



Policies & Procedures Manual

UIT University

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Note: The policy is effective immediately upon approval and supersedes all previous versions. It will remain in force until revised or replaced by an updated policy issued by the university authority.

Institutional Quality Policy

1. Purpose

- 1.1 The Institutional Quality Policy of UIT University (UITU) establishes a comprehensive framework to ensure excellence in academic programs, research, administrative services, and stakeholder engagement.
- 1.2 It aligns with UITU's mission to develop a skilled, professional workforce contributing to Pakistan's socioeconomic progress while adhering to national regulations, including those of the HEC's Precepts, Standards, and Guidelines (PSG) 2023, relevant accreditation bodies, and international quality standards, including the European Standards and Guidelines (ESG) 2015.

2. Scope

- 2.1 This policy applies to all UITU academic departments, research centers, administrative departments, faculty, staff, students, and external stakeholders.
- 2.2 It encompasses quality assurance (QA) processes for undergraduate, graduate, and professional programs in various disciplines, including engineering, computing, business, technology, health sciences, and others, as applicable, ensuring compliance with ESG 2015, HEC's PSG 2023, Pakistan Engineering Council (PEC), National Computing Education Accreditation Council (NCEAC), National Business Education Accreditation Council (NBEAC), National Technology Council (NTC), and Pakistan Medical & Dental Council (PMDC).

3. Policy Statement

- 3.1 UITU is committed to fostering a quality culture that integrates continuous improvement, stakeholder engagement, and compliance with regulatory standards, in alignment with the ESG 2015 and PSG 2023.
- 3.2 The university will:
 - 3.2.1 Embed QA in all institutional processes, aligning with its vision, mission, strategic objectives, and principles for quality assurance, program design, and student-centered learning.
 - 3.2.2 Promote a participatory quality culture across all levels, encouraging stakeholder involvement.
 - 3.2.3 Implement robust internal quality assurance (IQA) and external quality assurance (EQA) mechanisms for cyclical external reviews.
 - 3.2.4 Ensure transparency, accountability, and ethical conduct in all operations.
 - 3.2.5 Comply with guidelines from HEC, PEC, NCEAC, NBEAC, NTC, PMDC, and other relevant bodies, ensuring program-specific standards (e.g., PEC's engineering accreditation criteria, NCEAC's computing curriculum requirements, and PMDC's medical faculty training mandates) are met through regular audits and faculty development programs.

4. Objectives

- 4.1 In alignment with the ESG 2015, UITU aims to:
 - 4.1.1 Align academic programs and institutional processes with UITU's mission to produce skilled professionals, compliant with ESG 2015 and HEC's National Qualifications Framework (NQF).

- 4.1.2 Establish a QA framework that meets national standards (e.g., PSG-2023, NQF) and accreditation requirements of HEC, PEC, NCEAC, NBEAC, NTC, and PMDC, while adhering to ESG 2015 guidelines for program design and external review.
- 4.1.3 Foster continuous quality improvement (CQI) through self-assessment, monitoring, and stakeholder feedback.
- 4.1.4 Promote accountability, transparency, and data-driven decision-making for strategic development.
- 4.1.5 Ensure compliance with regulatory bodies and accreditation cycles through cyclical external reviews and program-specific compliance measures, such as PEC-mandated faculty training for engineering and PMDC's clinical training standards for health sciences.

5. Responsibilities

Role	Responsibility
Vice-Chancellor (VC)	Provides overall oversight; chairs the Institutional Quality Circle (IQC) to ensure compliance.
Institutional Quality Circle (IQC)	Coordinates QA activities, monitors compliance with international and national standards, and drives CQI.
Quality Enhancement Cell (QEC)	Implements IQA, manages Self-Assessment Reports (SARs), coordinates accreditations, and submits annual reports.
Deans and Heads of Departments (HoDs)	Ensure program-level compliance with QA protocols and facilitate self-assessment.
Faculty and Staff	Participate in quality initiatives, evaluations, and reporting, adhering to international and national standards for teaching staff.
Students	Provide feedback and engage in QA forums and activities for student engagement.

6. Quality Assurance Framework

6.1 UITU's QA framework integrates:

- 6.1.1 Internal Quality Assurance (IQA): Includes self-assessment, monitoring, stakeholder feedback, and documentation every year.
- 6.1.2 External Quality Assurance (EQA): Involves cyclical reviews by HEC's Quality Assurance Agency (QAA) and accreditation councils (PEC, NCEAC, NBEAC, NTC, PMDC).
- 6.1.3 Standards and Guidelines: Adheres to HEC's Undergraduate Education Policy (UGEP-2023), Graduate Education Policy (GEP-2023), PSG-2023, NQF, council-specific requirements, and ESG 2015.

6.1.4 Key Performance Indicators (KPIs): Used for monitoring and evaluation through scorecards and data analysis.

6.1.5 CQI Mechanism: Overseen by the IQC to ensure ongoing enhancement.

7. Key Quality Areas

7.1 Governance and Leadership: Establishes clear roles for statutory bodies, promotes accountability, and ensures compliance with PSG 2023 and ESG 2015 regulations.

7.2 Academic Programs and Curriculum: Aligns with NQF, accreditation standards (e.g., PEC's 130 credit hours for engineering, NBEAC's experiential learning for business), and societal needs, adhering to ESG 2015; includes policies for curriculum design, assessment, and academic integrity.

7.3 Students: Ensures transparent admission criteria, support services, progression monitoring, and engagement in QA processes, compliant with ESG 2015 and PSG 2023 student-centric metrics.

7.4 Faculty and Staff: Maintains qualifications (e.g., minimum PhD faculty per program as per HEC and PEC), professional development (e.g., PEC-mandated engineering workshops, PMDC's clinical training), and involvement in QA decision-making.

7.5 Resources and Facilities: Ensures adequacy of financial, physical, technological, and human resources to support academic and QA activities.

7.6 Research and External Linkages: Encourages innovation, industry collaboration, and student placement through MoUs and research outputs.

7.7 Ethics and Compliance: Upholds academic integrity, fairness, research ethics, and adherence to policies (e.g., sexual harassment, plagiarism, $\leq 19\%$ similarity index per HEC).

8. Continuous Quality Improvement (CQI)

8.1 UITU commits to CQI through:

8.1.1 Regular self-assessment and corrective action plans.

8.1.2 Analysis of stakeholder feedback (students, graduates, faculty, employers, alumni).

8.1.3 Oversight by the IQC to close the quality loop and implement improvements.

8.1.4 Monitoring KPIs, such as student-to-faculty ratio ($\leq 25:1$), PhD faculty per program (≥ 2), and research publications.

9. Transparency and Public Information

9.1 UITU will publish QA policies, program details, admission criteria, fees, and external review outcomes on its website, ensuring accessibility and transparency.

9.2 Thematic reports based on QA findings will be made publicly available.

10. Monitoring and Compliance

10.1 The QEC monitors policy implementation, conducts annual internal audits, and reports to the IQC and Board of Governors (BOG).

10.2 Compliance with HEC, PEC, NCEAC, NBEAC, NTC, and PMDC standards is validated through internal and external reviews.

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10.3 Non-compliance may result in corrective actions, program suspension, or No Objection Certificate (NOC) cancellation, per HEC guidelines.

10.4 Annual quality review reports are submitted to BOG and HEC by July 31.

11. Policy Governance

11.1 This policy is a formal document approved by the UITU BOG and integrated into the Quality Management System.

11.2 It will be reviewed triennially by the QEC or as required by regulatory changes, with updates approved by the BOG.

12. Implementation and Communication

12.1 This policy is effective immediately and must be implemented across all departments and units.

12.2 This policy is subject to periodic review and revision to ensure its continued relevance and effectiveness.

13. Annexures

13.1 Annexure A: Self-Assessment Report (SAR) Template (HEC PSG-2023 Policy, PREE Standards, and ESG 2015)

13.2 Annexure B: KPI Monitoring Table

13.3 Annexure C: Stakeholder Feedback Survey Summary

13.4 Annexure D: Monitoring Checklist

13.5 Annexure E: Corrective Action Plan

13.6 Annexure F: Continuous Quality Improvement (CQI) Report Format

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Annexures

Annexure A: Self-Assessment Report (SAR) Template (HEC PSG-2023, PREE Standards, and ESG 2015)

Section	Contents	Data Required	Responsible Party	Deadline
Program Mission and Outcomes	Alignment with institutional mission, NQF, Revised Institutional Performance Evaluation (RIPE) framework, and ESG 2015; emphasis on measurable outcomes	Program description, Program Learning Outcomes (PLOs), alignment matrix with NQF, RIPE, and ESG standards, stakeholder feedback	Program Coordinator	March 31
Curriculum Design and Delivery	Compliance with NQF, accreditation standards, PSG-2023, and ESG 2015; integration of employability skills and interdisciplinary approaches	Course outlines, credit hours, mapping with NQF levels, employability skill integration, feedback from industry advisory boards	Program Coordinator	March 31
Faculty and Professional Development	Faculty qualifications, H-Index, publications, professional development aligned with PSG-2023 and ESG 2015; student-faculty ratio and workload analysis	Faculty list, CVs, H-Index records, publication metrics, professional development records, workload distribution	Department Head	March 31
Student Performance and Support	Admissions criteria, retention rates, progression, graduate employability, satisfaction; alignment with PSG-2023 and ESG 2015	Admission data, retention and graduation rates, GPA trends, employability statistics, student satisfaction surveys	Registrar	March 31
Infrastructure and Learning Resources	Adequacy of labs, classrooms, IT infrastructure, library resources; compliance with PSG-2023 and ESG 2015 accessibility and sustainability standards	Inventory of facilities, financial reports, accessibility audits, sustainability initiatives	Finance Office	March 31

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Governance and Quality Assurance	Program governance structure, quality assurance mechanisms, alignment with PSG-2023, QAA-HEC, and ESG 2015; evidence of continuous improvement	Committee structures, meeting minutes, quality assurance reports, implementation plans for SAR findings	Registrar, Quality Enhancement Cell (QEC)	March 31
Research and Innovation	Research grants, outputs, industry collaborations, innovation metrics; alignment with PSG-2023 and ESG 2015 research impact criteria	Publication records, grant details, Memoranda of Understanding (MoUs), patents, innovation outputs	ORIC	March 31
Community Engagement and Impact	Community service initiatives, societal impact, alignment with PSG-2023 and ESG 2015 societal responsibility goals	Community project reports, impact assessments, stakeholder engagement records	Office of Admissions and External Affairs	March 31

Annexure B: KPI Monitoring Table

Area	KPI	Benchmark	Actual	Status
Faculty	PhD Faculty per Program	≥2		
Students	Student–Faculty Ratio	≤25:1		
Research	Publications in HEC X/W Journals	≥1/year		
Infrastructure	Student-to-Computer Ratio	≤20:1		

Annexure C: Stakeholder Feedback Survey Summary

Stakeholder	Domain	Average Rating (1–5)	Comments	Action Required	Deadline
Students	Teaching Effectiveness		Improve lab access	Enhance training	July 15
Employers	Graduate Skills		Better project management skills needed	Update curriculum	July 15
Alumni	Career Support		Request more networking events	Organize events	July 15

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Annexure D: Monitoring Checklist

Item	Status (Compliant/Non-Compliant)	Evidence	Remarks/PhD Faculty
Student-to-Faculty Ratio ($\leq 25:1$)		Enrollment records	
Faculty PhD Qualifications (≥ 2 per program)		Faculty CVs	
Credit Hour Compliance (e.g., 130 for engineering)		Course catalog	
Resource Adequacy		Facility inventory	

Annexure E: Corrective Action Plan

Finding	Action	Responsible	Timeline	Status
Outdated Curriculum	Revise course outlines	HoD	July 2025	
Low Student Satisfaction	Faculty training	Dean	August 2025	

Annexure F: Continuous Quality Improvement (CQI) Report Format

Department	Improvement Area	Action Taken	Evidence	Outcome
	Weak PLO mapping	PLO workshop conducted	Workshop minutes	Improved curriculum
	Low lab access	Upgrade facilities	Budget approval	Enhanced student satisfaction



