

**IBADAT INTERNATIONAL
UNIVERSITY ISLAMABAD (IIUI)**



Quality Assurance Policy

QUALITY ENHANCEMENT CELL



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Section 1: Introduction

1.1- Background.

Quality assurance presents a systematic process to review and improve the educational standards of an institute and ensure the compliance of national as international educational requirements. The system supported by self – assessments and external evaluations helps to mature and refine the system from time to time to enhance the educational quality standards. An efficient and strong quality assurance system remains the key to achieve high quality sustainable education system. IBADAT International University, Islamabad, established under Parliament Act Parliament ACT No. XVIII of 2021, is currently educating under five different faculties as below:

a. Faculty of Computer Sciences

- Department of Computer Sciences
- Department of Software Engineering and Computer Applications
- Department of Artificial Intelligence

b. Faculty of Engineering & Technology

- Department of Civil Engineering

c. Faculty of Social Sciences

- Department of Management Sciences
- Department of Law
- Department of English

d. Faculty of Allied Health and Biological Sciences

- Department of Physical Therapy
- Department of Diet and Nutritional Sciences
- Department of Medical Lab Technology
- Department of Optometry and Vision Sciences
- Department of Nursing and Paramedics
- Department of Biotechnology
- Department of Health Professional Technologies
- Department of Radiological Sciences & Medical Imaging Technology



e. Faculty of Allied Health and Biological Sciences

- Department of Pharmacy

IBADAT International University, Islamabad always has a great emphasis on the quality of education. In order to ensure a world class dynamic education system complying with standards and policies approved by Governing bodies (HEC, PEC, NCEAC, PBC, PNC and PCP) at national level, the institute has established a separate and independent the QEC Department.

Accordingly, the department has prepared this Quality Manual for the information of all concerned. It describes the main functions and methodologies of ensuring QEC functions.

1.2- Vision.

Ensuring quality measures in all aspects of academics, ascertaining their compliance and assuring their continual enhancement.

1.3- Mission.

To coordinate and evaluate quality assurance processes in teaching, learning, research and support services aimed at achieving the university goals through Inculcating a culture of quality in the University, Conforming to international standards of quality assurance, Improving the existing quality in teaching / learning and assessment process and assuring compliance of quality measures.

1.4- Objectives of QEC.

The Quality Department at IBADAT International University, Islamabad is functioning to achieve the objectives stated below:

- Ensure the institutional capacity to comply with quality processes/policies and comply with quality standards set by governing authorities/ bodies.
- Ensure systematically implement the quality processes/policies to maintain and enhance the academic standards.
- Enhance teaching - learning environment through standardization of quality systems.
- Verify the capacity of existing program to meet the objectives and goals of institute. Research and service quality of academic and administrative departments



1.5- Functions of QEC.

- i. The Quality Enhancement Cell (QEC) is to be headed by a Director QEC reporting directly to Vice Chancellor/Rector. He is to be the correspondent with the outside bodies.
- ii. QEC is responsible for promoting public confidence that the quality and standards of the award of degrees are enhanced and safeguarded.
- iii. QEC is responsible for the review of quality standards and the quality of teaching and learning in each subject area.
- iv. QEC is responsible for the review of academic affiliations with other institutions in terms of effective management of standards and quality of programs.
- v. QEC is responsible for defining clear and explicit standards as points of reference to the reviews to be carried out. It should also help the employees to know what they could expect from the candidates.
- vi. QEC is responsible to develop qualifications framework by setting out the attributes and abilities that can be expected from the holder of a qualification, i.e. Bachelors, Bachelor with Honors, Master's, M. Phil, and Doctoral.
- vii. QEC is responsible to develop program specifications. These are standard set of information clarifying what knowledge, understanding, skills and other attributes a student should have developed on successfully completing a specific program.
- viii. QEC is responsible to develop quality assurance processes and methods of evaluation to affirm that the quality of provision and the standard of awards are being maintained and to foster curriculum, subject and staff development, together with research and other scholarly activities.
- ix. QEC is responsible to ensure that the university's quality assurance procedures are designed to fit in with the arrangements in place nationally for maintaining and improving the quality of Higher Education.
 - a. QEC is responsible to develop procedures for the following:
 - b. Approval of new programs



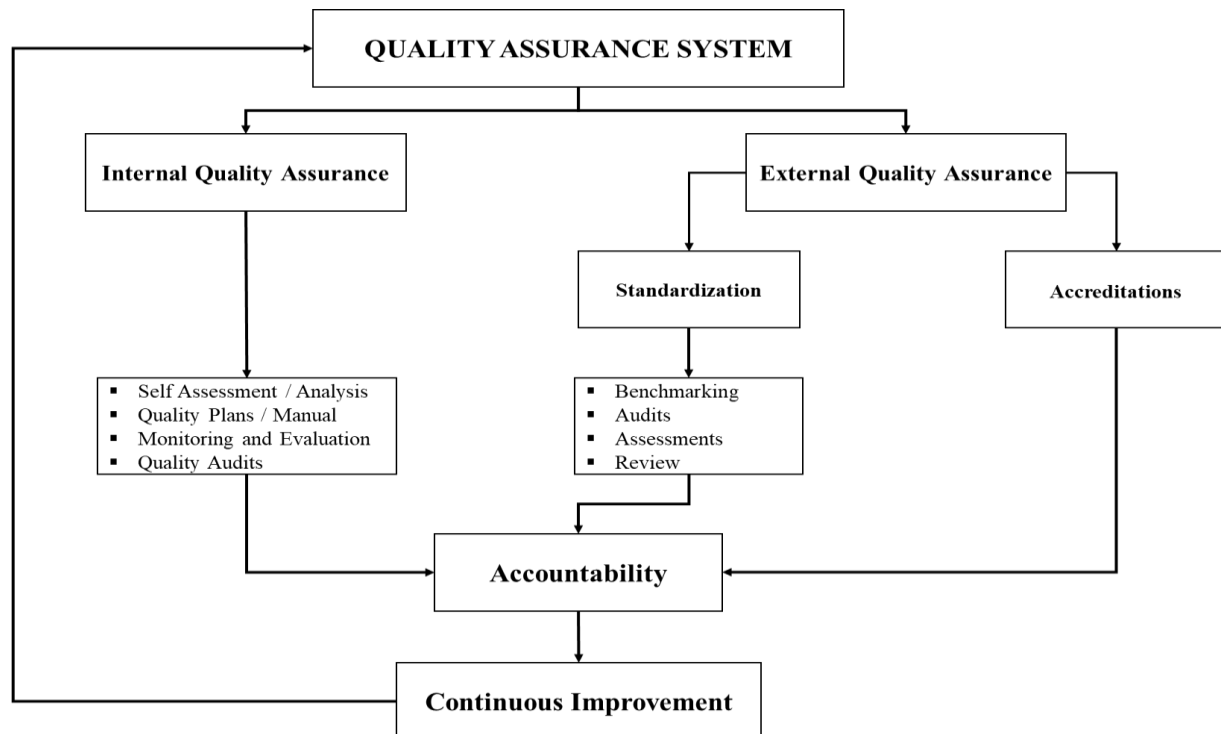
- c. Annual monitoring and evaluation including program monitoring, faculty monitoring, and student perception.
- d. Departmental review
- e. Student feedback
- f. Employer feedback

Quality assurance of Master’s, M. Phil. And Ph.D. degree programs.

- a. Subject review
- b. Institutional assessment
- c. Program specifications
- d. Qualification framework

1.7- Basic Principle of Quality Assurance (QA) Policy.

QA policy of IIUI is having a holistic approach, based on self-assessment keeping focus on Quality improvement through comprehensive framework as depicted below.





1.7.1- Internal Quality Assurance.

- Self-Assessments (Teaching - Learning)
- Quality Manuals
- Monitoring and Evaluation System
- Quality Audits
- Feedbacks
- Plagiarism Policy
- Self-Assessment Reports (SAR)

(a) Self-Assessments (Teaching - Learning)

Self-Assessment is adopted as instructed by the QAA in accordance with the QAA Self-Assessment Manual. A Program Team (consisting of three senior faculty members) for each teaching department has been formulated. The responsibility of the PTs is to compile Self-Assessment Report for each degree program and submit it to Quality Enhancement Cell. The process of compilations of SARs is implemented in the different phases

Program Team (PT)

Program Team (PT) collects and records information/data related to an ongoing program in a department, as per the requirements of the Self-Assessment Manual, and prepares the Self-Assessment Report. A program team is a group of 3-5 faculty members nominated by the head of the department in discussion with the Dean. To ensure that the Self-Assessment Mechanism is being implemented as per given HEC guidelines.

Prepare drafts of the SAR on the given deadline and send them to QEC for timely feedback. To keep a record of all the supporting documents addressing various standards of the SAR under each criterion. To provide justification for each standard if it is not applicable. Coordinate with other departments and faculty members as and when required for the completion of the SAR.

To circulate all the applicable feedback forms to the target stakeholders and include the analysis of the same in the SAR. to communicate with the management on the effectiveness and suitability of the SA mechanism.



Assessment Team (AT)

As per requirement of HEC, a member of assessment team must perform the following list of activities during program evaluation process:

To review critically the SAR forwarded by QEC. Both quantitative and qualitative approaches should be used for review according to guidelines provided by HEC. To identify the old areas in the SAR if any for additional appraisal and also to provide solid reasoning for establishing the authenticity of those grey areas. To visit the department and to participate in the meeting when required or arranged by QEC to verify the SAR's contents or to enhance coordination with other Assessment Team members or with Program Team members.

To visit the department to meet HoDs for sharing the findings of previous visits and for sharing the experiences To submit Assessment Report & Title Form on the approved formats.

1.7.2- Quality Manuals.

The Manuals followed by IBADAT International University Islamabad are:

- Quality Assurance Manual for Higher Education in Pakistan
- Institutional Performance Evaluation Manual for Universities
- HEC policy guidelines for implementation of uniform semester system in HEI's of Pakistan
- Quality Enhancement Cell (QEC) Manual by IIUI

1.7.3- Monitoring and Evaluation System.

The Monitoring and Evaluation System is meant for the practitioners and partners of quality assurance to understand the processes involved in assessment for the success of quality assurance program.

- The Monitoring Evaluation and Assessment System for Quality Assurance which is three folds in case is given below.
- Internal QA System involving Self-Assessment etc.
- External QA System that involves Accreditation by respective accrediting bodies, Peer-Review etc.



- Meta QA System by the government mainly through the HEC for Higher Education Institutions.

All three Quality Assurance Systems of evaluation and assessment are provided with developmental arrangements for the transitional period. The university is responsible for provision of quality education to the students through self-assessing system of quality assurance and to work with a satisfactory system of external quality assurance. The autonomy of university is recognized in terms of academics and governance however, the autonomy is accountable to public, to the government, to present and prospective students and to the society.

1.7.4- Quality Audits

Quality Audit in IBADAT International University Includes the following:

Pre Assessment / inspection.

It is conducted at the beginning of every semester. Quality Team is responsible to process this task, the checklist of assessment is as below:

1. Curriculum of the program approved by Academic council
2. Course Folder

Interim Assessment / Inspection.

It is conducted after Mid Term Exam. Quality Team is assessing the course folder and make sure the no of quizzes and assignments as per guidelines issued by QEC.

Post Assessment / Inspection.

It is conducted at the end of semester QEC team will check the complete course folder which includes mid paper, final paper answer keys of paper and result of the students.

1.7.5 Feedbacks.

i. Teachers Evaluation

It requires students to answer a feedback questionnaire including their level of certification. It is a very useful survey because it lets teachers and the department know about the view of the students in relation to teaching and assessment processes. The result of their evaluation is shared with the



teachers. Those performing very well are commended and those not performing well are counseled for improvement.

This survey is conducted twice a year i.e. at the end of the fall and spring semester

ii. Student Course Evaluation

The questionnaire is filled by the student about a particular course e.g. knowledge and clarity of the subject, and course content. This feedback information is used to evaluate the effectiveness of the course as well as to fine tune to the contents to make it more interesting for the students.

This survey is conducted twice a year i.e. at the end of the fall and spring semesters.

iii. Faculty Survey

A faculty survey questionnaire is filled by the faculty members of every department to assess their satisfaction and their concerns about the workload, admin support, quality of life, promotion, and pay-related issues. The purpose is to help them progress and excel in their profession. This survey is required of the HEC

This survey is conducted twice a year i.e. at the end of the fall and spring semesters.

iv. Exit / Graduating Students Survey

This survey is conducted in the last semester to seek input on the quality of education they received in their program. The purpose is to provide feedback to program managers on the quality of graduate education, either to reinforce positive interactions or to offer constructive feedback on improving the quality of education for students in the future.

This survey is conducted in spring from final year student.

v. Alumni Survey

This survey is conducted once each year. The purpose is to collect information about their employment, and job description, and all to find whether whatever they had learned during their undergraduate studies is helpful to them in their professions. The survey also seeks their suggestions to improve our system of education.



This survey is conducted once a year.

vi. Employer Survey

This survey seeks the level of satisfaction of the employers in relation of Ibadat International University Islamabad graduate employees. It consists of questions concerning their demonstrated capabilities related to knowledge skill attitudes communication skills and their managerial qualities.

This survey is conducted twice a year i.e. at the end of the fall and spring semesters.

vii. Faculty Course Review

This survey is completed by the faculty member for a particular course at the end of each semester. The course assessment methods, curriculum, and outline are reviewed by the faculty member to improve the quality of teaching and learning in future. This survey is a requirement of the HEC

This survey is conducted twice a year i.e. at the end of the fall and spring semesters.

viii. Research Student Progress Review

This particular questionnaire is filled by M.Phil. And Ph.D. students regarding their progress on the research thesis. The purpose is to keep a track of their research work and to conform to the completion date. This survey is a requirement of the HEC

This survey is conducted twice in a year.

ix. Survey of Department offering Ph.D. program

This survey is conducted by the department offering a Ph.D. program to get information related to the resources research output, student, and program information. The purpose is to facilitate the maintenance and improvement of the quality of Ph.D. programs. This survey is the requirement of the HEC

This survey is conducted once in a year.

1.7.6- Plagiarism Policy.

Plagiarism Policy - IIUI Plagiarism at IIUI is taken very seriously; it may be defined as the breach of code of ethics of the university by the student. However, plagiarism is not as simplistic in



definition due to the various types of plagiarism students might unfortunately indulge into, as observed below.

Complete Plagiarism	Presenting another authors work in your name.
Source Based Plagiarism	Referencing a non-existent and incorrect source.
Direct Plagiarism	Copying exact text from another source (phrase to phrase).
Self or Auto Plagiarism	Reusing a major portion of your own work without any regard.
Paraphrasing Plagiarism	Making minor changes and using others writing.

1.7.7- Self-Assessment Reports (SAR).

Self-Assessment Report (SAR) is an effective tool in measuring and monitoring. The outcome of a program. This is employed in Degree Awarding Institutes of Pakistan to identify strengths and weaknesses of the degree programs. The tool is primarily dependent on surveys that are conducted at the end of the session. These surveys include the Faculty’s survey, the Course survey, the Employer’s survey and the Gradating Students’ survey.

External Quality Assurance:

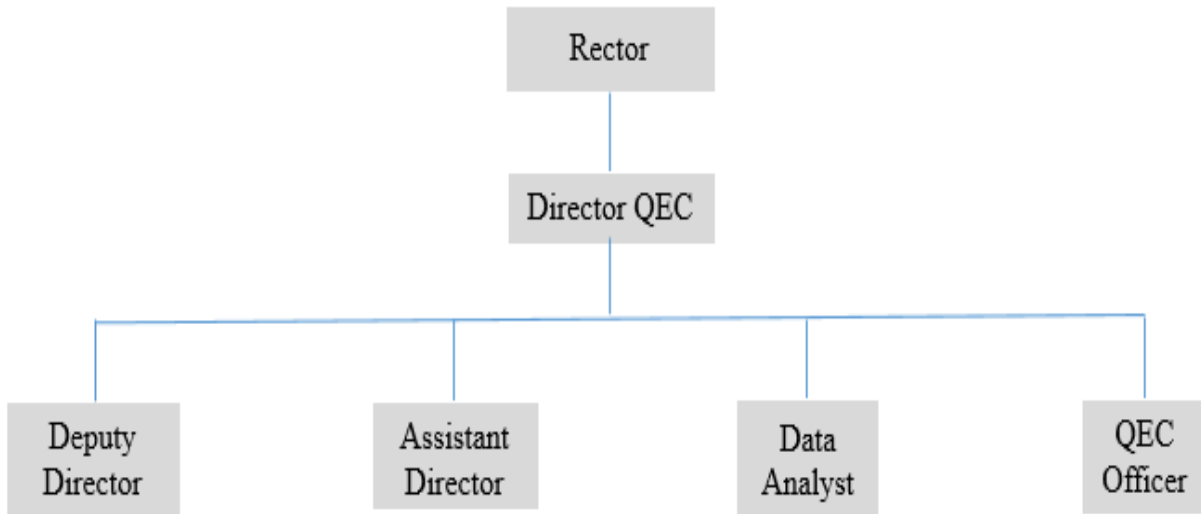
- Compliance to quality policies and standards issued by governing bodies
- Bench marking (curriculum)
- Audits (Inspections)
- Assessments
- Review (Reports)

1.8- Establishment of Quality Enhancement Cell.

IBADAT International University Islamabad (IIUI) has joined the Quality Enhancement program of HEC. IIUI established its Quality Enhancement Cell (QEC) in 2021. The organizational structure of QEC has been evolving over the period.



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Section – 2 Self-Assessment, Accreditation and General Policy.

2- Implementation of Quality Assurance.

The detail of various measures to be taken for ensuring quality at all the institutions of IIUI, following activities will be undertaken in accordance with the instructions laid down by HEC and various Accreditation councils/bodies.

2.1- Self-Assessment.

To carry out the self-assessment and to prepare the Self-Assessment Reports (SARs) of all the Academic Programs of IIUI, HEC Manual will be taken as guide line. Procedure and responsibility of writing of SARs is as follows.

2.2- Self-Assessment Process.

Self-Assessment Reports are one of the most extensive works which is to be performed by the institutions. Each academic program shall undergo a self-assessment every year (assessment cycle). All the head of HEIs are responsible to ensure writing of SAR as prescribed in HEC Manual. DLQECs at each institution are responsible for, coordinating and follow up on the self-assessment (SA) activities.

2.3- Role and Responsibilities of QEC.

- I. Initiation of Self-Assessment Process.
- II. Review of SARs for completion as per SA Manual.
- III. Formation of Assessment Team.
- IV. Scheduling of AT visit.
- V. Receiving the AT Report & Department's Implementation Plan.
- VI. Verification of the Rubric Evaluation done by AT.
- VII. Submission of the Executive Summary (along with implementation Plan) to HOI / Rector through QAD.
- VIII. Ensure timely filling of feedback forms.
- IX. Submission of SARs (hard & soft copy) to Quality Assurance Directorate for onward submission to HEC.



- X. Follow up of Implementation Plan till its completion.

2.4- SAR Writing.

The procedure for writing of SARs is as follows:

- I. QEC initiates the SA one semester prior to the end of the assessment cycle through the Rector Office in which the program is offered. However, if the program is undergoing the SA for the first time, the department will be given one academic year for preparation.
- II. Upon receiving the initiation letter the department shall form a program team (PT). The PT will be responsible for preparing a self-assessment report (SAR) about the program under consideration. The team will be the contact group during the assessment period.
- III. The department shall submit the SAR to the QEC through the concerned Dean. The QEC reviews the SAR within one month to ensure that it is prepared according to the required format.
- IV. The Head of the Institution forms a program assessment team (AT) in Consultation with the QEC's recommendations within one month. The AT Comprises of 2-3 faculty members from the university. The AT must have at least one expert in the area of the assessed program.
- V. The QEC plans and schedules the AT visit period in coordination with department that is offering the program.
- VI. The AT conducts the assessment, submits a report and presents its findings in an exit meeting that shall be attended by the QEC, Dean, PT and faculty members.
- VII. The QEC shall submit an executive summary on the AT findings to the Head of the Institution.
- VIII. The Department shall prepare and submit an implementation plan to QEC based on the AT findings. The plan must include AT findings, and the corrective actions to be taken, assigning of responsibility and a time frame for such actions. Table A.2 in Appendix A of HEC manual provides a format for preparing a summary of the implementation plan.
- IX. The QEC shall follow up on the implementation plan to ensure departments are adhering to the implementation plan. The academic department shall inform the QEC each time a



corrective action is implemented. QEC shall review the implementation plan once in a semester to assess the progress of implementation and submit the progress to QAA.

2.5 Program Team (PT).

PT is a group of professionals which is nominated by the head of the department. It is responsible for writing of SAR and acts as a contact/focal group during the period of assessment process.

2.6 Composition of PT.

No. of Students in the Program	Program Team
300	1 Convener & 2 Members
Between 300 to 1000	1 Convener & 3 Members
More than 1000	1 Convener & 4 Members

2.7 PT Skills.

Assessment Team will be the following

To attend SAR briefing as and when required

- I. To review SAR report as per guidelines provided by QEC and mark areas for review further.
- II. To visit department with QEC members and verify the contents of SAR.
- III. To attend meetings on the findings of visits and sharing of experiences.
- IV. To draft a report on the prescribed format on the findings of visits.

2.8- Responsibilities of PT.

- I. Compiling the report by responding to each criteria/ standards given in the SA Manual and integrating the collected information / feedback.
- II. Collecting relevant data on faculty, students, libraries, laboratories and infrastructure.
- III. Getting SA Performa filled by faculty, students, alumni and employers.
- IV. Writing summaries of feedback received through Performa.
- V. Analyzing the feedback and drawing conclusions.



- VI. Writing a foreword giving brief history of the program, particulars of the PT, and date of starting / finalizing report writing.
- VII. The report may be signed by the convener / chairperson of the program team.

2.9- Assessment Team (AT).

AT is a group of professionals who will review the SAR prepared by the PT and give its findings in the form of a report (AT Report).

2.10- Composition of AT.

No. of Students in the Program	Program Team
300	1 Convener & 2 Members
Between 300 to 1000	1 Convener & 3 Members
More than 1000	1 Convener & 4 Members

2.11- Desired Skills of AT.

Demonstrate commitment to the principles of quality in higher education and the policies set by the Higher Education Commission of Pakistan.

- b. An enquiring disposition.
- c. Power of analysis and judgment.
- d. Ability to work in teams.
- e. Time management skills.
- f. Experience of organization and management, particularly in relation to teaching and learning matters.
- g. High standards of oral and written communication skills.
- h. Self-motivated and willing to work for quality improvement

2.12- Responsibilities of AT:

- a. Check completeness of the SAR as per SA manual
- b. Look at the comprehensiveness / relevance of responses to various criteria and standards



- c. Verify the data / information given in SAR
- d. Confirm the summaries of the feedbacks/surveys made by the PT
- e. Review the conclusions drawn by the PT from the feedback proforma.
- f. List down the findings from the assessment exercise
- g. Carry out rubric evaluation of SAR
- h. Write down the AT report

2.13- Quality Audits

Quality Audit in IBADAT International University Includes the following:

- Pre-Assessment / Inspection

It is conducted at the beginning of every semester. Quality Team is responsible to process this task, the checklist of assessment is as below;

1. Curriculum of the program approved by Academic council
2. Course Folder
 - Interim Inspection

It is conducted after Mid Term Exam. Quality Team is assessing the course folder and make sure the no of quizzes and assignments as per guidelines issued by QEC.

- Post Assessment / Inspection

It is conducted at the end of semester QEC team will check the complete course folder which includes mid paper, final paper answer keys of paper and result of the students.

2.14-Accreditations.

- a. Accreditation / Re-accreditation of all undergraduate programs of IBADAT International University Islamabad are to be processed through QEC. It will be institution responsibility to take financial approval of accreditation fee from Finance Department as prescribed by accreditation council. Academic council approval of the program prior to the accreditation request will be mandatory.
- b. Institutions will present all change in scope cases to Academic council. After the approval case



will be processed through QEC for necessary change in scope visit by the accreditation council.

c. Institution will ensure that the batches are accredited well before the graduation.

2.14.1- Accreditation at Institute Level

- Higher Education Commission (HEC).

2.14.2- Accreditation at Program Levels

- Pakistan Engineering Council (PEC).
- National Computing Education Accreditations Council (NCEAC).
- Pharmacy Council.
- Pakistan bar Council.
- National Accreditation Council for Teacher Education (NACTE).
- National Business Education Accreditation Council (NBEAC).
- Nursing Council.

2.15- Procedure for approval of PG programs.

For all Post Graduate (PG) programs starting from fall 2013 approval from HEC is mandatory. Cases duly approved by Academic Council for issuance of NOC by HEC in respect of all Post graduate program of all institution will be routed through QEC Department.

To obtain NOC, institution will prepare the case as per the guidelines issued by HEC. Following documents are to be prepared by the institution. (Any additional information may also be included which HEC may require at any later stage.

Act/Charter of the University allowing to offer a program

- Approval of the University statutory body to start/launch new program.
- NOC of accreditation council to launch a professional program (if applicable).
- Curriculum of program in line with the HEC guidelines.
- Exact title of program that will appear on relevant degree.
- Brief Introduction of Program and date of its commencement.
- Objective to offer program.
- Scope regarding market, social and employment perspective of program.
- Entry/ admission requirement of program.



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- Duration of the program and semester-wise break-up of workload/credit hours.
- PhD thesis review policy (by two foreign experts from technologically/academically advance countries and one local reviewer/committee).
- Policy of publication of research papers in HEC recognized journals (only published (not the accepted) papers shall be considered to the credit of PhD scholar).
- There is a requirement of appointing full time relevant PhD faculty (minimum two PhDs for launching an MS/MPhil/equivalent program and three PhDs for a PhD/equivalent program). Please provide copies of following documents in respect of each PhD faculty member.
 - (1) Appointment order/notification.
 - (2) Joining report along with current status.
 - (3) CV along with one recent passport size photograph.
 - (4) PhD degree and its translation in English (if required).
 - (5) Transcript of grades.
 - (6) Equivalence certificate in case of foreign degree (if applicable).
 - (7) Areas of specialization in PhD.
 - (8) Copy of CNIC.

2.16- Institutional Performance Evaluation (IPE).

The Institutional Performance Evaluation (IPE) of IBADAT International University Islamabad will be conducted on yearly basis. It will be based on eleven standards defined by HEC i.e. Mission and Goals, Planning and Evaluation, Organization and Governance, Integrity, Faculty, Students, Institutional Resources, Academic Programs and Curricula, Public Disclosure and Transparency, Assessment and Quality Assurance, and Student Support Service.

Institutional Performance Evaluation (IPE) as required by HEC, IIUI QEC will collect data from various university departments in accordance with 11 standards and prepares a University Portfolio Report (UPR) every year in order to conduct a HEC inspection visit to identify deficient resources and make further improvements to the university's infrastructure. The university will prepare UPR based on HEC guidelines including answering a set of questions related to eleven standards. Prior to the IPE visit, QEC will provide UPR, 'University Wide Data' and other necessary



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documents. IPE review panel will held meetings with HODs, faculty members, students and selected key staff. Moreover, they inspected laboratories, Computer centers, library, classrooms, and other facilities provided to students, faculty members and staff.

The report will be submitted to the University after HEC approval. The QEC prepares the Action Plan in consultation with the respective departments and carries out follow-up actions. In absence of the QAA-HEC Visit, the University will carry out the same process as Self-IPE.

2.17-Pakistan Qualification Register (PQR).

As an effort to enable global equivalency in Higher Education, the Higher Education Commission (HEC) of Pakistan has adopted to Pakistan Qualification Framework (PQF) which provides equality scales with National Qualification Frameworks (NQFs) around the globe. In order to ensure the implementation Pakistan Qualification Register (PQR) has been developed by Higher Education Commission's (HEC) Quality Assurance Agency (QAA). IBADAT International University Islamabad must upload all previous and new degree programs on the PQR Portal to enable degree Attestation & Equivalency by Higher Education Commission.

2.18-Continual Quality Improvement (CQI).

Feedback.

To ensure Continual Quality Improvement (CQI) and to improve the standard of faculty, services and academic programs, multiple inputs (feedback) will be taken from students, faculty and administrative staff periodically. Similarly feedback from alumni, employers and other stake holders are obtained for the improvement of ongoing programs. The detail of Feedback forms is as follows:

Major Surveys

QEC must ensure that following surveys are conducted through online forms for each course / program offered at Greenwich University. Detailed proformae are provided as Annexure IQA - Surveys.

- **Alumni Survey:**

QEC conducts surveys from Alumni asking tactical MCQs to analyze the success ratio and progress of our alumni.

- **Graduates Survey:**



Graduates are surveyed by QEC to analyze their strength and proficiency as well as study level and mastery over skills required by the current market.

• **Employer Survey:**

Employers are surveyed by QEC to understand current market trends and requisites, this greatly helps Academic Council add new courses and disciplines.

• **Course Review Survey**

Course Review Survey is conducted every semester by subject experts to ensure that the content of the course are up to the mark with current trends.

• **Student Course Evaluation**

Students evaluate the course comparing their learning with course objectives and provide feedback on teacher's delivery.

• **Research Student Progress Review**

This survey specifically targeted to students of undergraduate, graduate and doctoral level students, those are either in the process of dissertation / research or recently completed.

• **Faculty Review**

This survey provides 360 analyses of faculty, by peers, by Head of the Department & by students.

• **Review of Department offering PhD Programs**

These surveys are subjects only for the departments / campuses offering M. Phil. / PhD programs or equivalent to assess in-depth architecture of programs offered & research.

• **Teacher Evaluation**

This survey is conducted in two parts, evaluation by student & self-assessment by faculty. Analysis of feedback from various stakeholders is required for improvement of the respective programs and for making part of SARs. Quality Enhancement Cell (QEC) will be responsible to conduct the surveys and do analysis of surveys feedbacks for CQI. The content of the feedback forms can be changed by the competent authority are and when required by the institutions.

2.19- QEC General Activities.

To encourage quality related activities of HEIs seminars, conferences, meetings national and international events, etc. will be arranged at university level on regular basis. Record of all such



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activities will be compiled and maintained at the QEC Department. The Department will also be responsible to update and maintain QA website. Similarly to encourage the faculty, students and staff various honors and awards are given by government, non-government organizations and international agencies. HEC, Best Teacher nominations, National and International Award cases will be processed through QA directorate.

2.20-National and International Ranking.

To strengthen the culture of quality and transparency and to improve the competition among universities, IBADAT International University Islamabad (IIUI) will participate in national (HEC ranking) and international ranking like Quacquarelli Symonds (QS) world universities ranking, Time Higher Education (THE) and HEC National Universities Ranking. QEC department will be the focal point for collecting the required data from IIUI Main campus and sub campuses for onward submission to the concerned ranking agencies.



Section 3: Internal Monitoring Mechanisms:

3.1 -Administrative Monitoring.

3.1.1- Attendance Monitoring

- It is required for students to have 100% attendance. However, on extremely compassionate ground, students may avail 8 absences in each course throughout the semester.
- Final clearance to students is allowed at 75% attendance.
- Records are maintained in hard copy and also in the soft files on daily basis.
- The attendance sheet of the students, which is monitored by the faculty and one of the member of QEC Department. The teacher gets the attendance signed by the students at the beginning and end of the class.
- The member of the QEC Department visit the class twice, once at the start of the class, and the second time just after the break. He counts the students and tallies it with the number of students sitting in the class room and puts up his remarks and signature in red pen which is evident on the screen.
- The record is also maintained the very same day by another correspondent of the QEC department.

3.1.2- Examination Monitoring

Head Supervisor

All Head of the Departments have appointed a Head Supervisor for the Examinations.

Duties of Head Supervisor

- To make proper seating arrangement for all examinees appearing in the Examinations for each paper.
- One seating arrangement plan shall remain in his office for reference and the other shall be displayed at a prominent place near the examination hall/room.
- No alternation shall be made in the plan or in the seating arrangements, except by the Head supervisor himself or under his orders.



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- The Head Supervisor shall normally receive the sealed packets of question papers for each sitting of examination, answer books and other related material and stationery required for the use of examinees and shall keep them in safe custody. He shall be personally responsible for any loss or Pilferage of blank answer books till the same are returned to the Head of the Department or nominated person or the concerned teacher.
- The teacher, Head Supervisor or Invigilators in the presence of at least two or more invigilators shall open the sealed packets of papers. They shall be responsible for the loss leakage of papers, if any; from the time, they are committed to their charge.
- In case of any misprint or mistake reported in the question paper. Head supervisor shall communicate with the Head of the Department and arrange no. of copies of question papers.
- In all prima facie cases if resorted to unfair means or cheating, during an examination by a Student, he shall expel him/her from examination by taking his answer sheet and shall make a detailed report in a sealed cover to the COE through his Head of the Department together with any incriminating material or evidence found. He shall always include a report of the invigilator(s) concerned, and explanation of the Student, if he is prepared to give one, and his comments and his definite opinion on the case.
- He shall at once communicate to the Head of the Department or an official nominated by him any attempt on the part of examinees in general to create a disturbance in the examination hall or to stage a walk-out, and subsequently prepare written report giving detail, for submission to the Rector, through the COE.
- The Head Supervisor shall see that all answer papers collected after the paper are properly counted, serially arranged, packed, and handed over to the Head of the Department or an official nominated by him or to the teacher, as the case may be; on the same day on which the examination is held.
- He shall not leave the station during the duration of the examination except with the permission of the Rector.



3.1.3- Class Management (Cancellation, Makeup etc.)

All Make-Up / Cancelled classes are updated regularly to QEC and Monitoring office. Make up classes are scheduled taking into consideration the availability of the teacher and the convenience of the students, and both are informed of the makeup class in advance to avoid unnecessary hassles. Cancellation / Makeup of classes negatively contribute towards efficiency report of a faculty member.

3.2- Academic Monitoring.

The academic management of the university is conducted on sound, well-defined lines. All the statutory authorities, including the Vice-Chairman, Advisor to Chairman, rector, Registrar, deans and the HoDs, perform their respective duties within their prescribed jurisdictions, avoiding unnecessary duplication and delay.

3.2.1- Daily Reporting.

The daily monitoring of the Academic Report and the daily follow up procedure of the report are ensured. Class observations are carried out by the Head of Department, departmental coordinator, QEC persons and other authorized persons. It gives insight of the teaching learning done on that day.

3.2.2- Students Feedback on Course & Tutelage.

Feedback for course assessment is taken from the students at the end of the semester through an online form. The QEC department assesses and analyzes this data and after due deliberations, if any discrepancy or shortfall in the context of a particular course is highlighted, the necessary amendments are made in line with the relevant HEC guidelines and implemented for future inclusion in the course by order of the HOD. IBADAT International University also has a proper faculty evaluation system that helps the management determine how efficiently and effectively a course is being conducted by a faculty member. It is mandatory for all students to fill in an online feedback form before they are allowed to take their final exam. The online student feedback form is designed in such a manner that encompasses the various aspects of a class course conduct, ranging from course completion, presentation skills, interest of students, imparting of knowledge, and punctuality of teachers etc. If a faculty member's student evaluations of instruction are consistently below the average by more than one-half standard deviation for three consecutive



academic terms, the faculty member must comply with peer review. The purpose of the peer review will be to help the faculty member identify areas of teaching that need improvement or attention.

3.3- Research Monitoring.

Research Output

IBADAT International University ensures that every faculty member contributes research papers, articles, reports regularly. Policy Manual (separate) contains detailed Research & Development Policies.

3.4- Cubing Plagiarism.

Turnitin Plagiarism is taken as a strict offence at IBADAT International University Islamabad. The anti-plagiarism policy laid down by HEC is fully implemented and followed by the students and faculty. The Turnitin software is used by the QEC department of IBADAT International University to check plagiarism in both student's submitted assignments, as well as thesis. Less than 18% of overall similarity is accepted by the University, whereas not more than 5% from a single source. The Quality Enhancement Cell ensures that the use of Turnitin is implemented effectively in all degree programs at the Undergraduate and Graduate levels.

3.5- Policies & Guidelines.

The Policies and Guidelines for QECs are as follows:

The Quality Enhancement Cell (QEC) is established and is headed by a professional whose services is hired against the criteria for quality assurance in higher education. Reporting authority for director QEC is the rector of the University. The Director is correspondent with the outside bodies and responsible for internal audits as well. QEC is facilitated by the Quality Assurance Agency (QAA) at the Higher Education Commission (HEC).

Quality Enhancement Cell (QEC) is responsible for:

- Promoting public confidence that the quality and standards for the award of the degree, management, and overall quality of knowledge being imparted by the institutions are enhance and safeguarded.
- The review of quality standards by auditing academic standards and the quality of teaching, learning, and management of each subject area.



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- The review and academic affiliations with other institutions in terms of effective management of standards and quality of programs.
- Defining clear and explicit standards as points of reference of the reviews to be carried out. It should also help employees understand what they can expect from the candidates.
- Developing qualifications framework by setting out the attributes and abilities that can be expected from the holder of a qualification
- Developing program specifications. These are standard set of information clarifying what knowledge, understanding, skills and other attributes a student will have developed on successfully completing a specific program.
- Developing quality assurance processes and methods for evaluation to affirm that the quality of provision and the standards of awards are being maintained and to foster curriculum, subject and staff development, together with research and other scholarly activities.
- Ensuring that the University's quality assurance procedures are designed to fit with the arrangements in place nationally for maintain and improving the quality of Higher Education.
- Obtaining the capacity building training from Higher Education Commission (HEC) and International Quality Associations / Agencies about quality in higher learning and is responsible to implement and disseminate that acquired knowledge into the learning environment of the university.
- Develop, revise, upgrade Policies, Processes and Standard Operating Procedures for Campuses, Faculties, Departments, or Individuals through-out the University.

1. Policy Manual is a detailed document containing all policies reviewed / revised / developed by Quality Enhancement Cell.
2. This Manual serves as the central practice manual / policy guideline for Quality Enhancement Cell.
3. Director QEC is a member of all statutory bodies and observes all activities throughout the University.