

# JAIPURIA INSTITUTE OF MANAGEMENT NOIDA



## Internal Quality Assurance Policy

## **Institute's Quality Statement**

*Inspired by our mission statement, Jaipuria Institute of Management shall continue cementing its celebrated ethos of acquisition and dissemination of knowledge, enhancement of employability skills and improvement of quality of wellbeing of humankind. We shall aim to provide our students with a transformational experience; one that will liberate their minds, encourage them to think out of the box, to learn and imbibe the nuances of management practices, to innovate and to make informed choices.*

*We are committed to nurture a culture of quality at all our endeavors to promote academic and research excellence among our students through a standardized approach to internal quality assurance practices in all academic and administrative processes. We strive to harness the collective strength of organizational resources by developing a robust single quality assurance system. This system shall be well documented and will systematically be reviewed regularly by the expert peer team, both internal and external.*

*The founding philosophy will be reflected in all the internal quality assurance processes and procedures that shall be transparent, fair to all stakeholders while being free from any bias. It would focus on recording of accurate details of all internal quality assurance decisions.*

*We reiterate our standing commitment of offering a learning environment through continuous training and development of IQAC members with deep commitment and engagement of leadership in pursuing academic excellence in field of management. The IQAC team would review the internal quality assurance processes in accordance with the aspirations and standards prescribed by the esteemed regulation and ranking bodies and demonstrate our core values of quality, transparency and integrity.*

### **Internal Quality Assurance Committee: Constituent Members**

#### ***Chair- Quality Assurance Committee***

Director

***IQAC-Coordinator***

Senior Faculty (designated by the Director)

***Quality Assurance Committee Members***

- ❖ Senior Faculty
- ❖ Staff members
- ❖ External Experts

***Quality Assurance Assessors***

- ❖ Academic leaders (faculty)
- ❖ Associated departmental heads

## **Internal Quality Assurance: Policy and Procedure**

### **IQA Policy Aim:**

Set up during the early part of institutional growth, the real impetus in development of quality assurance processes and procedures happened during institute's association with leading accreditation bodies in early half of this decade. Since then, the IQAC has made considerable headway in blueprinting and benchmarking the academic and related processes against the best B-schools globally, in line with the stated mission of the institute.

The IQA strategy aims to navigate clear direction to establish a robust framework that enables a rigorous and broad based review of the academic, research and administrative practices associated with teaching-learning process at Jaipuria Institute of Management across all academic and extension programmes. The strategy aims manage the IQA process as open, ongoing and also underpins all the process documents and assessment decisions as valid and reliable.

The policy seeks to ensure that all of its stakeholders have access to fair and accurate processes. The policy focusses on assessment practices that are consistently evolving, transparent, free from bias and meet the expectations not only of guiding leadership but also accreditation and regulatory bodies as well as national goals.

Internal Quality Assurance Committee will be nominated by the Director who is Chairperson of the committee with the support of IQAC Director (Coordinator). The members will be senior faculty members, staff members, external experts, alumni and students who are possessing the required qualifications, experience and competencies relevant to undertake the assessment of processes and procedures as per defined standards of IQAs.

All the center heads are expected to ensure that they disseminate the assessment procedures among the process owners and also maintain the required documents as aligned with the schedule of internal quality assurance.

The institute places a high degree of importance at the Internal Quality Assurance (IQA) process since quality of learner assessment is dependent upon it. The IQAC confirms that the assessment criteria are being adhered to for all the approved programme at the campus and the designed quality parameters are taken into consideration while reviewing of processes are undertaken. The agreed course level outcomes match with the programme level outcomes that also reflect the stated mission of the institute. This offers an open platform of deliberation to identify the challenges at different touch points and a solution being offered by the members to overcome.

In order to accomplish this, Jaipuria Institute of Management shall:

- ✚ Promote Quality Assurance culture as an essential developmental process among faculty, staff and students;
- ✚ Define roles of stakeholders engaged with quality assurance mechanism and maintain transparency across all sections;
- ✚ Establish a robust mechanism for planning annual internal quality assurance schedules that would be linked to assessment plans;
- ✚ Ensure proper documentation and maintenance of records by Internal Quality Assurance team for the defined activities in alignment with the guidelines of the regulatory bodies;
- ✚ Emphasize proper training & development opportunities of IQAC peer team members to facilitate the conduct of internal & external review process as per the requirements of governing bodies;
- ✚ Appreciate and verify that the designed processes and procedures from assessor's work of all the programmes, associate designate teams are conforming to the established standards of the guidelines of the governing body and accreditation agencies;
- ✚ Maintain and offer the defined Quality Assurance documents and Internal Quality Assurance Report (IQAR) as and when required by the stakeholders;
- ✚ Utilize the outcome of Quality Assurance process for upscaling future assessment practice and quality assurance framework at the institute.

### **Jaipuria Policy for IQA**

The Peer review process at the campus shall be jointly co-owned by the Assessor, Assessor Team (also called Process Owners) and the IQAC members under the leadership of IQAC Director & Chair.

The IQAC team shall objectively verify the evidences of quality assured assessed work as offered by the Assessor Team.

The aim of this process shall be to nurture and strengthen the environment of quality assurance in line with the expectations of the stakeholders as well as guidelines of the regulatory bodies. This shall promote a healthy work culture that emphasize the co-sharing of the rigorous learning-teaching process that is mutually satisfying and offers an opportunity of personal, team and institutional development.

Jaipuria “Internal Quality Assurance Policy” shall be adhered to by the Peer team at all times. The Director as Chair of IQAC will be responsible for the compliance of the quality assurance process and procedure. The Chair will be supported by the Coordinator- IQAC (also designated IQAC Director) with the help of IQAC team nominated annually.

To maintain the robustness of the IQA process, this policy will be continually reviewed and evaluated by the Chair and IQAC Director.

### **IQAC Review Meetings**

IQAC team will hold regular meetings (usually trimester end), as outlined in the IQAC Annual Calendar (designed by the Coordinator) for record review of the QA process as documented by the Assessor team (process owners), thrice in an academic year. After the verification of the documents, the report of the observations of the peer team members will be prepared by the IQAC coordinator.

Internal Quality Assurance file will be up-to-date and securely maintained by the Programme Management Center staff and presented to the auditors both internal and external, as and when required. The peer team review observations and other inputs will be intended to be used for self-assessment of the quality assessor, Assessor team members and process improvement purposes.

## **Roles and Responsibilities**

- 1. Quality Assessor:** The role of Assessor is to demonstrate objective assessment of the range of evidences that a learner produces. To strengthen this objectivity, it is advisable to cross-verify a few samples of assessed material by the office of Area Chair who is Head of Assessor Team.

The Assessor will:

- According to the established standards identify and design appropriate assessment tools to map activities hence ensuring suitable coverage of the learning outcomes as laid in the module and agreed performance assessment criteria;
- Share, review and agree on assessment plans with the learner;
- Assess evaluation components and agreed evidences that establishes transparency among learner, assessor, Quality Assurers (both Internal & External) to cross-verify the evidences;
- Attend regularly and offer feedback during the assessment meetings to ensure the upholding of the established standards of the regulatory bodies;
- In case a candidate expresses the desire to access and appeal, follows the established procedure as per the norms defined;
- Ensure the transparency of assessment decision duly signed by the qualified assessor.

- 2. Assessor Team (Academic Area):** The role of Assessor team is to strengthen the Quality Assurance process by supporting a culture of transparency, trust and mandate to continually upgrade the assessment process as envisaged by the Chair.

**Assessment Team will:**

- Facilitate the preparation of integrated sheets in the formal format that supports assessment plan for each programme. It will show unit specification coverage and subsequent evaluation plan;
- Review decisions and discuss assessment plans;
- Meet at least thrice per Academic Year and review the submitted reports; identify gaps and facilitate members training (internal and external training) to support the assessment process;
- Choose adequately, the evidences presented and compare them and record achievements;
- Offer feedback on improving processes and procedures laid.

**3. Internal Quality Assurers (IQAC Peer Team):** The role of IQAC Peer team, coordinated by IQAC Director, is to advise, support and guide Quality Assessors and Assessor Team. It is also expected to play keen role in processing assessment information.

The IQAC Peer Team will:

- Issue timely notification of quality assurance process and secure the sanctity of the verification process in a manner that respects the laid culture of quality and collegiality;
- Support monitoring of sample evidences to ensure that process of assessment is conducted and interpreted in accordance with the established standards of governing bodies at the end of each trimester;
- Maintain the records in safe conditions so as to produce at the time asked for;
- Liaison with External QA Peer Team members during visit for assessment process;
- Ensure the communication of the assessment reports to the Directors.
- Initiate appropriate actions in case of any issue highlighted out of assessment decisions;



- Verify the all IQA decisions are duly agreed to and signed by the IQAC members;
- Facilitate submission of the annual Quality Assurance Report annually as per the datelines established;
- Motivate training and developmental processes to strengthen the capacity building mechanism for making IQA system more robust and forward looking.

The IQAC, Coordinator will meet with the Director at least thrice in an Academic Year and discuss the IQAC reports received from peer team of IQAC.