

Policy Name : **Quality Assurance Policy**

Related : CAA's Standards of Licensure & Accreditation – 2019,

Documents Ministry of Education, Framework for the Compliance Inspection of Higher Education Institution – 2021

ADSM P 320 – Teaching and Learning Methodology

ADSM P 316 – Course File Policy

ADSM P 418 – Academic Integrity Policy

ADSM P 301 – Grading and Assessment Policy

ESG 2015 Standards – 1.1 Policy for Quality Assurance

ESG 2015 Standards – 1.7 Information Management

ESG 2015 Standards – 1.10 Cyclical External Quality Assurance

Section 1 : **Purpose**

The purpose of this Policy is to:

- 1.1 Develop and maintain a process for the systematic evaluation and improvement of ADSM's effectiveness in all areas of its operation and academic programs using critical self-evaluation reports (CSERs).
- 1.2 Establish an annual cycle of internal quality review designed to evaluate the conformity of all units to the processes, procedures and policies
- 1.3 Guide development of unit goals (academic and administrative) and performance indicators;
- 1.4 Guide development of objectives/measures and action plans that support budget request;
- 1.5 Guide development of additional objectives, measures and achievement targets to meet accreditation/licensure requirements.

Section 2 : **Scope and applicability**

- 2.1 This Policy applies to all ADSM's units and employees.

Section 3 : **Definitions**

The following definition(s) apply to this policy:

- 3.1 **Assessment:** one or more process to identify, collect and prepare data to evaluate the attainment of established outcomes or objectives.

3.2 **Quality Assurance:** the processes used by ADSM to determine how well it is accomplishing its mission and adhering to the laws and regulations of the UAE. It aims to maintain the required level of quality in functions or services or their output particularly those related to academic and educational aspects.

Section 4 : Policy Statement

4.1 ADSM seeks to demonstrate its commitment to quality assurance. This shall be evident in ADSM's systematic evaluation of the effectiveness of its operations, and shall include the School's academic programs and administrative services. ADSM shall ensure that the evaluation is evidence-based and benchmarked against local and international best practices and standards. ADSM shall utilize the evaluation outcomes in planning and improving its offerings.

Section 5 : Exclusions

5.1. None.

Section 6 : Principles

- 6.1. Quality Assurance (QA) is the process by which ADSM ensures its ability to effectively meet its Mission and Strategic Objectives.
- 6.2. Quality Assurance at ADSM aims to continuously improve the School's in all aspects of operations, academic and non-academic.
- 6.3. Quality Assurance shall support all units in defining outcomes that cascade from the School's Mission and Strategic Objectives.
- 6.4. All units at ADSM shall be strategically aligned with the School's Strategic Objectives.
- 6.5. Program outcomes shall be subject to an annual cycle of Quality Assurance evaluation.
- 6.6. The Quality Assurance assessment cycle through the Critical Self Evaluation Reports (CSER), the Quality Improvement Action Plans (QIAP), the Internal Quality Reviews (IQR) and the Operational Plans (OP) will evaluate how effectively pre-set outcomes are achieved within the year.
- 6.7. The outcomes of the Quality Assurance assessment cycle are utilized to identify gaps in effectiveness or efficiency of functions and service and to propose necessary amendments that continuously improve academic programs and administrative services.

- 6.8. Assessment is defined as the methodical collection, review and utilization of information related to programs, processes, procedures to enhance student learning and effectiveness of provisions.
- 6.9. Institutional Assessment at ADSM aims to methodically review the School's Mission and Objectives via continuous planning and evaluation to continuously improve quality. Specifically, assessment aims to:
- 6.9.1. Provide information to improve student learning.
 - 6.9.2. Provide information on programs accountability.
- 6.10. Quality Assurance process will utilize local and international benchmarking of best practices as possible.
- 6.11. Institutional assessment mainly aims to enhance student learning.
- 6.12. The Quality Assurance process must be simple, achievable, and consistent with the School's mission, institutional planning processes and unit objectives.
- 6.13. Assessment is a continuous and cyclic activity assigned to offices, units and individuals with responsibility for relevant units and programs and a schedule of regular reporting and review.
- 6.14. Institutional Assessment is continuous, ethical, effective, appropriate, methodical and valid.
- 6.15. In regards to student learning, Institutional Assessment shall attend to the cognitive, affective, and behavioral aspects.
- 6.16. Quality Assurance is in the charge of faculty members when it comes to assessment of activities in their courses. Quality Assurance is in charge of the Director of Academic Programs when it comes to assessment of activities in programs. The outcomes of these activities shall have an impact on planning.
- 6.16.1. The *Teaching and Learning Methodology Policy*, the *Course File Policy*, *Academic Integrity Policy* and the *Grading and Assessment Policy* are under the ownership of the Academic Dean and govern the Quality Assurance of the teaching and learning, course files, course assessments and academic integrity within ADSM's programs.
- 6.17. Reports or equivalent, improvements resulting from the regular assessments should show how these improvements are used in institutional planning and budgeting.
- 6.18. The strengthening and improvement of programs by ADSM are enhanced by the Assessment findings. This is mainly for the purpose of improving student learning.
- 6.19. Institutional Assessment findings are not used to bias student outcomes.
- 6.20. ADSM shall embed Assessment in its units, programs, and all other services.
- 6.21. ADSM shall ensure that faculty and staff are continuously well informed about assessment.

Section 7 : Procedures

The Quality Assurance and Risk Management Office (QARMO) will conduct the following:

- 7.1 Maintain and up-to-date and approved Quality Assurance Manual.
- 7.2 Ensure that the unit is staffed by personnel with the qualifications and experience to successfully complete their responsibilities.
- 7.3 Publish an annual whole organization improvement plan.
- 7.4 Provide an annual critical self-evaluation report on ADSM's effectiveness to the Ministry of Education.
- 7.5 Provide an annually critically self-evaluate its own performance.
- 7.6 Utilize the results from different types of surveys to implement and/or plan for improvements
- 7.7 Ensure that an annual program critical self-evaluation report is conducted in each academic program.
- 7.8 Ensure that all records related to courses delivered are maintained digitally including a critical self-evaluation report after each course delivery.
- 7.9 Maintain a critical self-evaluation report on the operations of all administrative units, including the monitoring of its improvement plan.
- 7.10 Maintain an annual a critical self-evaluation report of any contractual agreements and monitor its improvement action plan.
- 7.11 Publish the student satisfaction results in ADSM's annual self-evaluation report and bench mark the results other institutions in the UAE.
- 7.12 Use the results of student outcomes data, including but not limited to graduation, retention, and attendance rates, to action plan and monitor improvements.
- 7.13 Develop and regularly update an Internal Quality Review Protocol/Strategy document establishing the mechanisms for the IQR.
- 7.14 Implement an annual cycle of IQR in support of the units to evaluate the compliance of the units with established policies, processes, procedures and external applicable Standards.
 - 7.14.1 Through the provision of training, QARM Office must ensure that its quality tools are understood and effectively utilized by all units for efficient implementation. Training should be provided for all units, faculty, students and where necessary, the senior management on the implemented Quality Assurance tools and their benefit to quality assurance.

7.15 Share IQR outcomes with the relevant unit for resolution. Unresolved recommendations must be included in the subsequent CSER until all actions are resolved.

7.16 Regularly monitors and evaluates the inputs made by each unit related to the QIAP and OP.

Section 8 : Responsibilities

8.1. The President shall cause this policy to be implemented.

8.2. The Director of Quality Assurance & Risk Assessment shall monitor implementation and report violations.


Section 9 : Cancellations

9.1. Approval of this policy cancels ADSM P 106 – Quality Assurance Policy_v7.0.

Section 10 : Review Statement

10.1. ADSM’s Policy Committee shall review this Policy at least annually. This Policy may be reviewed more frequently based on a request from the President, Policy Owner or in response to changes in applicable regulations, such as the CAA’s Standards for Licensure and Accreditation and the Ministry of Education’s Framework for the Compliance Inspection of Higher Education Institutions. Reviewed policies shall be recommended and approved in accordance with ADSM’s P 110 – Policy on Policies.

Section 11 : Approval

Authorization / Ownership	Signature and Date
Policy Owner: Director of Quality Assurance & Risk Management	
Approved by: Executive Committee	Minutes of Meeting held on 04/07/2022

Section 12 : Revision History

Revision No.	Effective Date	Description
0	19/04/2020	Policy First Approved
1	10/08/2020	Revised in accordance with Executive Decision ADSM/572/18-06/2020.
2	02/08/2021	Annual Review Completed
3	06/09/2021	Mapping to ESG 2015 Standards completed.



4	03/01/2022	P 301, P 316, P 320 and P 418 referenced in article 6.18.1
5	07/03/2022	Article 6.18 amended
6	09/05/2022	Mapping to ESG 2015 Standards reviewed.
7	04/07/2022	General review, and Review Statement updated.

Next scheduled review: 04/07/2023

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