

DAU 2-2 DAU's Quality System Assessment policy and procedures

Policy Code	Policy Name		
DAU 2-2	DAU's Quality System Assessment policy and procedures		
Responsible Executive	Current Revision Date	Next Revision Date	
- Internal Review Committee - Directorate of Quality Assurance	10/2023	10/2027	

1. Policy Purpose

The purpose of these policies and procedures is to facilitate the ongoing enhancement of the quality management system and the attainment of elevated levels of academic quality standards. They establish the objectives and processes by which the efficacy of the system is assessed. Moreover, these policies and procedures are designed to support the university in fulfilling both local and international accreditation requirements. By adhering to these guidelines, the university aims to ensure compliance with rigorous quality standards and continuously improve its academic practices.

2. Policy Scope

This policy encompasses all the fundamental phases of quality management processes, namely planning, implementation, review, and improvement, both at the institutional and programmatic levels. It also includes the utilization of various quality tools and forms during these stages, such as Stakeholders Satisfaction Surveys, performance indicator reports, benchmarking, reports assessing learning outcomes, annual reports for academic courses and programs, as well as improvement plans based on the obtained results. Additionally, it outlines the necessary measures to monitor the implementation of improvement plans and ensure the completion of the quality cycle. The procedures outlined in this policy are carried out biennially.

3. Policy Statement

- The policy and procedures for evaluating the DAU's Quality System are implemented by the Internal Audit Committee under the supervision of the DQA (Department of Quality Assurance). This assessment takes place twice a year, at the beginning of the academic year and upon completion of the necessary data and reports.
- The Internal Review Committee consists of a representative from one of the colleges at Dar Al Uloom University, chosen based on the recommendation of the respective college's Dean.
- The Internal Audit Committee is committed to following the procedures and utilizing the tools outlined in this policy to evaluate the DAU's Quality System.
- External audits are conducted by an independent external auditor, selected in accordance with the regulations governing the selection process for external auditors.
- The final review visits conducted by the Education and Training Evaluation Commission/National Center for institutional accreditation serve as an evaluation of the effectiveness of the DAU's Quality System. Recommendations for institutional accreditation are considered crucial in assessing the external quality management system.
- Based on the audit results, the Internal Audit Committee provides recommendations for improvement priorities concerning the DAU's Quality System.
- The results of the assessment of the DAU's Quality System, along with its improvement plans, are submitted to the General Directorate for Planning, Development, and Quality Assurance.

4. Policy Procedure

1. Internal evaluation procedures for the quality management system

The Internal Audit Committee applies the following procedures to evaluate the quality management system.

A. Desk Audit Procedures

The Internal Audit Committee carries out the desk audit process, which includes studying the system documentation and ensuring that quality requirements are met according to the tools and forms previously distributed to quality units and committees in colleges and academic programs, which includes the following:

- Appendix 1. Audit form for submitting course files ([Click Here](#)).
- Appendix 2. Completion Verification Form for Course File Elements ([Click Here](#)).
- Appendix 3. Annual Program Report Evaluation Form ([Click Here](#)).
- Appendix 4. Learning Outcomes Measurement Plan and Report ([Click Here](#)).
- Appendix 5. Overall Result of CLOs Assessment ([Click Here](#)).
- Appendix 6. Consistency with NQF National Qualifications Framework ([Click Here](#)).
- Appendix 7. Academic Program Accreditation Status and Recommendations ([Click Here](#)).
- Appendix 8. Verification form for distributing and analyzing quality survey ([Click Here](#)).
- Appendix 9. Form for verifying measurement of performance indicators and benchmarking at the program and institutional levels ([Click Here](#)).
- Appendix 10. Form for verifying orientation program for new faculty members ([Click Here](#)).
- Appendix 11. Form for verifying professional development programs for faculty members ([Click Here](#)).
- Appendix 12. Desk audit results form for evaluating the quality system ([Click Here](#)).

B. Stakeholder Satisfaction surveys on the DAU's Quality System

- Appendix 13. Survey of faculty members' satisfaction with the quality system ([Click Here](#)).
- Appendix 14 Survey of quality workers' satisfaction with the quality system ([Click Here](#)).
- Appendix 15. Survey of students' satisfaction with the quality system ([Click Here](#)).

2. External evaluation procedures for the DAU's Quality System

The Internal Audit Committee selects an external auditor to review and assess the effectiveness of the DAU's quality system. The auditors are selected according to the criteria for selecting the external auditor. The procedures for external evaluation of the DAU's quality system include the following:

- Selection of the external auditor in accordance with the selection criteria attached to the external audit system of DQA ([DAU- External Reviewer](#), Clause Four, P. 5).
- Ensure that there is no conflict of interest in accordance with the external review system of DQA ([DAU- External Reviewer](#), Clause Seven, P. 7).
- The external auditor shall be provided with all internal audit forms, results of surveys, and any additional evidence and documents requested by the external auditor to complete his work.
- The external auditor prepares the external audit report and submits it to the Internal Audit Committee, attaching recommendations and proposals for improvement of the DAU's quality system.
- The Internal Audit Committee studies the recommendations and proposals of the external auditor and includes them within the improvement plan for the quality management system.

4. Related Policies/ Documents/ Forms

DAU 2-1- Quality assurance and Continuous Improvement Policy
[Schedule of Quality surveys.docx](#)

5. Document History

Version	Issue/ Rev. Date	Updated Information/ Summary of Changes
1	10/2023	1 st issue of the policy.