

ALLAMA IQBAL OPEN UNIVERSITY
(Registrar's Department)

No.F.22-72/2024-Reg/ 459

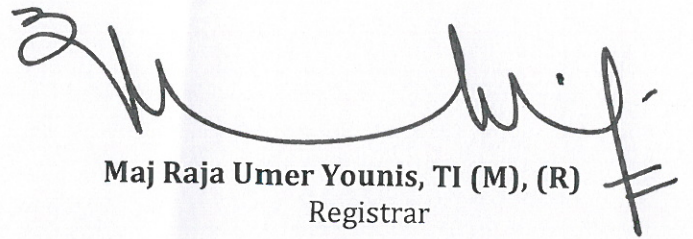
Islamabad the 19th August, 2024

NOTIFICATION

The Vice-Chancellor in anticipation approval of the Academic Council has approved the AIOU Quality Policy (Version 1.00). The policy provides broad guiding principles which helps to oversee various academic and associated processes while ensuring provision of smooth and enhanced learning experience for students, and the researchers alike. AIOU Quality Policy (ver. 1.00) shall be reviewed and updated from time to time.

Enclosed: (Four (04) Pages)




Maj Raja Umer Younis, TI (M), (R)
Registrar

Distribution:

1. All Deans
2. Director General Regional Services
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5. Director Admissions and Mailing
6. Director Academic Planning & Course Production
7. Deputy Director QEC
8. PS to Vice-Chancellor
9. Notification file

Document Title: Quality Policy (AIOU)

Effective Date: 30-06-2024

Version: 01.00

Approved By: Vice Chancellor

Ownership: Institutional Quality Assessment and Effectiveness Office (IQAE) /Quality Enhancement Cell (QEC), Allama Iqbal Open University, Islamabad.

1. Introduction

Allama Iqbal Open University, Islamabad is committed to provision of quality education, globally computable research environment, and opportunities for community engagement. The Quality Policy of AIOU outlines university's commitment towards maintaining and enhancing quality standards across all of its operations, ensuring that it exceeds expectations of all stakeholders.

2. Vision

The AIOU Quality Policy envisions to ensure provision of education in line with university mission, ensuring that Allama Iqbal Open University (AIOU) empowers masses through provision of globally compatible education, while promoting critical thinking and innovation for the envisioned future.

3. Mission

The AIOU Quality Policy aims to uphold highest standards of quality across all academic programs and services, supporting university's mission to foster academic excellence at affordable rates across all the federation units and to develop leaders, researchers, and global citizens.

4. Scope

The AIOU Quality Policy applies to all academic and administrative departments, faculty, staff, and students/scholars of the Allama Iqbal Open University, Islamabad.

5. Policy Statements

5.1 Commitment to Quality

- Allama Iqbal Open University is committed to instilling quality culture across all its operations.
- The university shall be setting clear and measurable quality objectives, aligned with strategic plan.

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- IQAE/QEC shall oversee the implementation, monitoring, and review of quality assurance procedures and practices.

5.2 Stakeholder Engagement

- The Quality Policy ensures active engagement with students/scholars, faculty members, staff, alumni, industry partners, and the community for a 360° feedback to calibrate programmes in line with stakeholder requirements.
- Regular consultations to be conducted with relevant stakeholders for informed decision-making.

5.3 Continuous Improvement

- The university will conduct regular Internal Quality Assurance (IQA) and External Quality Assurance (EQA) measures of academic and administrative processes to identify areas for improvement as per HEC guidelines.
- Action plans will be developed and implemented based on findings through regular academic audits and realistic feedback of the stakeholder.

5.4 Academic Excellence

- The university shall ensure regular up-dation of course curricula, and strive to warrant relevance, and alignment with industrial needs.
- Introduction of innovative pedagogical techniques through employment of technological intervention shall be advocated for enhanced student learning.
- Extended support services shall be made available for students, including academic advising, counselling, and career guidance.

5.5 Research and Innovation

- The university shall work to develop a research strategy that addresses national priorities and at the same time aligns with global challenges.
- The university shall encourage research by acknowledging researchers through provision of Research Productivity Awards, access to various facilities, and by extending opportunities for collaboration.
- All research activities shall adhere to the globally acceptable ethical standards.

5.6 Governance and Leadership

- The university shall introduce and maintain transparent governance structure with lucidity in processes, ensuring participatory decision-making.
- The university shall be offering regular training programs for academia as well as that for administrative and servicing arm.

- The university shall adopt and implement accountability measures to ensure effective leadership.

5.7 Quality Assurance and Enhancement

- The university shall develop and implement robust internal quality assurance mechanisms/systems.
- The university shall make consistent efforts for accreditation of various academic programmes by the relevant accreditation bodies.
- The university shall establish and introduce continuous monitoring mechanisms to ensure quality of various academic initiatives, and the data, so produced, helps in informed decision-making.

5.8 Infrastructure and Resources

- The university shall invest in state-of-the-art facilities, including infrastructure and technology to extend high-quality teaching, learning, and research.
- The university shall promote sustainable practices amongst all initiatives/matters across the board.

5.9 Community Engagement

- The university shall develop community outreach programmes and promote a sense of social responsibility among human resource and students alike.
- The university shall promote partnerships with industry for enhanced curriculum relevance and employability of its graduates.

5.10 Ethical Standards

- The university shall work on development of a comprehensive code of conduct for all university members.
- The university shall strive to promote policies related to diversity and inclusion.
- The university shall uphold academic integrity by introducing policies that address academic misconduct, if any.

5.11 Monitoring and Evaluation

- The university shall work to develop Key Performance Indicators (KPI's) to measure the effectiveness of various university initiatives ranging from programs, processes, and services.
- The university shall perform regular reviews of quality policy and its associated processes to ensure implementation, relevance and effectiveness.

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5.12 Communication

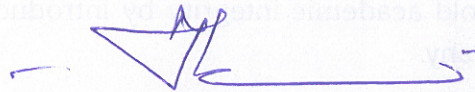
- The university shall introduce open communication channels for all relevant stakeholders to provide feedback and respect right of access to information.
- The university shall work to ensure transparency through introduction of (regular) reports on academic processes and related quality assurance activities of the university.
- Stakeholder engagement shall be ensured to gather real-time input on matters related to quality of university initiatives.

6. Responsibilities

- **IQAE/QEC:** The QEC shall be responsible for overseeing implementation and monitoring of the university quality policy.
- **Academic and Administrative and Servicing Units:** The Academic, Administrative and Servicing units shall be responsible for adhering to the relevant policy provisions and support in establishment of quality culture across all university initiatives, processes, and activities.
- **University Leadership:** The university leadership shall be responsible for ensuring that the AIOU quality policy remains hallmark of the strategic planning and operations of the university.

7. Review and Monitoring

This policy shall preferably be reviewed on annual basis by IQAE/QEC and updated as necessary and be reflective of university's strategic direction, stakeholder expectations, and best practices in quality assurance of the academic and allied processes.



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