



THE EMIRATES GROUP

Quality Assurance Policy

2020-2021

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.

Scope of Policy

This policy ensures:

- a well-designed system of institutional research that enables determining the attainment of the objectives of the University's 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
- ensure effectiveness and continuous improvement of all programmes as well as academic and administrative support services.

Definitions

Organisational Performance and Quality Assurance (OPQA) Unit: Is the university unit that essentially deals with the extents to which the University meets its mission and achieves its set goals. This is demonstrated by a comprehensive, integrated, participatory planning and evaluation processes focusing on the introduction of improvements to all aspects of University operations.

The unit monitors and assesses the effectiveness and performance of all operations and academic programmes. In addition, it provides a variety of services that contribute to continuous improvement and the promotion of the University. Data gathered, analysed and disseminated by the unit is used for the purpose of planning, budgeting and resource allocation.

Responsibilities

OPQA unit is responsible for the development, implementation, review and updating of this policy. OPQA unit reports directly to the Vice-Chancellor.

Policy Details

Quality Assurance Policy

EAU has a clear mission to achieve. It is translated into goals and objectives. The University strives to implement appropriate measures, plans and effective mechanisms, to serve the aviation industry.

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 are taken into consideration:

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 the university is.

The performance assessment process entails surveying external stake holders, collecting and analysing data, performance benchmarking and measuring effectiveness.

The effectiveness of the University is the output of all units in the chain of production. Each unit has to be monitored and its effectiveness measured, and corrective plan of actions are taken as necessary.

Quality Assurance Policy Objectives:

- To create a culture of evidence-based assessment, evaluation and continuous improvement across all University Units.
- To spread the understanding of any newly introduced processes and procedures to improve the quality and close the loop.
- To consider the internal (faculty, staff, and students) and external stakeholders in the quality assurance process.
- To increase the awareness of the importance of students' involvement in decision making process especially in their academic programmes, other support services, and student journey sessions.
- To promote the awareness of the Quality Assurance mechanism available in the EAU QA manual to achieve continuous quality enhancements by:
 - a. Publicising the evidence-based methodology to the higher management, Deans, and departments heads in order to maintain continuous quality enhancement.
 - b. Establish effective data analysis reports and provide recommendations to help achieve set targets using best practices.
 - c. Improve processes and procedures of collecting, analysing, organising and disseminating institutional research data.

OPQA Responsibilities:

The OPQA unit is responsible for promoting a culture of evidence-based assessment and continuous improvement for all units within the University. It provides feedbacks to the academic and services units to further assist in the development of short-and-long term enhancement plans.

Short-term planning: The unit liaises with the Deans of schools and Heads of Service Units to formulate and agree on short-term plans. Consequently, the unit monitors the progression of the execution of the plans through progressive reviews throughout an academic year. The school Deans and Heads of the service Units are responsible for closing the implementation plans in consultation with the OPQA unit. Subsequently, the unit maps the EAU key

performance indicators with the relevant implementation plans, as well as the conducted surveys data against the EAU strategic plans. This is to ensure that units/departments have achieved the minimum target level at the end of a defined period (short-term or long-term).

Once done, the unit supports department heads to establish improvement plans to be included for the following academic year.

Long-term planning is drawn in consultation with the Vice-Chancellor, Head of OPQA unit, school Deans and Directors through the work of standing committees and Ad-hoc committees formed for this purpose. The School and the University Councils are the main councils which approve and submit the plans to the Vice-Chancellor for his approval.

Support to the higher management:

- OPQA unit provides regular analytical reports to the EAU management, to support their strategic planning and operation decision making.
- OPQA unit prepares and reviews self-studies developed for EAU.
- OPQA unit reviews all accreditations reports developed by EAU Schools.
- OPQA unit produces University Fact Book, Fast Facts and ensures their availabilities for all.
- OPQA unit provides the Center of Higher Education Data and Statistics (CHEDS).
- OPQA unit updates the annual University KPI dashboard for the higher management.
- OPQA unit conducts benchmarking tasks (locals and internationals) and suggests best practices to the management team in the university council.