It includes systems for acquiring and filing; fixing accountability of documentation. The collection of documents, their preservation, classification, filing and analysis is critical as it creates the evidence for understanding and evaluating the organization better.

Collaborations and Partnerships: Every organization prospers when it works with and interacts with the community. The job of the IQAC is to create collaborations and linkages for specific purposes such as research, placements, industry academic interactions, governmental agencies, social work (ISR) with NGO's, philanthropists, etc. The areas to be considered when collaborating or partnering for institutional benefit are:

- Objective of collaboration and partnership
- Duration
- Complementary skills needed' used and earned
- Advantage potential (mutual benefit) from the collaboration
- Key Performance Indicators to measure the progress and success of the

Collaboration/partnership.

The IQAC needs to look into:

- Specific outcomes each beneficiary expects.
- Clarity of what is and what is not included in the collaboration or partnership.
- Clear mention of the roles and responsibilities of each party.
- Clear awareness of responsibility to representatives of both parties for purpose of

Association.



- Joint decision-making parameters and methodology.
- Investments: financial and non-financial.
- Governance rules for the said collaboration.

Promoting value framework:

- Values promoted by NAAC and Organizational values.
- Creation of mechanisms to streamline and implement the value systems.
- Creation of mechanisms to evaluate percolation of value systems to all concerned

Stakeholders and beneficiaries.

Use of Technology:

A technology development, maintenance, up gradation, and utilization policy is a way to promote the technology use.

Constructivism in teaching & learning: The Constructivist approach in teaching and learning is a key fundamental consideration for the IQAC. The teaching and learning policy must include the aspect of adult learners also. The constructivist approach would include:

- Learners' experiences, thus aligning teaching methods to the dynamical shifts required.
- IQAC would focus on helping the teaching fraternity understand students' needs and design teaching methodologies accordingly (student-centric approach).
- Respecting the learners' experiences for effective teaching-learning. Their experience and ideas define the base of learning model The Gandhian philosophy of Hand, Head and Heart would play an important role.
 - Teaching methodologies would get associated with outcome-based education (OBE) and assessments (OBA) therefore promoting "attainment" as a combinatorial parameter rather than mere numbers / percentage. Used in analysis.
- the assessments methodologies would become diverse and the teacher will need to be trained to relate to a student with the "friend by side concept" rather than the authoritarian methodology. This changes a teacher to a "mentor" making the teacher more



- empowered and responsible for developing student with values, a conceptual change of a 'teacher' to a 'guru'.
- e. Learner would be made to use learning methods other than the classical by-rote methods and technology shift of the teacher would become evident and useful.

Documents:

Policy Documents, procedures, Guidelines, and other Resources

- a. Policy Statement
- b. Procedures
- c. Forms
- d. Guidelines
- e. Other resources
- f. Frequently Asked Questions:

(These statements and documents will vary from organization to organization)

