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Universal AI University

Quality Assurance Policy Handbook
2021 - 2022

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Foreword

Universal AI University has redefined its vision and mission in 2021. To keep pace with institute's ambition all approved courses have been aligned with institute's strategic intent with their respective vision and mission statements. The vison of the institution is 'to create impactful knowledge and develop innovative, ethical, responsible, and global leaders, who will transform organizations and society at large.'

This Quality Assurance policy is compiled and documented considering the perceived drivers for quality assurance essential for running post-graduate programs in management. The policy specifies an approach to quality assurance and continuous improvement using key drivers, features, focus, structures, and standards to deliver the vision of Universal AI University. It relies on evidence, both data and information, obtained from a variety of sources to support the process of qualityassurance and continuous improvement.

The existing practices and processes being deployed in the functioning of the institution and the ongoing feedback from staff, students, alumni, and external stakeholders, strategic partners, and industry connects along with the output from the current institutional and programme reviews' delivering into self-evaluations processes and feedback, have largely contributed to the development of this version of the policy.

Consultation with students is conducted in accordance with the global best practices for student engagement in Quality Assurance/Quality Enhancement processes. Universal AI University is committed to ongoing review, and the gathering of student feedback though multiple processes, with a view to improving the practice, raising standards eventually leading to enhanced student experience.

Ongoing quality assurance procedures reinforce and guide our efforts to ensure consistent and superior delivery of education & training, and related academic support services. This is further complimented through benchmarking in key areas of the academic and business performance of institutions.

This policy handbook has been updated for AY 2021-2022 and is expected to include future updates in the next version, resulting from regular reviews, feedback from stakeholders, and replication of best practices in higher education, to support our ongoing commitment to continuous quality improvement at Universal AI University.

Table of Contents

1. The Scope & Purpose of the Policy

1.1. The Scope

The business school wishes to assure quality service delivery across all the verticals of its operations through evidence-based processes supported by reviews at regular intervals. The business school is a dynamic community of students, scholars and staff committed to performing at the highest standards. The business school aims to provide a stimulating and innovative environment for all its activities and quality assurance, continuous improvement by learning fromlocal and global best practices. Universal AI University accepts its duty to ensure, as far as, reasonably, and practically possible, the accuracy and completeness of all evidence involved in the entire span of its undertakings. The policy addresses all the areas of operations of the business school, mainly focusing on their contribution to and alignment with the Strategic Goals and provides reassurance to the stakeholders, including government, students and parents, faculty members, staff etc., through a well laid process of management, consistent efforts for collecting quality evidence and documentation. For this policy, evidence includes but is not limited to, the following:

I.   Students' information (Admission, Assessment & Examination, Placement data etc.)
II.   Faculty information (Faculty Recruitment, Development, Performance, profile data etc.)
III.   Infrastructure (Physical, IT Infrastructure records etc.)
IV.   Knowledge management (Library & usage records,)
V.   Standards (Learning goals, schedules, plans, benchmarks)
VI.   Published evidence (evaluation scheme, examination results, information on websiteetc.)
VII.   Global Reach and Linkages (Affiliation, accreditation, exchange programmes)
VIII. MDP (Schedules, Intake, programme details etc.)
IX.   Quality Assurance (Schedules, reviews, and audit records)
X.   Internal and external documents (such as reports, papers) and web services etc.
XI.   Finance (Financial performance data, Processes for the management of financial resources etc., implementation artefact etc.)
XII.   Value and Ethic-Centric information (students' handbook, employee handbook, code of conduct policy etc.)
XIII. Industry Interaction (Interactions records etc.)
XIV.   Research and Innovation (research statistics etc.)
XV.   Stakeholders' Satisfaction (Survey records)
XVI.   Contribution to Society (Initiatives, projects/program records)

This policy is applicable to all the information / asset owners, staff of Universal AI University or those with accessto Universal AI University core datasets.

1.2 The Purpose

The purpose of the quality assurance policy is to enhance the effectiveness of core activities at Universal AI University, such as teaching, learning, research & development, placement, and management within the provisions of various relevant, applicable guiding framework and legislation. The quality assurance policy, therefore, aims at facilitating periodic verification of the quality of academic and other activities & processes at Universal AI University and their congruence of the outcomes. This ensures that organisational decisions, guidance, advice and published material are based on reliable evidence that are accurate, and robust. The information and knowledge derived from Universal AI University data is intended to be used by government, stakeholders, and external bodies for multiple purposes, including assessment of its performance.

2 Key Drivers, Features and Focus of the Policy

2.2 Key Drivers

The quality assurance policy of Universal AI University is built around four key drivers, as its foundation pillars.

I.   Quality as a core value in service delivery: Universal AI University quality assurance policy considers quality of service delivery including content delivery, learning, research, and administration, to bemost essential to achieve its mission, and goals. The quality assurance processes at Universal AI University, therefore, are intrinsic to the activities performed by all the faculty members, staff, engaged in or support teaching and the promotion of learning, research and outreach programs.

II. Best practice Replication: Peer review process is ingrained into the Universal AI University procedures to identify areas for improvement and to foster collaboration, exchange of best practice, nurturing a strong culture of critical self-evaluation.

III. Evidence-based approach Coupled with Benchmarking: The quality assurance policy of Universal AI University relies mainly on an evidence-based approach where achievements are evaluated and recognized. The policy emphasises on considering evidences of outcomes and feedback from stakeholders (including students, faculty members, staff, employer, government and the society at large) to form a basis for analyses and conclusions to firm up improvement plans.

IV. Legislation: The following legislation, and regulations are applicable to the evidence as required by this policy.
  • Indian Evidence Act, 1872 (with amendments)
  • Indian IT Act, 2000 (Admissibility of Electronic Copies of Records as evidence and other ICT elements applicable to the policy)
  • The Personal Data Protection Bill, 2013
  • Right to Information Act, 2005

2.3 Key Features

Key features of the Universal AI University Quality Assurance Policy are ingrained into a commitment and involvement of academic and non-academic staff, students, and other stakeholders in the QA process by:

I. Offering multiple avenues for student and staff to provide inputs to QA and improvement: Faculty, Mentee meets, Assembly, Program directors, Club organizations, Academic Board and committees, student governance forum, annual review report to AICTE.
II. Rigorous peer review coupled with detailed self-evaluation of academic and administrative areas.
III. Systematic collection of evidence on service satisfaction and student experience, including external comparisons; meticulous utilization of feedback on client experiences to improve staff development, training, and other areas.
IV. External assessment of programmes through accreditation and international review.

2.4 Policy Focus

The QA policy of Universal AI University is focused on efficient management, planning, and implementation of processes to deliver excellence ensuring continuous improvement. This is achieved by qualityrigor & transformation through:

I. Strategic goals, across the organization, linked to priorities, plans, and the review system; Strong Academic Board and committee structures to develop, implement and oversee academic policies.
II. Necessary alignment between the academic and the administrative function review processes.
III. A series of structured reviews of deliverables by all the faculties and the administrative services units.
IV. A process for monitoring implementation of the recommendations of reviews through a Quality Assurance sub-group deputed by Universal AI University Steering Group, Quality Assurance & Continuous Improvement (USGQACI)
V. Budgetary allocation to fund initiatives to address areas for improvement.
VI. A performance management and development system for all employees.

3 Policy Governance

3.1 Policy Enforcement

For enforcement, table in Annexure-I, outlines the roles or core groups eligible to and responsible for interpretation of the content of the policy documents in the event of any alleged or actual noncompliance of the provisions of the policy

Any event of breach of this policy, suspected or actual would be subject to the disciplinary procedures of Universal AI University and civil or criminal law as may be applicable. In the event of a responsibility owner failing to understand & interpret the intended meaning of the content of the policy, advice may be sought from the Head Steering Group (Quality Assurance & Continuous Improvement), Universal AI University.

3.2 RACI (Responsible, Accountable, Consulted, Informed) Matrix

Policy provides for implementing its governance through a RACI matrix as shown in table-3.2.1 in Annexure-I, clearly indicating responsibilities and accountabilities besides Individuals & Groups to be consulted and informed.

The following definitions apply:

   I.   Responsible: Groups or individuals responsible for development and implementation of this policy
  II.   Accountable: Individuals or roles who have ultimate responsibility and authority for the policy
 III.   Consulted: Groups or individuals to be involved during the policy review and before it is published
  IV.   Informed: Groups or individuals to be informed about the policy after its publication or after it has been amended.

3.3 Review & Revision

The policy is an asset of the institution and must be kept updated. Individuals responsible for the maintenance of this policy must review and update the policy as appropriate in the following situation:
   I.   changes in "modus operandi" of Universal AI University
  II.   restructuring of the organisation
 III.   change in governance
  IV.   introduction or amendment of legislation that impacts this policy
   V.   Or any other situation felt appropriate by the Head Universal AI University Steering Group, QualityAssurance & Continuous Improvement (USGQACI).

4 Glossary

Asset: An asset is something that has value to the business. ICT: Information Communication Technology

Information asset owner: Responsible to ensure that the integrity of the evidence stored in their information asset is kept up to date, accurate and in accordance with any specific standards appropriate for the subject domain.

Quality assurance: This is about assuring the quality of the evidence that the MMO uses inits decision-making processes.

Annexure I

Table 3.1.1 - Responsibility of Interpretation & Enforcement of Policy

Noncompliance by:	Interpretation and enforcement by:
Employees	Human resources, President, Head Steering Group (Quality Assurance & Continuous Improvement),
Students/Faculties	President, Program Directors, Head Steering Group (Quality Assurance & Continuous Improvement),
Partner Organisations	President, Head Steering Group (Quality Assurance & Continuous Improvement), Partner Organisation Relationship manager
Visitors or guests	President, Chairman, Head Steering Group (Quality Assurance & Continuous Improvement),

Annexure II

Table 3.2.1- RACI Matrix (Responsible, Accountable, Consulted, Informed)

Responsible	Head Steering Group (Quality Assurance & Continuous Improvement)
Accountable	Program Directors
Consulted	Faculties & Mentors
Informed	All Universal AI University Staff, Partners & Contractors