



**QUALITY  
ASSURANCE  
POLICY**

**GANJA STATE UNIVERSITY**

**2019**

## Introduction and Purpose

The purpose of this document is to develop key principles to ensure the consistent management of our Quality Assurance (QA) and enhancement activities when designing, maintaining, renewing and reviewing QA policies and procedures across the university. By providing a fundamental set of principles, which will support key stakeholders in delivering the highest standards across our Academic, Research and Operational pillars of excellence, we are ensuring an inclusive and comprehensive approach to our QA procedures. The objectives contained within this policy aligns to the university's mission and objectives outlined in our strategic plan and will enable a consistent effort in pursuit of excellence through a distinctive approach to learning, for the benefit of our learners, as they prepare to flourish in the world outside the university. As a student centered provider, the university has a responsibility for delivering the highest standard of academic excellence for all awards conferred in its name.

## Scope

This Policy applies to all units of the University (both academic and support), including research, academic, and operational centers which are all hereinafter collectively referred to as either the 'University' or 'GSU'.

## Policy Statement (Key Principles)

The key principles of GSU's approach to quality assurance rests on three pillars of excellence, which includes Governance, Procedural and Organizational:

### Governance

- Developing a quality culture that permeates all aspects of the university for the benefit of its students, staff, local, regional and national communities
- Encouraging a culture of critical self-evaluation, as a core component, to retain our highest academic teaching standards whilst safeguarding our coherent and cohesive approach to quality assurance.
- Ensuring all quality assurance and improvement activities are conducted in full compliance with national and international guidelines whilst adhering to legislative obligations.
- Ensuring the university's strategic objectives and mission remain closely aligned to and compliant with quality assurance and enhancement activities.
- Ensuring a transparent and solid governance structure to safeguard continuous progress in implementing and supporting quality assurance and improvement measures.
- Ensuring the implementation of appropriate procedures for the identification, assessment and management of risk in order to safeguard and sustain the integrity of our academic excellence.

### Procedural

- Creating procedures, which facilitate consistency in implementation and transparency at all levels of the quality framework.
- Implementing and sustaining policies and procedures relating to the approval, monitoring, development and review of the entire program suite.
- Driving best practice through the experience of our independent external peers and organizations, which include external examiners, professional, statutory and regulatory bodies as well as external assessors in both internal and external reviews.

### Organizational

- Developing and strengthening the student voice as a key stakeholder in quality assurance and enhancement activities.
- Ensuring inclusion of feedback and input from both students and external peers at all levels.
- Ensuring a framework, which priorities ongoing improvement and enhancement focused outcomes

## Roles and Responsibilities

### Role of the Quality Assurance Office

The Quality Assurance Office (QAO), established in 2018, promotes supports and facilitates continuous quality improvement activities across academic and administrative units through the management of the University's Quality Review process for Faculties, Departments and Units. It also has responsibility for the Institutional Research and Analysis function, tasked with institutional level reporting and analysis, including statutory reporting, university rankings, student profiling, performance analysis, and management of student surveys, among other tasks. The QAO also supports the university in monitoring progress in relation to the implementation of the university's strategic plan.

## Key Stakeholders

### Staff

The input of GSU staff is crucial to the development and delivery of the university's QA and improvement procedures. Policies and the implementation of procedures for QA and improvements, developed in close consultation with staff, form a fundamental part of the quality framework. Staff plays a central role in providing valuable feedback enabling the highest standards forward planning as par to our QA system. Further, the university acknowledges and values contributions made by staff towards all quality review and assurance activities within the university.

## Students

The QAO continues to work in close consultation with the GSU Student Union (SU) to ensure meaningful participation in university and faculty level decision-making structures, which helps to optimize the impact of the student voice whilst significantly strengthening engagement activities. Further, the university acknowledges the value and importance of building effective relationships with the GSU SU, which helps to maximize the student voice and ultimately enhance the overall student experience.

## External Stakeholders

GSU places significant value on the discipline specific and professional expertise, views and experiences of external stakeholders, from both inside and outside the higher education sector, as part of our quality review procedures.

## Monitoring and Reviewing Mechanisms

GSU conducts frequent reviews of its approach to quality in order to ensure continued suitability and value. The effectiveness of which is benchmarked and assessed through a variety of mechanisms, for example:

- Outcomes of external Institutional Reviews
- Outcomes of other external reviews by professional and statutory bodies
- Feedback from external and internal quality reviewers
- Reports from external examiners
- Key performance indicators

## Contacts

For further details on any aspect of this policy, please contact Quality Assurance Office at Ganja State University.

## Policy Review

This policy will be reviewed every five years or as soon as practicable after there has been a material change in any matter to which this policy refers.

## Version Control

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