UNIVERSITY OF BAHRAIN

QUALITY ASSURANCE POLICY

Authority / Owner of Policy: Competitiveness and Organizational Development Directorate

Effective: 25/3/2015

Table of Contents

POLICY INFORMATION

Title:	Quality Assurance Policy
Policy Description:	This policy defines the University's approach to ensure that quality is being maintained and enhanced across the University's core areas of teaching, research, community services, governance and operations.
Policy Scope:	☐ Academic ☐ Administrative ☐ Research ☐ Student ☒ General
Policy Status	☐ New policy ☒ Revision of existing policy
Approval Authority:	University of Bahrain Council
Authority/ Owner of Policy:	Competitiveness and Organizational Development Directorate
Approval Date:	26/10/2020
Effective Date:	25/03/2015
Approval Date of Last Revision:	26/10/2020
Date of Next Revision:	2025
University Council Resolution Number:	582/2020
Document Number:	UOB-CODD-PO-002
Related Documents:	Benchmarking Policy

Policy Stakeholders

☒ President

☒ Vice President

☐ Legal Advisor

☒ Deans

☐ Directors

☒ Faculty members

☐ Students

☐ Admin Staff

☐ All University Affiliates

1   Definitions

Internal assessment:	it is the ongoing monitoring and periodic assessment of the University's operations. It aims at identifying strengths and weaknesses. Internal assessment may be conducted through peer review, internal audits, surveys, annual reporting etc.
External assessment:	it is the periodic assessment of the University's operations conducted by external entities to provide additional confidence to the quality assurance cycle. External assessment may be conducted through external evaluations and external audits.
Benchmarking:	it is the process of comparing the University's operations, processes, activities and functions against comparable institutions in order to identify best practices.

2   Policy Purpose

The *Quality Assurance Policy* defines the University approach to quality assurance and continuous improvement across the University 's core areas of teaching, research, community services, governance and operations.

3   Policy Scope

3.1   The Quality Assurance Policy and principles apply to all staff of the University and its committees.

3.2   The Quality Assurance Policy extends to the University's core areas of teaching, research, community services, governance, and operations.

4   Policy Statement

4.1   The University embraces an inclusive approach that applies continuous improvement in all areas and at all levels of the University's operations.

4.2   The University's quality assurance approach is based on the following principles:

- The University is committed to seek **continuous improvement** in all aspects of the University functions.

- The University is committed to seek **internal and external assessment** in evaluation of its performances.

- The University is committed to promote **evidence-based decision making**, where decisions are guided by systematically collected evidence.

- The University is committed to promote **benchmarking** to favour the adoption of good practices from other institutions.

- The University is committed to offer continuous **professional development** to staff leading to improved performance in key functions of the University.

- The University is committed to seek input and feedback from internal and external stakeholders regarding quality of provision and operations.

5   Roles and Responsibilities

The University considers quality assurance a shared responsibility that covers all levels of the University. Every employee of the University is therefore responsible and accountable for all quality activities that fall within their sphere of influence.

6   Definition of Quality

6.1   The University views quality in terms of 'fitness-for-purpose'.

6.2   The University deems policies, procedures, processes etc. fit-for-purpose if:

- They support the University vision and mission and are aligned with its current strategic plan;
- There is evidence that these policies, procedures, processes etc. are well suited for its designated role or purpose.

7   Quality Assurance Model

7.1 **The University Quality Assurance Model follows the four steps quality assurance cycle of: plan, do, check and act (PDCA) for continuous improvement.**

The four steps are articulated as follows:

- **PLAN:** Establish the goals and actions necessary to implement the institutional plan and its related performance improvement.

- **DO:** Implement planned processes and allocate the appropriate resources.

- **CHECK:** Monitor, measure, and report on the effectiveness of results and processes.

- ACT: Incorporate the ideas for improvement into the next plan and maximize areas where there have been successes.

7.2 **The University recognises that stakeholders play a significant role in the planning phase to gather requirements and in monitoring the results during the checking phase.**

7.3 **The University is committed to seek inputs from the stakeholders through a variety of engagement strategies, for example:**

- Stakeholder meetings

- Focus-groups

- Surveys

7.4 **The University is committed to monitor the effectiveness of its approach to quality through a variety of mechanisms, for example:**

- Outcomes of external institutional reviews;

- Feedback from external and internal quality reviewers;

- Feedback from internal and external stakeholders at all levels;

- Benchmarking of performance against other similar institutions to identify and act upon areas requiring improvement.