LATE BHAUSAHEB HIRAY S. S. TRUST'S
INSTITUTE OF COMPUTER APPLICATION
ISO 9001:2015 CERTIFIED

S. No. 341, Next to New English School, Govt. Colony, Bandra (East), Mumbai 400 051.
Tel. 91-22-2657 0986 / 892 Telefax : 91-22-2657 3181 Website : www.hiray.edu.in E-mail : director@hiray.org.in

LBH/ICA/257(I)/2021

07/09/2021

Policy document

	Policy Title: Internal Quality Assurance Policy	
1.	Administrative Policy Number (APN): MCA/APN/01	Functional Area: Quality in functioning and governance.
2.	Brief Description of the Policy:	Purpose: promoting quality in Academics and administration Audience: all stake holders of the organization.
3.	Policy Applies to:	All academic, administrative and managerial processes in the organization
4.	Effective from the Date:	1st June 2020
5.	Approved by:	Core Committee (CC)
6.	Responsible Authority	IQAC Coordinator
7.	Superseding Authority	Dy. Director
8.	Last Reviewed/ Updated:	7th September 2021
9.	Reason for the policy	Quality as the sole criterion for updating
10.	References for the policy	UGC/ NAAC/ University

I. **Introduction:** Quality plays a pivotal role in the progress of the organization. Quality is everyone's responsibility and the only way an organization can rise. Quality needs to improve meaningfully and should be measured quantitatively also. IQAC Policy is a policy of Policies. Quality policy promotes the vision, mission and goals of the organization. The quality policy will be governed by the IQAC.

IQAC is formed after the first accreditation and is the torch bearer for taking the initiatives of quality.

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II. **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 and its effectiveness of the quality management system. The Quality policy is with reference to the organizational Vision, Mission, Goals and objectives. 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.

III. **Objectives:**

    i. To work in conformity with institutional management /University/ State Higher Education/ NAAC/ UGC.

    ii. To upgrade:

        a) Infrastructure with safety for effective and best use

        b) To create better value-based knowledge systems and mechanisms for its effective dissemination.

        c) To build up new resources in such as books, reading materials, notes, videos, recordings to make library a resource creator.

        d) To promote a mechanism of continuous updating of the teaching faculty through faculty development processes.

        e) To forward the processes of self-learning for student centricity through technology, promotional learning, enthusiastic mechanisms and responsibility-based focuses.

        f) To champion proactive approaches in the employees and stakeholders for promoting a good work culture and value system.

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g) To strengthen the institutional values through effective multiple continuous feedbacks from all sources for keeping mechanisms and thus quality in place.

IV. Definitions

i. **Quality:**

Quality could be defined as a basic tool for a natural property of any good or service that allows it 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)

ii. **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)

iii. **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)

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

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

vi. **Institution:** Higher Educational Institution (HEI)

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

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

ix. **Internal Quality Assurance System:** a holistic mechanism that includes quality control and quality assurance.

V. **Processes:**

i. **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) Institutionalíze IQAC by associating it with the apex bodies of the organization such as managing committee, standing committee, and etc. bodies of the organization.

   c) Keeping a budget head for quality activities and assuring the utilization of the budget.

   d) IQAC Coordinator as one of the signatories for the promotions of the organizations.

   e) Conduct of regular meetings by the statutory IQAC committee

   f) Creation of IQAC Calendar and its implementation methodology.

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g) Understanding the organizational culture and creating mechanisms to improvise it.

h) IQAC audits every year and its presentation in apex body each year.

ii. **Creation of Policies**: policies need to be created so that employees know the correct working methodology, and the expectations and working procedures of the organization. They also are a tool for learning and continuous up gradation. Areas of policy making are

  a) Academics: Teaching, Learning, evaluation, mentoring, remedial
  b) Administration: effectiveness, work allocation, financial accounting
  c) Governance: mechanism building and functioning, decentralization and work sharing, departmental and committee effectiveness
  d) Safety.: Environment, power, fire, student safety

Policies helps achieving benchmarking process and supports value framework and ethicality of the organization.

iii. **Audits:** regular auditing Internal and external auditing promotes effectiveness, reviews compliances, helps us to know threats and challenges, and decide strategies to overcome. The processes of audits will include

  a) Designing audits
  b) Planning audits
  c) Preparing for audits

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d) Creating audit formats

e) Communicate the auditing mechanism and responsibility.

f) Conducting audits

g) Analysing results and meetings

h) Going for the compliances

i) Completing the compliances and reporting them.

iv. **Periodic assessments**: accreditations are an important feature of Quality checks.

a) NAAC accreditation,

b) ISO,

c) Teacher & teaching related evaluations

d) others

The processes include from inviting the assessment to completion of assessment.

v. **Feedbacks:** conducting various technology assisted system routed feedbacks and their analysis for understanding the stakeholder and taking action on the feedback. These feedbacks could also be in the form of Student satisfaction survey, complaint/ suggestion box, ratings, result, survey, advice etc. the procedures of feedback mechanism include:

a) Areas of feedback to be taken

b) Time of the feedback

c) Sample size decided

d) Duration decided

e) Key performance indicators to be finalized

f) Analysis and action taken report

g) Presentation to the management and its acceptance.

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vi. Documentation: a prime function of IQAC is documentation. It includes preparation, training, circulation, and explanation of formats. It also includes critically getting them filed, fixing accountability of documentation. Collection of documents, its preservation, classification, filing and analysing the documents for understanding the organization better.

vii. Collaborations and partnerships:

Every organization prospers when it is with the working community. The job of IQAC is to create collaborations for specific purposes such as research, placements, industry – academic interactions, governmental agencies, social areas such as NGO's, philanthropists, etc. the aspects would cover

- Objective of collaboration and partnership
- Duration
- Complementary skills needed/ used and earned
- Advantage potential from the collaboration
- Key Performance indicators to measure the progress

The IQAC in this aspect needs to look into:

- Specific outcomes each beneficiary expects.
- Clear clarity of what is in and what is not in the collaboration or partnership.
- Clear mention of the roles and responsibilities of either party.
- Clear awareness to the members of either party who will be involved in this association.
- Joint decision-making parameters and methodology.

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- Investments: financial and non-financial.
- Governance rules for the said collaboration.

viii. Promoting value framework:

Values promoted by NAAC and Organizational values count.

Creation of mechanisms to streamline and implement the value systems.

Creation of mechanisms to evaluate percolation of value systems

ix. Technology use:

Promoting technology use in academics, administration and governance. A technology development, maintenance, up gradation, and utilization policy is a way to promote the technology use.

x. Constructivism in teaching & learning: The Constructivist approach in teaching and learning is the key fundamental of IQAC.

The teaching and learning policy must include the aspect of adult learners. The constructivist approach will include:

1. Learners experiences and thus the teaching methods would dynamically shift.

2. IQAC approaches would focus on helping teaching fraternity understand the students and design teaching methodologies.

3. Respecting the learners' experiences for effective learning. Their experience and their ideas make the base of learning. The Gandhian philosophy of Hand, head and heart would play an important role.

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4. Teaching methodologies would get associated with outcome-based education and assessments would relate to "Attainments" rather than percentages.

5. The assessments methodologies would become diverse and the teacher will need to be trained to relate student with "friend by side concept "rather than the authoritarian methodology. This changes teacher to a "mentor "making the teacher more empowered and responsible for developing student with values.

6. Learner would possibly be made to use learning methods other than the classical rote methods and technology shift of the teacher becomes evident.

VI.   Related 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)

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