

*Guidelines for*

# **Internal Quality Assurance Cell (IQAC)**

**School of Business**  
Faculty of Management Studies  
Pokhara University



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# IQAC Guidelines, School of Business

## Introduction

The University Grants Commission (UGC), Nepal has launched the Quality Assurance and Accreditation (QAA) program as an important aspect of reform in higher education in Nepal. In pursuance of its Action Plan for performance evaluation, assessment and accreditation and quality up-gradation of institutions of higher education, the University Grants Commission (UGC), Nepal proposes that every higher educational institution who is in the process of accreditation should establish an Internal Quality Assurance Cell (IQAC) as a quality sustenance measure. Since quality enhancement is a continuous process, the IQAC will become a part of the institution's system and work towards realization of the goals of quality enhancement and sustenance. The prime task of the IQAC is to develop a system for conscious, consistent and catalytic improvement in the overall performance of institutions. For this, during the post-accreditation period, institutions need to channelize its efforts and measures towards promoting the holistic academic excellence including the peer committee recommendations.

The guidelines provided in the following pages will guide and facilitate the institution in the creation and operation of the Internal Quality Assurance Cell (IQAC). The work of the IQAC is the first step towards internalization and institutionalization of quality enhancement initiatives. Its success depends upon the sense of belongingness and participation in all the constituents of the institution. It will not be yet another hierarchical structure or a record-keeping exercise in the institution. It will be a facilitative and participative voluntary system/unit/organ of the institution. It has the potential to become a vehicle for ushering in quality enhancement by working out planned interventionist strategies by IQAC to remove deficiencies and enhance quality like the "Quality Circles" in industries.

## VISION

*To make quality the defining element of academic activities of the school through a combination of self and external quality evaluation, promotion and sustenance initiatives.*

## MISSION

- ☞ To arrange for periodic assessment of quality of academic programmes of the school;*
- ☞ To stimulate the academic environment for promotion of quality of teaching-learning and research in the school;*
- ☞ To encourage self-evaluation, accountability, autonomy and innovations in the teaching learning process;*
- ☞ To undertake quality-related programs, consultancy and offer guidelines for quality enhancement, and*
- ☞ To collaborate with other stakeholders of the school for quality evaluation, promotion and sustenance.*

## **Objective**

*The primary aim of IQAC of the School of Business is*

- To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the school.
- To promote measures for functioning of the school towards quality enhancement through internalization of quality culture and institutionalization of best practices.

## **Strategies**

***IQAC shall evolve mechanisms and procedures for***

- a) Ensuring timely, efficient and progressive performance of academic, administrative and financial tasks;
- b) Relevant and quality academic/ research programmes;
- c) Equitable access to and affordability of academic programmes for various sections of society;
- d) Optimization and integration of modern methods of teaching and learning;
- e) The credibility of assessment and evaluation process;
- f) Ensuring the adequacy, maintenance and proper allocation of support structure and services;
- g) Sharing of research findings and networking with other institutions in Nepal and abroad.

## **Functions**

***The IQAC of the school has the following functions:***

- a) Development and application of quality benchmarks
- b) Parameters for various academic and administrative activities of the school;
- c) Facilitating the creation of a learner-centric environment conducive to quality education and faculty maturation to adopt the required knowledge and technology for participatory teaching and learning process;
- d) Collection and analysis of feedback from all stakeholders on quality-related institutional processes;
- d) Dissemination of information on various quality parameters to all stakeholders;
- e) Organization of inter and intra institutional workshops, seminars on quality related themes and promotion of quality circles;
- f) Documentation of the various programmes/activities leading to quality improvement;
- g) Acting as a nodal agency of the Institution for coordinating quality-related activities, including adoption and dissemination of best practices;
- h) Development and maintenance of institutional database through EMIS for the purpose of maintaining /enhancing the institutional quality;
- i) Periodical conduct of Academic and Administrative Audit and its follow-up

- j) Preparation of the Annual Quality Assurance Report

## **Benefits**

### ***IQAC will facilitate / contribute to***

- a) Ensure clarity and focus in the school's functioning towards quality enhancement;
- b) Ensure internalization of the quality culture;
- b) Ensure enhancement and coordination among various activities of the school and institutionalize all good practices;
- c) Provide a sound basis for decision-making to improve school functioning;
- d) Act as a dynamic system for quality changes in the school;
- e) Build an organised methodology of documentation and internal communication.

## **Composition of the IQAC**

IQAC will be formed in the school under the coordination of the head of the school with heads of important academic and administrative units and senior faculties. The IQAC will comprise of 5 to 7 members.

The composition of the IQAC may be as follows:

Coordinator: Head of the Institution (School Director)

Members:

SAT coordinator -1

Masters Program Coordinator -1

Bachelor's Program Coordinator - 1

Senior Faculty - 1

Staff Representative - 1

Student Representative -1

The committee will help the school in planning and monitoring. IQAC also gives stakeholders or beneficiaries a cross-sectional participation in the institution's quality enhancement activities.

The membership of committee members shall be for a period of two years. The IQAC should meet at least once in every quarter. The quorum for the meeting shall be two-third of the total number of members. The agenda, minutes and Action Taken Reports are to be documented with official signatures and maintained electronically in a retrievable format.

It is necessary for the members of the IQAC to shoulder the responsibilities of generating and promoting awareness in the institution and to devote time for working out the procedural details.

## **Duties and Responsibilities IQAC Coordinator**

The role of the coordinator of the IQAC is crucial in ensuring the effective functioning of all the members. The duties and responsibilities of the IQAC coordinator are:

- i. To formulate policies, plans and strategies for enhancement of quality of academic standard of school of business.
- ii. To supervise and monitor academic and administrative quality of the school.
- iii. To establish the culture of quality orientation in all activities of the school.
- iv. To periodically review the status of educational quality of the school.
- v. To offer leadership for imparting shared vision among stakeholders of the school for collaborative effort towards academic excellence.
- vi. To ensure quality in academic activities undertaken by the school.

### **Operational Features of the IQAC**

Quality assurance is a by-product of ongoing efforts to define the objectives of an institution, to have a work plan to achieve them and to specify the checks and balances to evaluate the degree to which each of the tasks is fulfilled. Hence devotion and commitment to improvement rather than mere institutional control is the basis for devising procedures and instruments for assuring quality. The right balance between the health and growth of an institution needs to be struck. The IQAC has to ensure that whatever is done in the institution for “education” is done efficiently and effectively with high standards. In order to do this, the IQAC will have to first establish procedures and modalities to collect data and information on various aspects of institutional functioning.

The coordinator of the IQAC will have a major role in implementing these functions. The IQAC may derive major support from the already existing units and mechanisms that contribute to the functions listed above. The operational features and functions discussed so far are broad-based to facilitate institutions towards academic excellence and institutions may adapt them to their specific needs.

The institutions need to submit yearly the Annual Quality Assurance Report.

The Annual Quality Assurance Report (AQAR) may be the part of the school’s Annual Report. The AQAR shall be approved by the statutory bodies of the university.