AUM QUALITY ASSURANCE POLCY

AUM Quality Assurance Policy

Review history

Version no	date	Revision description	Done by	Checked by	Approved by
V 01	August 2018	QA Policy developed	QA Manager	Provost, CEO, Department Heads	Academic and University Councils
V 02	August 2019	Updated	QA Manager	Provost, CEO, Department Heads	Academic and University Councils
V 03	August 2020	Updated QA Manual	QA Manager	Provost, Department Heads	Academic and University Councils
V 04	August 2021	Updated – AUM Quality Assurance Policy 2021-2022 Includes new standards, principles, structured and separated form procedures, approval proforma was added	QA Manager, Dr.Gulnara Sarsenbayeva	Provost, Department Heads, Deans	Academic and University Councils

Approval Proforma

Name of the Board	Authorized to sign	Name of the document/ decision	Approval Date	Signatures
University Council	Chair	AUM Quality Assurance Policy 2021-2022	August, 2021	

Distribution of signed form:

Names of departments	Authorised to sign	date
College of Business		
College of Data Science and Engineering		
Administrative and Financial Department		
HR Office		
Library		
Registrar office		
Student Affairs Department		
QA Office		
IT Department		

QUALITY ASSURANCE POLICY

Introduction

The QA Policy contains the statements of intentions and the principles of QA by which the quality will be achieved. Procedural guidance can give detailed information about the ways in which the policy is implemented and provides a useful reference point for the practical aspects of carrying out the quality procedures.

Principles of Quality Assurance:

Quality policy and procedures is a framework within which the university develops and monitors the effectiveness of its quality assurance systems.

The policy principles include:
• establishing an active relationship between teaching and research
• ensuring the organisation of the quality assurance system
• providing the responsibilities of departments, Colleges and other organisational units and individual employees for the assurance of quality
• ensuring the involvement of students in quality assurance
• ensuring that a system in which the policy is implemented, monitored and reviewed exists

Quality Assurance Policy consists of the following standards:

Standards of Study Programmes and Awards

The University has a significant commitment at all levels of the University to ensure that its educational programmes have clear and explicit outcomes; and has standards for its programmes and awards.
The staff is ready, willing and able to provide teaching and learner support that will help our students achieve these outcomes.
The University staff and faculty aspire to continuously improve and enhance the education offered to students.

Standards of Approval, Monitoring and Periodic Review of Programmes and Awards

The University has formal mechanisms for the approval, periodic review and monitoring of its programmes and awards.

The confidence of students and other stakeholders is established and maintained through effective quality assurance activities which ensure that programmes are well-designed, regularly monitored and periodically reviewed, thereby securing their continuing relevance and currency.

The quality assurance of programmes and awards includes the following:
• development and publication of learning outcomes
• curriculum and programme design and content
• different modes of delivery (e.g. full time, part-time, distance learning, e-learning);
• appropriate learning resources
• programme approval procedures by an external body
• monitoring of the progress and achievements of students
• regular periodic reviews of programmes (both internal and external)
• regular feedback from employers, labour market representatives and other relevant organisations
• participation of students in quality assurance activities.

Standards of Internal and External Quality, and Quality Culture

AUM has a QA policy and associated procedures for the assurance and development of its internal and external quality. The university also commits itself explicitly to the development of a quality culture which recognises the importance of quality, and quality assurance, in its activity.
To achieve this, the university develops and implements a strategy for the continuous improvement of quality.

Standards of Involvement of Students in Quality

Students being major stakeholders in a rapidly developing system of a higher educational institution are the essential part of its quality assurance domain. Students can bring different perspectives and effective ways on how to achieve excellence and quality. One of the key indicators in quality assurance is to ensure student's participation in the governance of University, quality assurance, such as, evaluation processes, in a role of a team member or observer, in internal reviews and other quality events and decision-making processes. Students' involvement and enthusiasm in their education and their commitment to quality can be a great combination to their personal growth and contribution to the development of the university.

Through quality assurance students can directly influence the quality of their learning. Students being our equal partners, full members of the academic community in the educational process, can significantly influence the improvement of study programmes, teaching and learning, assessment, and create a critical mass in discussions of academic issues. Students are called equal partners in the governance of higher education, therefore their role can be defined both as a right and a responsibility.

The University's Student representation system is central to promoting the partnership of staff and students in enhancing the learner's experience. In order to identify a clear procedure of demonstration of students' involvement, the University has a mechanism, which allows them to express their views in a constant and systematic way.

Student Survey

Active engagement of students' community to continuous improvement in students' survey helps to get their feedback and opinions.

AUM gives students full trust in order to accomplish our partnership, breaking the differences, generation gaps and stereotypes.

The University ensures that students are clearly informed about the assessment strategy being used for their programme, what examinations or other assessment methods they will be subject to, what will be expected of them, and the criteria that will be applied to the assessment of their performance.

Standards of Quality Assurance of Teaching

There is full, timely and tangible recognition of the contribution of staff who demonstrate excellence, expertise and dedication. The University creates a system to evaluate that staff involved with the teaching of students are qualified and competent to do so. This system is available to external reviews and is commented upon in annual reviews and reports.
The University ensures that those who teach have a full knowledge and understanding of the subject they are teaching, have the necessary skills and experience to transmit their knowledge and understanding effectively to students in a range of teaching contexts, and can access feedback on their own performance.
The University ensures that the staff recruitment and appointment procedures include that all new staff have at least the minimum necessary level of competence. Teaching staff is given opportunities to develop and extend their teaching capacity and is encouraged to value their skills. The University provides teachers with opportunities to improve their skills to an acceptable level and have a system to remove them from their teaching duties if they continue to be demonstrably ineffective.

Standards of QA of Learning Resources and Student Support

The University ensures that the resources available for the support of student learning are adequate and appropriate for each programme offered. In addition to the Faculty, students have a range of resources to assist their learning. These vary from physical resources such as an academic library or computing facilities to human support in the form of tutors, counsellors, and

other advisers. Learning resources are accessible to students, designed with their needs and responsive to feedback from students who use the services provided. The University routinely monitors, reviews and improves the effectiveness of the support services available to students on a regular basis.

Standards of Information Systems

The University collects, analyses and uses relevant information for the effective management of their programmes of study and other activities.

The quality-related information systems cover:
• student progression and success rates
• employability of graduates
• students' satisfaction with their programmes
• effectiveness of teachers
• profile of the student population
• learning resources available and their costs
• the institution's own key performance indicators

Public information Standards

The strategy, policy and procedures have a formal status and are available on AUM's open resources.

The University regularly publishes up to date, impartial and objective information, both quantitative and qualitative, about the programmes and awards it offers.

In fulfillment of the public role, the University has a responsibility to provide information about the following:
- study programmes
- learning outcomes
- qualifications
- teaching, learning and assessment procedures
- learning opportunities available
- alumni information
- views and employment destinations of past students
- profile of the current student population.

This information is accurate, impartial, objective and readily accessible.

Quality Policy Hierarchy Standards

EU
Standards, Laws, rules, regulations
MFHEA
National Laws, rules, regulations
Board of Trustees
Bylaws, actions, resolutions, policies
President
Leadership, statements, initiatives, reports
University Policies and Standards
Govern the entire university and all units
Unit rules and operating procedures
support and implement policies, standards

Policies and Standards Committee

CHARGE

University-level quality policy and standards govern quality conduct across the university community. The Policy and Standards Committee is the university body that is delegated authority to promulgate policy and make recommendations to the President regarding amendments to Policies.

The Committee is responsible for:

- Reviewing proposed amendments and making recommendations to the President about these amendments
- Providing oversight for the operation of policies and standards, and amendment process

PROCESS

The QA policy program works with responsible executives to develop amendments to university policies or university standards. Policies can be amended by adoption, revision, or retirement of a university policy or university standard. The University Policy & Standards ensure that these amendments are vetted through all the stakeholders as needed, prior to approving.

The Committee may endorse sending the proposed amendments to the President for approval, recommend revisions or additional actions, or recommend rejecting amendments. The Committee may request additional information, discussion, analysis, and/or input from subject-matter experts, or any other actions prior to making a final recommendation on an amendment. Recommendations are forwarded when an amendment is favoured by 3 of the 5 members. Endorsed amendments are issued for a 3-week public notification period. The Committee's recommendations are presented to the President, who will approve changes through the discussion and approval at the University Council.

MEETING FREQUENCY

The Committee meets in person at least annually and may conduct communication electronically.

OPERATIONS
The Head of QA manages the Committee.

Board of Trustee's Standards

American University of Malta is governed by its *Board of Trustees.* The Board's conduct is governed by bylaws and supplemented by policies and processes. The Board can take actions and adopt resolutions that establish and carry out the University's mission. Because the Board is the final institutional authority, these bylaws and Board policies have precedence over university policies, university standards, unit rules, or procedures. The Board's focus is one of oversight and policy determination.

University Standards

University standards are similar to policies, but also govern individuals outside the university community and are enforceable through the judicial system. All individuals or entities entering university real property, using university resources, or participating in university programs are subject to university standards. All university standards must include an appeals process. Units of the university are not permitted to develop university standards outside the process overseen by the Executive Policy and Standards Committee.

Unit-level Rules

Unit rules address needs at the unit level or control issues that affect a subset of the university. Colleges, departments, and other units of the university may develop specific implementation mechanisms for operations, administration, or programs within that unit. Unit rules are developed and approved by the unit and describe a unit's approach to implementing relevant university policies or university standards. Unit rules are applicable only to their home units, or to functions over which that unit has authority, but may involve the implementation of processes that effect the entire university and university community. Unit rules may be more restrictive than university policies and standards but must remain consistent with them and with relevant statutes and regulations.

Procedures

Procedures are descriptions of the tasks required to support and carry out university policies, university standards, or rules. Procedures articulate the process for accomplishing tasks or controls and are intended to ensure activities are accomplished completely and consistently. Procedures have a narrower focus than university policies or rules. They are often changed to improve the processes and are typically more detailed than university policies, university standards, or rules. Procedures often state who will accomplish a task, how it is performed, and when it must be done.