

POLICY NAME: QUALITY ASSURANCE POLICY

Aims and Scope

Taking a serious note of quality, our administrative units go through a rigorous procedure of internal reviews and examinations to sure they have passed our Quality assurance norms. To ensure quality of administrative units and also for the units listed above, procedure of internal review is followed. Some administrative units further undergo reviews every few years to ensure their competence and proficiency and compatibility.

In our internal review process, we make sure to infuse extensive self-assessment, promoting evaluation of one's actions, attitudes and performance. Further we also ensure the units get fair window of opportunity to reflect on their performance and document all that is being done, in addition they identify areas where further refinements are possible, there by planning for future in blueprints.

Our 5-year review cycle backing our internal reviews ensure the results generated from them contributes to the betterment of the overall standard of the grade provided by the units, making sure no extra workload is added on the units we ultimately increase contentment with services provided. These review outcomes helps the academy in further estimating it's all round effectiveness and merit of operation and services, furthermore these outcomes are also included in planning and servers as an important tool for improvement across the institution.



Below The review process is outlined in the following sub-sections:

Processes, infrastructure and schedule.

- Planning the assessment: This step includes forming a project team and laying out its course of action, agreeing upon the time factor and availability of the resources required the completion of the assessment. Also choosing the members of the team and before handing addressing the expectations from the assessment is also a part of this step.
- Conducting the Assessment: Units have multiple options at their disposal to conduct the self-study with the best suitable modus operandi like, questionnaires, workshops, desk review or interviews. This step spreads consensus among the project team and stakeholders on the status of the unit in comparison to the Excellence criteria. The final result is generated in the form of a detailed report, setting forth the close in on the adaptations by the unit and the results achieved for each criteria.
- Conducting the Review and Site Visit: A council is formed with the members of external and internal assessors to conduct the unit review. This step is a tow fold examination, which includes desk review of the report submitted by the unit followed by a site visit to verify the report content.
- Developing the Final Review Report: A detailed feedback report from the assessor's panel scoring the unit performance concludes the unit review. In comparison to each of criteria and identifying strengths areas to be maintained and areas of improvement.
- Agreed Priorities: The self-assessment results in a number of improvement areas, and the units are required to prioritize these improvement areas based on its impact and effect on the organizational performance and viability to perform.



ACADEMY OF MULTI-SKILLS

- Developing Action Plans: After agreeing on the priority improvement areas, units are required to layout action plans to deliver the agreeing upon the enhancements.
- Monitoring Progress: keeping a track of action plans ensures proper implementation of the recourses, as well as keeps a record of progress; units also submit annual report status of the action plans.

Types of evidence collected and analysed

- The project team will be called for to provide solid proof for each of the excellence criteria and meet the assessment method requirements.

Responsibility for the process

- The unit review process involves the unit being reviewed by the council team of assessors, and the Internal Verifier. IV will take on the responsibility of overseeing and managing the unit review process.

Methods for analysing results and formulating improvement plans

- The board of assessors will be responsible for discharging the assessment method in reviewing the unit self-review report. Scoring the unit on each is done after concluding the site visit and verifying the report content by the board there by drafting a feedback report.

