

Policy for Quality Monitoring Mechanism

Policy Name: Policy for Quality Monitoring Mechanism	Policy No: CDE2505 Last reviewed: 2025 Issue: Page: 1 of 5
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Policy	The Quality Monitoring Mechanism as per the UGC guidelines shall be adopted by Sri Ramachandra Institute of Higher Education and Research – Centre for Distance and Online Education . Centre for Internal Quality Assurance is established for conducting institutional quality audits, to promote quality assurance and enhance as well as spread best-in-class practices of quality assurance.
Date effective from	05.03.2025
Date of next review	04.03.2028
Objective	The primary objective of the policy is to establish a continuous internal quality assurance system ensuring high standards in programme delivery, learner services, governance, and continuous improvement, in line with UGC's mandate for CIQA (Annexure I)
Scope	The policy applies to all programmes offered by the Centre for Distance and Online Education, SRIHER covers all academic, learner-support, assessment, feedback, and governance processes. It is derived with the focus to articulate a clear vision, mission and goals.
Procedure	<p>Quality Monitoring Mechanism</p> <ol style="list-style-type: none"> Programme Development, Approval & Validation <ul style="list-style-type: none"> Ensuring new programmes have valid Programme Project Reports Academic peer review of programme proposals Alignment with learning outcomes, market / industry needs Periodic revision and updating of programmes

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	<ul style="list-style-type: none">2. Implementation & Delivery of Programs<ul style="list-style-type: none">o Quality of instructional design, pedagogy, learning materialso Use of Self Learning material, lecture videos, PowerPoint presentation, Self-Assessment questions, live sessions.3. Learner Support & Environment<ul style="list-style-type: none">o help desks, online systemso Feedback systems (from learners, faculty, alumni)o Grievance redressal, mentoring, remedial supporto Students counselling4. Assessment & Evaluation<ul style="list-style-type: none">o Fairness, transparency, reliability of evaluation systemso Internal assessments, continuous evaluation, external assessmentso Use of rubrics, moderation, transparency to learners5. Faculty Quality & Development<ul style="list-style-type: none">o Induction, trainingo Performance appraisal, professional developmento Encouraging research, publications, innovations6. Monitoring, Review & Enhancement<ul style="list-style-type: none">o Internal audits, self-evaluation, gap analysiso External audits / peer reviewso Analytics, dashboards, institutional reportingo Action plans for improvement & follow-up7. Governance, Leadership & Management<ul style="list-style-type: none">o Policies, plans, resource allocationo Accountability and transparency
	<p>Mechanisms & Processes</p> <p>1 Programme Project Report (PPR) / New Programme Approval</p> <ul style="list-style-type: none">• For every new programme, CIQA ensures preparation of a PPR aligned with quality benchmarks and institutional goals.• The PPR must be reviewed and approved by institution's academic / governing bodies before launch. <p>2 Monitoring Implementation</p> <ul style="list-style-type: none">• CIQA monitors the roll-out of programmes, tracking adherence to the approved design• Periodic checks may be done to verify delivery quality

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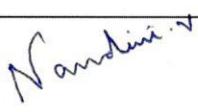
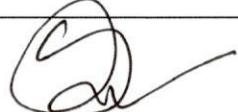
	<p>3 Feedback & Stakeholder Input</p> <ul style="list-style-type: none">• Structured feedback from learners, faculty, alumni• Use of surveys• Feedback reports analyzed and acted upon <p>4 Internal Audits</p> <ul style="list-style-type: none">• CIQA or CIQA-appointed internal auditors conduct periodic audits of academic, administrative units• Audits assess compliance with quality norms, identify gaps, recommend corrective actions <p>5 External / Third-Party Review</p> <ul style="list-style-type: none">• Institution may engage external experts to audit programmes, departments, or institution periodically• Reports from external audits feed into institutional improvement cycle <p>6 Data, Reporting & Analytics</p> <ul style="list-style-type: none">• Maintain a quality dashboard / MIS to track key metrics (enrollment, progression, pass rates, feedback scores, etc.)• Regular reports to academic leadership and governing boards• Use of analytics to identify trends, issues, and improvement areas <p>7 Action Plans & Follow-up</p> <ul style="list-style-type: none">• Each audit leads to an Action Plan with responsibilities, timelines, and metrics• CIQA monitors execution of action plans, escalation if delays or non-compliance• Periodic review of action outcomes and adjustment <p>8 Dissemination & Awareness</p> <ul style="list-style-type: none">• CIQA organizes workshops, seminars, training on quality themes• Dissemination of best practices, quality culture across departments• Maintain a repository of quality documents, manuals, SOPs <p>9 Annual Quality Report</p> <ul style="list-style-type: none">• CIQA compiles an Annual Quality Assurance Report (AQAR) summarizing all quality activities, audits, feedback, improvements
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	<ul style="list-style-type: none"> • This report is submitted to institutional authorities and made available to stakeholders <p>Roles & Responsibilities</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; padding-bottom: 5px;">Entity</th><th style="text-align: center; padding-bottom: 5px;">Key Responsibilities</th></tr> </thead> <tbody> <tr> <td style="padding-top: 10px;">CIQA / Director</td><td>Overall planning, coordination, facilitation of quality processes</td></tr> <tr> <td style="padding-top: 10px;">CIQA Committee</td><td>Policy deliberation, guidance, oversight</td></tr> <tr> <td style="padding-top: 10px;">Internal Auditors</td><td>Conduct audits, prepare audit reports</td></tr> <tr> <td style="padding-top: 10px;">Departments</td><td>Supply data, participate in audits, implement improvements</td></tr> <tr> <td style="padding-top: 10px;">Stakeholders (Learners, Alumni, Employers, External Experts)</td><td>Provide feedback, engage in reviews, benchmarking</td></tr> </tbody> </table> <p>Audit / Review Cycle & Schedule</p> <ul style="list-style-type: none"> • Internal Audits: Quarterly or biannual audits of department • Annual Audit & Review: Full audit and institutional review every year • External Audits / Peer Reviews: Every 3–5 years • Review & Status Updates: Periodic monitoring of action plan execution <p>Documentation & Record-keeping</p> <ul style="list-style-type: none"> • Audit reports, action plans, follow-up reports • Records of meetings, minutes, attendance, quality committee records • Feedback survey data and analysis • Dashboards, analytics • Programme files (PPRs, modifications, reviews) 	Entity	Key Responsibilities	CIQA / Director	Overall planning, coordination, facilitation of quality processes	CIQA Committee	Policy deliberation, guidance, oversight	Internal Auditors	Conduct audits, prepare audit reports	Departments	Supply data, participate in audits, implement improvements	Stakeholders (Learners, Alumni, Employers, External Experts)	Provide feedback, engage in reviews, benchmarking
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	Escalation & Compliance <ul style="list-style-type: none">• Units failing to act on audit recommendations will receive reminders, follow-ups• Serious non-compliance escalated to institutional leadership / governing bodies
Frequency	Once in 3 years
Time	March 2028
Related/ Supportive Documents	NA
Custodian	CDOE Department, SRIHER

Prepared by	Verified by	Approved by
 FACULTY SRIHER	 ACADEMIC COORDINATOR	 DIRECTOR- CDOE