



THE EMIRATES GROUP

# Quality Assurance Policy

2020-2021

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# 1. Policy Statement

Emirates Aviation University (EAU) is committed to continuous quality assurance and enhancement by systematically evaluating the effectiveness of all aspects of its operations and academic/applied programmes. The University uses the results of its evaluations in planning, budgeting, establishing priorities and improving its programmes and services.

## 1.1.Scope of Policy

This policy has to ensure:

- a well-designed system of institutional research which enables determining the attainment of the objectives of the University academic and service units as well as the learning outcomes of the academic/applied programmes and courses;
- the use of the results of institutional research to guide planning, budgeting and resource allocation; and

## 1.2.Definitions

**Organisational Performance and Quality Assurance:** Is the extent to which the University is meeting its mission and achieving its goals as demonstrated by a comprehensive, integrated, participatory planning and evaluation process that focuses on improvement in all aspects of University operations and educational outcomes.

**Organisational Performance & Quality Assurance Unit (OPQA):** It is the unit which monitors and assesses the effectiveness and performance of all operations and programmes and provides a variety of services that contribute to continuous improvement and promotion of the University. Data gathered, analysed and disseminated by the OPQA is used in planning, budgeting and resource allocation to achieve the University's mission and goals.

## 1.3.Responsibilities

The OPQA is responsible for the assessment of the components of the University operations. The OPQA provides feedback to the academic and service units to assist in the developments of short- and long-term plans. The Head of OPQA reports to the Vice-Chancellor.

**Short-term planning:** OPQA is collaborating with the Deans and Heads of Service Units to create the short-term planning. OPQA as well approve the implementation plan and monitor the progression through the interim reviews conducted every 6 months. The Deans and Head of the service Unit is responsible of closing the implementation plan with the supportive evidence to OPQA. OPQA maps the EAU key performance indicators (mentioned in Appendix B of the EAU Quality Assurance Manual – July 2020) and surveys conducted annually with the EAU strategic plans and unit's implementation plans. In order to identify

whether each unit/department has achieved the minimum target level at the end of a defined period (short or long-term) for its goals and objectives.

**Long-term planning** is drawn under the supervision of the Vice-Chancellor, Head of OPQA, Deans and Directors through the work of standing committees and Ad hoc committees formed for this purpose. The School Councils and the Academic Council are the main councils which approve and submit the plans to the Vice-Chancellor to present it to the Board of Governor for endorsement.

## **Policy Details**

Details of the policy are given in the following sections:

2. Quality Assurance
  - 2.1 Quality Assurance Policy

## **2. Quality Assurance**

### **2.1. Quality Assurance Policy**

EAU has a clear mission to achieve. The mission is translated into goals and objectives. The University strives to implement appropriate plans and mechanisms, the appropriate curricula to serve the aviation industry, and sufficient resources to achieve these goals and objectives. The final product of the University, the graduate, with his/her acquired skills and competences will determine whether the University has achieved its goals. It is therefore, the assessment of the outcomes of the University which determine its effectiveness as an institution.

The overall effectiveness of the University as an entity can only be determined when the following questions are answered:

- What are the goals and objectives of the University?
- Are the outcomes of the University related to its goals and objectives?
- How are the outcomes measured?
- What is the benchmark for success and for institutional effectiveness?
- Who are the constituents (clients) to benefit from these goals?
- Are the goals achieved?

The crucial factor in determining the effectiveness and performance of any service unit in the University is the degree of satisfaction of the clients of that unit with the product supplied to them. It is, therefore, essential that in order to measure effectiveness the following steps should be taken;

1. Ask the client.
2. Ask the right questions.
3. Set definite measurable outcomes to assess.
4. Collect and analyse responses.
5. Determine where we stand and how effective an institution we are.

The business community is the clients of the University. The market has to be surveyed and asked if the University is delivering what it should. The response of the market will determine how effective the University has been. The performance assessment process entails surveying the market, collecting data, analysing data, performance benchmarking and determining effectiveness.

The effectiveness of the University is the output of all units in the chain of production. Each unit and operation have to be monitored and its effectiveness measured by referring to its clients. Internally some units are clients to others and some units have the students as their clients.

Each unit or department has goals and objectives. To see if objectives are met satisfactorily, clear outcomes have to be measured and benchmarked. Therefore, the effectiveness of each unit and operation must be measured, analysed, evaluated and corrective plan of action taken as required. A key element which has to be considered is at what cost the University is being effective or at what cost will it be more effective? The internal auditor(s) and Audit, Risk and Compliance Committee (ARCC) are key players in determining the value (product/cost).

The policy of EAU is to assess the effectiveness of its operations and the operation of each academic and service unit within the University. The University has established an Organisational Performance and Quality Assurance Unit. This unit has the task of monitoring operations and measuring defined outcomes at specified intervals and thus determines the effectiveness of the unit in achieving its goals. The OPQA will have to:

1. Define its goals and objectives and assess its own effectiveness regularly.
2. Put a short-term and long-term plan for its operations.
3. Involve all departments through OPQA representatives in its operations.
4. Spread institutional effectiveness awareness in the University.
5. Discuss targets, goals, objectives, outcomes and map outcomes to objectives and goals of each unit and relate those to units lower and higher in the chain of operations.

In collaboration with all units at EAU, the OPQA systematically evaluates all academic programmes and courses, academic, student, and administrative units and utilises these results for planning, budgeting, and continuous improvement of all academic programmes and

services. These assessment process have the following series of deliverables to adhere to and those are based on a very specific sequential deadline.

Each programme and constituent courses address a certain set of outcomes, in such a way that at graduation, each student is assured of covering all outcomes. Programme/Course outcomes assessment are key tasks for quality improvement. The OPQA and Schools have developed a systematic process of collecting and analysing data pertaining to student learning to measure the overall effectiveness of the institution, its academic unit, and the quality of the programmes offered.