MIANZ INTERNATIONAL COLLEGE
INSPIRING EXCELLENCE

Policy Name:	Quality Assurance Policy		
Department	Academic	Approval Authority	CEO
Date of Implementation	22/7/2022	Date of last Revision	

1. Introduction

This policy intends to outline the principles and standards that MIC expects in all its academic and related activities such that the services of MIC is geared towards achieving its mission and vision. The policy is developed strictly in line with the quality assurance related protocols mandated by the Maldives Qualification Authority (MQA).

Through this policy we intend to enhance the effectiveness of our teaching and learning, research and innovation, student experience, and contributing to the achievement of national developmental goals.

1. Scope

This policy:

   a. Aims to provide policies and procedures for quality assurance
   b. Describes how to maintain confidentiality of documents and protocols to be followed when confidentiality is breeched.
   c. Applies to all students and academic staff of MIC.

2. Principles:

   I. Perfecting the teaching and learning process, providing a curriculum that is current and relevant, aligning the activities of MC to contribute to the national developmental goals and building the research and innovation capacity is critical for MIC to achieve its vision and long term goals.

   II. Setting MIC quality assessment frameworks strictly in alignment with the Maldives Higher Education Act and the guidelines published by the regulatory authorities.

   III. Developing a culture of "Quality First" among all staff and stakeholders.

   IV. Developing a culture of collaboration and setting benchmarks both nationally and internationally to ensure the students and staff get to grow.

b. Policy protocols

Quality Assurance is at the core of each academic process at MI College. Likewise, the process of Quality Assurance begins at the point at which we begin to develop our program and systematically follow through from the point the accredited program is offered to the students to the point the students complete the program and final evaluations are done.

Figure below shows how the Quality Assurance is organized around the teaching and learning activities at MI College.

Mianz International College - Quality Assurance Framework for Teaching and Learning
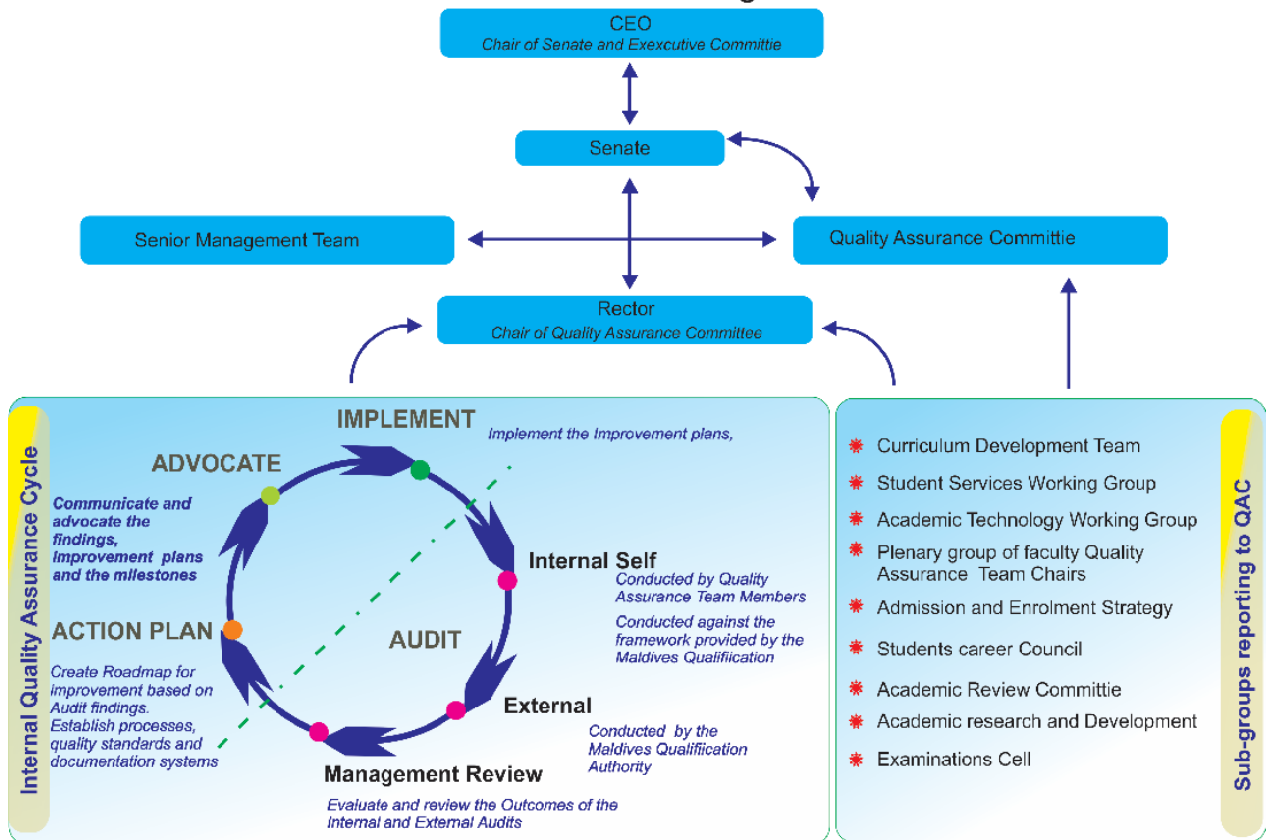
MIC Quality Assurance consists of a 4 – step Cycle.

I. Internal self-Audit is carried out by the Quality Assurance Committee using the Guidelines for Institutional Audit Document published by the MQA (Guideline No: 2022/ G-30, published on September 1, 2022) as the assessment framework.

II. Provided the External Audit is done by MQA, the findings of the External Audit along with the Internal Audit are reviewed by the Senior management Team and the Executive Committee with the appropriate stakeholders.

III. An action plan of rectification and improvement is then compiled.

IV. Once the improvement plan is formulated, it is advocated among all the stakeholders to develop acceptance and ownership.

V. The improvement plan is the implemented under the guidance of the Quality Assurance Committee.

VI. The internal Audit is repeated every 3 years. It is also expected that there will be an external audit for quality assurance in every 3 years.

c. Features of the Quality Assurance Process

I. Engaging all the stakeholders in the quality assessment process
   o Regular feedback from students regarding the modules at the end of module completion
   o Feedback from students when the academic program is completed

- o Feedback from students about the effectiveness of lecturers and services provided by the college
- o Opinion surveys from the community.
- o Lecturer reviews on academic programs
- o Internal evaluation of existing and new programs by the Curriculum development team
- o Evaluation of module content, and module delivery modes,
- o Regular cyclical internal and external audits
- o Careful analysis of all the appeals, requests, and complaints received from stakeholders.

II. Providing relevant information for strategic planning.

III. Providing relevant information for all the departments of the college to assist in developing and reviewing policies.

IV. Developing individual Quality Assurance Guidelines for individual functions of the College, to ensure MIC Quality related principles are adhered to and the quality requirements of governing authorities are met.

d. Quality Assurance Committee Leadership

The Vice Rector (Head of IT and ICT) and the Senior Dean (Academic) will lead the Quality Assurance Processes under the leadership of the Rector of MI College, becoming the driving forces that ensure the Strategic Goals of the College are achieved.

f. Internal Audit:

Every three years, an internal audit of the College activities will be carried out by the Quality Assurance Committee. This audit aims to:

I. Assist faculties align their functions with expected norms

II. Assist faculties to identify strengths and identify weeknesses

III. Promote best practices

g. External Audits

This is carried out by the Maldives Qualification Authority as per their schedules. The internal audit reviews will be shared with the External reviewers.

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