



School of Business Pokhara University

INTERNAL QUALITY POLICY

1. Preamble

In an effort to maintain quality in an environment that increasingly puts acute pressure on the traditional modes of teaching, research, learning and management, most of the developed countries have adopted formal transparent and credible systems of quality assurance. In the Nepalese context, ongoing changes in higher education, in the wake of QAA guidelines of UGC, Nepal, necessitate implementation of a quality assurance policy (QA).

The School of Business is committed to provide quality higher education to different sections of the society as envisaged by its vision statement. Currently, Quality Assurance at the school takes a variety of methods, both internal and external, that are disparate and ad-hoc. These mechanisms need to be revamped, organised and strengthened to accommodate the challenges from expansion of the school, competitiveness in higher education and need to enhance access to higher education.

In this context, the Director of the School constituted a task force on quality assurance to define the principles and purposes of the quality policy, the evaluation procedures that would be common to the different units, institutes and other bodies, and which would lead to the construction of standardised information gathering tools. The school, through this quality policy, envisages to develop a quality assurance framework that clearly spells out principles, guidelines, and procedures for implementing institutional quality assurance system.

This document is the first step towards the definition and adoption of a quality policy. It outlines the institutional guidelines of the quality assurance and a structure for organising and managing quality in the school.

2. Vision

To be a centre of academic excellence by creating a high quality academic ambience through state of the art teaching and learning resources and inculcating academic, human, work values and work ethics for sustainable development of the society.

3. Mission Statement

The quality policy of School of Business will provide a framework to ensure each member gets an opportunity to strengthen and realize his/her potential so as to enable the school to achieve quality standard in academic activities and serve the society effectively.

4. Objectives

The Quality Policy will be based on the following broad cardinal principles:-

- (i) To provide guidance in development and implementation of internal and external quality assurance procedures and practices.
- (ii) To ensure that the quality of academic programmes meet standards expected by the stakeholders.
- (iii) To ensure that graduates have attained skills and knowledge valued by stakeholders.
- (iv) To enable the school to assure all concerned that the school's policies, systems and processes for the development, maintenance and enhancement of quality are functioning effectively;
- (v) To provide guidance in identifying internal and external standards and criteria consistent with international standards.
- (vi) To assist in maintaining and developing quality of academic programmes through enhanced support processes.
- (vii) To nurture culture of continuous quality improvement to achieve academic excellence.
- (viii) To identify areas of strength and excellence as well as areas needing focused attention for continuous improvement in the short, medium and long-term.

5. Quality Policy

“The school is committed to take positive and proactive steps to ensure quality teaching, learning, research and outreach services relevant to needs of the Institution and the Society.”

Basic principles of Quality Policy of the school include holistic approach, benchmarking, methodologies for accountability, self assessment, evaluation by students, continuous efforts for improving the quality of academic, administrative and supporting staff, optimum utilization of resources and efforts for continuous improvement.

6. Features of Quality Assurance

Quality assurance is a by-product of ongoing efforts to define the objectives of an institution, develop a work plan to achieve them and specify the checks and balances to evaluate the extent to which each of the tasks is fulfilled. The features of the Quality Policy are as follows:

6.1. A commitment to widespread involvement of staff, students and other stakeholders in the QA process

- (i) Critical self-evaluation and rigorous peer review of academic and administrative areas
- (ii) Methodical collection of information about service satisfaction and student experience, including external comparisons
- (iii) External assessment of professional courses through accreditation and review including benchmarks

- (iv) Multiple avenues for student and staff input to QA and improvement in the performance of academic programs, school's cells, services, academic bodies, and student council
- (v) Systematic use of stakeholder experiences to improve course and curricula and to plan development and training programmes for staff.

6.2. A focus on efficient management, planning and resource processes to achieve excellence and to ensure continuous improvement.

- (i) University-wide strategic goals linked to plans, priorities and review system
- (ii) Effective academic bodies to develop, implement and oversee academic policies
- (iii) A regular cycle of reviews of all faculties and administrative service units
- (iv) Coordinated academic and administrative review processes
- (v) A process for monitoring implementation of the recommendations of reviews through school administration
- (vi) Performance-based incentive for teaching and research
- (vii) Provision for funds to address areas of improvement
- (viii) Annual updating of faculty teaching and learning plans
- (ix) A performance management and development system for staff

7. Organisational Structure for Quality Assurance

School of Business is in the process of quality accreditation by the UGC Nepal. The QAA guidelines requires every accredited institution to establish an Internal Quality Assurance Cell (IQAC) as a post accreditation quality sustenance measure. Accordingly, IQAC has been setup in the School with the Director as its Chairman. The IQAC will be the central point in implementation of the Quality Policy of the school and work for quality enhancement and sustenance by developing a system for conscious, consistent and catalytic improvement in the performance of school.

IQAC will establish procedures and modalities to collect data and information on various aspects of institutional functioning with a view to ensure continuous improvement in all operations of the university. These efforts would aim to assure stakeholders connected with

higher education – namely, students, parents, teachers, staff, would-be employers, funding agencies and society in general - of the accountability of the institution for its own quality and probity.

Quality assurance efforts should derive from a commitment to improve rather than institutional control and directive. Therefore, each employee of the school is regarded to have a responsibility, in the context of his or her professional duties, to carry out relevant work on quality and to ensure that the highest quality in education is achieved. The active participation of research students in work on quality is a prerequisite both for good learning outcomes on their own part and for effective quality enhancement within the school.

8. Mechanism of Quality Assurance

The notion of quality underpinning the framework adopted by the school is of “fitness for purpose” i.e., the institution and its components and activities have “quality” if they conform to the purpose for which they were designed. The policy shall apply to all programs, cells and academic, administrative and support staff at school through

- (i) Internal quality assurance mechanism – continuous
- (ii) External quality assurance mechanisms – periodic

The university shall evolve quality management framework and guidelines for academic and administrative audit. Regular internal audits will be conducted to ensure that the Quality Policy is implemented.

8.1. Internal Quality Assurance

IQAC will develop a quality manual describing various benchmarks and the processes designed to achieve them. The manual would describe the QA system, the set of guidelines, codes of good practices and procedures to be implemented by the various units.

Based on the prescribed guidelines, each unit of the school would develop its own internal quality assurance mechanism. The mechanisms shall be coherent with the quality assurance

framework set forth in this policy and approved by the IQAC, to evaluate the quality of teaching programmes and courses, academic staff, teaching and learning experience, student assessment, internal moderation, support services, resources and facilities and research and program review processes.

8.2 External Quality Assurance

In order to ensure that high quality standards is maintained in the university, periodic assessment of quality shall be arranged by such external agencies, as QAA division or any other agency suggested by the Government of Nepal, from time to time.

9. Use of the evaluation results

Data pertaining to quality benchmarks shall be collected and processed using standard procedures and tools. The data and the review results will be considered by the respective statutory bodies and discussed with the stakeholders. The evaluation conclusions shall be used, systematically, to improve the institutional action as a whole, as well as the individual performances.

10. Amendments/Review

This policy shall be reviewed periodically and may be amended as and when required to retain its contemporary relevance. Any member of the school including students may submit any proposal, for improvement of this policy, to the IQAC. The proposed changes shall be reviewed by the IQAC and, if found suitable, shall be forwarded to the higher authorities for consideration.

