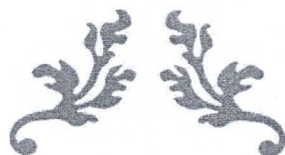




Lahore University of Biological and Applied Sciences



UBAS QUALITY POLICY

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Proposed by	Ms. Iram Sohail Prof. Dr. Naeem Mubarak
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Table of Contents

PREFACE	1
1. INTRODUCTION	3
UBAS Vision	3
UBAS Mission	3
UBAS Core Values.....	4
Integrity	4
Intellectual Independence	4
Inclusivity and Diversity	4
Empathy and Respect.....	4
Pluralism	4
Shared Responsibility	4
Commitment to Service.....	5
Continuous Professional Development	5
Adherence to Discipline	5
2. ESTABLISHMENT OF THE OFFICE OF INSTITUTIONAL QUALITY ASSESSMENT & EFFECTIVENESS (IQAE).....	5
2.1. Continuous Improvement.....	5
2.2. External Reviews and Accreditation.....	6
2.3. Monitoring and Reporting	6
3. UBAS QUALITY ASSURANCE POLICY.....	6
3.1. Vision	6
3.2. Mission.....	6
3.3. Objectives	7
4. KEY COMPONENTS OF THE QUALITY ASSURANCE FRAMEWORK.....	8
4.1. Key Components.....	8
4.3. Research Quality	9
4.4. Administrative Quality	9
4.5. Student Support and Services	9
5. KEY ELEMENTS OF THE QUALITY ASSURANCE FRAMEWORK	10
6. QUALITY ASSURANCE PRINCIPLES	10
7. QUALITY ASSURANCE DOMAINS.....	10
7.1. Review of Institutional Performance and Enhancement (RIPE)	10

7.2.	Program Review for Effectiveness and Enhancement (PREE).....	12
7.3.	Reviewing the Effectiveness of QA and Accreditation Bodies (REQAAB)	12
8.	QUALITY ASSURANCE PROCESSES	13
9.	IMPLEMENTATION STRATEGY FOR QA POLICY AT UBAS.....	13
9.1.	Capacity Building	13
9.2.	Communication.....	13
9.3.	Monitoring and Evaluation	14
9.4.	Feedback Mechanism.....	14
9.5.	Stakeholder Engagement	14
9.6.	Data-Driven Decision Making	15
9.7.	Integration of International Best Practices	15
9.8.	Transparency and Accountability.....	15
9.9.	Technology Integration	16
9.10.	Continuous Review and Improvement	16

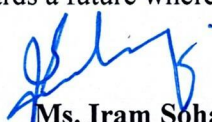
PREFACE

In today's rapidly evolving global academic landscape, the pursuit of excellence in higher education has become more critical than ever. At Lahore University of Biological and Applied Sciences (UBAS), we recognize that Quality Assurance (QA) is not merely a regulatory requirement but a fundamental cornerstone for achieving our mission of providing world-class education and research. This Quality Assurance Policy Document reflects our unwavering commitment to fostering a culture of continuous improvement, innovation, and accountability.

The Higher Education Commission (HEC) of Pakistan has been a guiding force in embedding quality assurance in higher education institutions across the nation. Through the establishment of the Quality Assurance Agency (QAA) and the introduction of the Pakistan Precepts Standards and Guidelines for Quality Assurance in Higher Education (PSG-2023), HEC has laid down a robust framework that ensures academic and institutional standards are maintained at the highest level. UBAS aligns itself with these national standards and aspires to meet and exceed them by integrating internationally recognized best practices. This policy document is a testament to our proactive approach in aligning with the PSG-2023 framework, ensuring that every aspect of our academic and administrative operations is scrutinized, evaluated, and enhanced regularly.

The establishment of the Office of Institutional Quality Assessment & Effectiveness (IQAE) at UBAS marks a significant milestone in our journey towards achieving global standards of excellence. The IQAE is tasked with the development, implementation, and continuous monitoring of QA processes, ensuring that UBAS remains at the forefront of quality education and research. By engaging all stakeholders—students, faculty, industry representatives, and administrative staff—in the QA process, UBAS not only ensures compliance but also fosters a community-driven approach to quality enhancement.

As we present this Quality Assurance Policy, we reaffirm our commitment to nurturing an environment where academic freedom, inclusivity, and intellectual rigor thrive. We envision UBAS as a leading institution that not only meets the needs of the local community but also contributes to global knowledge and innovation. This policy document is not just a roadmap but a living document that will evolve as we continue to strive for excellence in all our endeavors. We invite all stakeholders to join us in this journey, as we collectively work towards a future where UBAS stands as a beacon of quality in higher education.



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UBAS Quality Policy



Prof. Dr. Naeem Mubarak
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Page 1 of 16

QUALITY ASSURANCE POLICY

Quality Assurance Policy Document – 2024

1. INTRODUCTION

This Quality Assurance (QA) Policy outlines the framework and guidelines for maintaining and enhancing the quality of education, research, and administrative processes at Lahore University of Biological and Applied Sciences (UBAS). It is aligned with the Pakistan Precepts, Standards, and Guidelines for Quality Assurance in Higher Education (PSG-2023), Pakistan.

UBAS is committed to fostering a culture of excellence through a comprehensive QA framework. By aligning with PSG-2023, the University aims to enhance the quality of education and research, ensuring that students receive a world-class education and are well-prepared for their professional careers.

UBAS Vision

Lahore University of Biological and Applied Sciences will be a prestigious autonomous institution of distinction, primarily serving the developing world in creative and sustainable ways.

UBAS Mission

Lahore University of Biological and Applied Sciences (UBAS) is dedicated to enhancing human potential through the creation and dissemination of knowledge and applying it to serve society. UBAS aims to mature individuals for effective and exemplary leadership roles, as well as to shape public and private policies, by prioritizing research and educational excellence, for the advancement of society.

UBAS will achieve its mission by:

- a) Offering world-class programs.
- b) Addressing the specific needs of the countries and regions it serves.
- c) Focusing on teaching and research that informs and drives intellectual innovation and change.
- d) Providing services that support its educational and research objectives.
- e) Developing leadership capabilities through its educational and research initiatives.
- f) Evaluating its effectiveness and impact.
- g) Creating an inclusive environment for all socio-economic groups by taking positive steps to promote access and equity, addressing the needs and circumstances of the disadvantaged

and promoting the welfare and advancement of women.

h) Participating in knowledge sharing and emerging technologies.

i) Adding value by building partnerships with other national and international institutions.

UBAS Core Values

The Lahore University of Biological and Applied Sciences, being a global entity, operates on the fundamental principles of excellence and innovation. It fosters intellectual freedom and encourages critical questioning of established beliefs and knowledge through rigorous research and academic discourse to achieve its objectives. Our core values include:

Integrity

We uphold the highest standards of honesty and ethical conduct, ensuring transparency and accountability in all our endeavors.

Intellectual Independence

We foster a culture of critical thinking, encouraging free inquiry and the pursuit of knowledge without bias or influence.

Inclusivity and Diversity

We embrace and celebrate diversity in all its forms, creating an inclusive environment where different perspectives and identities are valued and respected.

Empathy and Respect

We cultivate a community where empathy and mutual respect guide our interactions, recognizing the inherent dignity of every individual.

Pluralism

We promote a pluralistic approach to ideas and perspectives, encouraging dialogue and understanding across cultural, ideological, and disciplinary boundaries.

Shared Responsibility

We are committed to working together for the common good, fostering a sense of collective responsibility towards building a better, healthier and more peaceful world.

Commitment to Service

The faculty, student body, and administrative staff at UBAS are dedicated to advancing the cause of education within their respective roles. They are obligated to contribute to the university's growth and development through their knowledge, skills, and attitudes.

Continuous Professional Development

Continuous improvement in professional knowledge and skills is essential in today's competitive world. Stakeholders should strive to contribute to the body of knowledge in their respective fields through ongoing learning and development.

Adherence to Discipline

Discipline involves training the mind and character. It is crucial in all aspects of life, serving as the foundation for virtues such as punctuality, honesty, responsibility, fortitude, integrity, and decorum. All stakeholders are expected to uphold high standards of discipline in their conduct.

2. ESTABLISHMENT OF THE OFFICE OF INSTITUTIONAL QUALITY ASSESSMENT & EFFECTIVENESS (IQAE)

IQAE at UBAS will be responsible for the development, implementation, and monitoring of QA processes across the university. The IQAE will ensure alignment with PSG-2023 and international standards and will report directly to the Vice-Chancellor. The main functions of IQAE/QEC are:

2.1. Continuous Improvement

- a) **Internal Audits:** Regular internal audits of academic and administrative processes to identify areas for improvement.
- b) **Feedback Mechanisms:** Collection and analysis of feedback from students, faculty, and other stakeholders to inform decision-making and policy adjustments.
- c) **Professional Development:** Ongoing professional development opportunities for faculty and staff to enhance their skills and knowledge in quality assurance and related areas.

2.2. External Reviews and Accreditation

- a) **Compliance with PSG-2023:** Regular external reviews and accreditation processes will be conducted to ensure compliance with PSG-2023 and other relevant standards.
- b) **International Benchmarking:** Participation in international benchmarking exercises to compare and enhance the quality of education and research at UBAS.

2.3. Monitoring and Reporting

- a) **Annual Quality Report:** The QEC will prepare an annual quality report highlighting achievements, areas for improvement, and action plans for the following year.
- b) **Performance Indicators:** Development and monitoring of Key Performance Indicators (KPIs) to assess the effectiveness of QA initiatives and drive continuous improvement.

3. UBAS QUALITY ASSURANCE POLICY

This Quality Assurance Policy reflects UBAS's commitment to excellence in education, research, and administration. It serves as a living document, guiding the university's ongoing efforts to maintain and enhance quality in all aspects of its operations. The vision, mission and objectives of UBAS QA policy are in consonance with the vision, mission and core values of UBAS. This comprehensive QA Policy should serve as a foundational document for the Office of the Institutional Quality Assessment & Effectiveness (IQAE)/Quality Enhancement Cell (QEC) at UBAS, ensuring alignment with both local and international quality standards.

3.1. Vision

To be a leading center of excellence in quality assurance and continuous improvement, fostering a culture of accountability, innovation, and academic excellence at UBAS, and contributing to the global standards of higher education.

3.2. Mission

To ensure the highest standards of quality in teaching, learning, research, and administrative processes at UBAS by implementing robust assessment mechanisms, fostering a culture of continuous improvement, and engaging all stakeholders in the pursuit of academic and institutional excellence. The IQAE is committed to promoting transparency, accountability, and effectiveness

across all university operations, aligning with national and international quality standards.

The vision and mission encapsulate the purpose and goals of the IQAE, emphasizing the importance of continuous improvement, stakeholder engagement, and alignment with global standards as mentioned in the QAA – HEC, PSG – 2023, Quality Assurance Framework.

3.3.Objectives

- a) **Continuous Improvement:** Foster a culture of continuous enhancement in all academic and administrative processes.
- b) **Stakeholder Engagement:** Actively involves students, faculty, industry representatives, and other stakeholders in QA processes.
- c) **International Alignment:** Align QA practices with international standards to enhance global recognition of the University's qualifications.
- d) **Data-Driven Decision Making:** Utilize data effectively for informed decision-making and quality improvement.
- e) **Transparency and Accountability:** Promote transparency and accountability in all QA practices.
- f) **Enhance Educational Quality:** To continuously improve the quality of education by aligning curricula with international standards, promoting innovative teaching methods, and ensuring the relevance of academic programs to current and future societal needs.
- g) **Promote Research Excellence:** To foster a robust research environment that encourages innovation, interdisciplinary collaboration, and the dissemination of knowledge, with a focus on addressing local and global health challenges.
- h) **Ensure Administrative Efficiency:** To streamline administrative processes to support the academic mission of the university and ensure transparency, accountability, and efficiency in all operations.
- i) **Student-Centric Approach:** To prioritize student success by providing a supportive learning environment, personalized academic advising, and opportunities for professional development.
- j) **Compliance with Quality Standards:** To ensure that all academic and administrative processes comply with national and international quality assurance standards, particularly PSG-2023.

4. KEY COMPONENTS OF THE QUALITY ASSURANCE FRAMEWORK

4.1. Key Components

- a) **Conformity vs. Enhancement:** Move beyond mere conformity with standards towards continuous enhancement, fostering innovation and improvement.
- b) **Proactive Approach:** Implement risk assessment and early intervention strategies to address quality-related concerns proactively.
- c) **Contextual Relevance:** Adapt QA standards to the unique challenges and needs of the University.
- d) **Student-Centric Approach:** Prioritize student experiences, satisfaction, and outcomes.
- e) **Stakeholder Engagement:** Involve various stakeholders in QA processes to ensure a holistic understanding of the educational landscape.
- f) **International Alignment:** Integrate global best practices and conform to international QA standards.
- g) **Self-Assessment:** Encourage robust self-assessment to identify strengths and areas for improvement.
- h) **Effectiveness:** Enhance monitoring and evaluation mechanisms to ensure the effectiveness of QA practices.
- i) **Transparency and Accountability:** Promote clear guidelines, reporting mechanisms, and audit processes to ensure the integrity of assessments.
- j) **Collaboration:** Encourage collaboration among Higher Education Institutions (HEIs) for knowledge-sharing and resource-sharing.
- k) **Student Engagement:** Integrate students into QA processes and seek their feedback for quality improvements.
- l) **Data Utilization:** Emphasize data-driven decision-making and provide guidance on data collection, analysis, and utilization.

4.2. Academic Quality:

- a) **Curriculum Development:** Regular review and updating of curricula to meet evolving industry and academic standards.
- b) **Teaching and Learning:** Adoption of best practices in pedagogy, including the use of technology-enhanced learning tools and methods.
- c) **Assessment and Feedback:** Implementation of fair and transparent assessment methods, with mechanisms for providing constructive feedback to students.

4.3. Research Quality

- a) **Research Integrity:** Adherence to ethical guidelines and practices in all research activities (HEC Anti-Plagiarism Policies).
- b) **Research Funding and Support:** Provision of adequate resources and support for faculty and student research initiatives.
- c) **Collaboration and Dissemination:** Encouragement of interdisciplinary research and collaboration with national and international institutions, with active dissemination of research outcomes.

4.4. Administrative Quality

- a) **Governance and Leadership:** Strong leadership and governance structures to ensure effective management of academic and administrative functions.
- b) **Resource Management:** Efficient allocation and utilization of financial, human, and physical resources.
- c) **Stakeholder Engagement:** Active engagement with internal and external stakeholders, including students, faculty, alumni, industry partners, and regulatory bodies.

4.5. Student Support and Services

- a) **Academic Advising:** Personalized academic advising and mentoring to support student success.
- b) **Career Services:** Provision of career counselling and placement services to prepare students for the job market.
- c) **Wellbeing and Inclusivity:** Promotion of a supportive and inclusive campus environment that prioritizes student wellbeing.

5. KEY ELEMENTS OF THE QUALITY ASSURANCE FRAMEWORK

The QA Framework at UBAS is based on the PSG-2023 and includes the following key elements:

- a) **Standards and Expectations:** Define the level of quality or attainment expected in various domains.
- b) **Expectation Outcome Indicators (EOIs):** Observable and measurable indicators that demonstrate progress toward achieving the standards.
- c) **Indicative Evidence:** Documentation and facts indicating the achievement of EOIs.
- d) **Guidelines:** Context and instructions for meeting the standards and EOIs.

6. QUALITY ASSURANCE PRINCIPLES

The QA principles guiding this policy are:

- a) **Quality is Everyone's Responsibility:** All stakeholders, including faculty, staff, students, and governing bodies, are responsible for maintaining quality.
- b) **Quality of Learning Opportunity:** Providing high-quality academic, personal, and professional development opportunities for students.
- c) **Quality and Contribution to Society:** The education provided should contribute to the socio-economic development of the community.
- d) **Quality and Good Governance:** Ensuring participation, transparency, accountability, and adherence to governance standards.
- e) **Quality and Accountability:** Commitment to public confidence, transparency, and regulatory compliance.
- f) **Quality and Change:** Being inclusive, flexible, innovative, and responsive to students' needs and societal demands.

7. QUALITY ASSURANCE DOMAINS

7.1. Review of Institutional Performance and Enhancement (RIPE)

- a) Conduct comprehensive evaluations of institutional performance, growth, and advancement.
- b) Focus on governance, research, community engagement, infrastructure, faculty recruitment, academic programs, and student support services.

7.1.1. *RIPE Standards*

The RIPE standards are divided into three broad categories which are:

a) Strategic Development

- **Vision, Mission, Goals, and Strategic Planning:** Clear definition and alignment of institutional objectives.
- **Governance, Leadership, and Organization:** Effective governance structures and leadership practices.
- **Institutional Resources and Planning:** Adequate resources and strategic planning for sustainability.
- **Audit and Finance:** Transparent financial practices and regular audits.
- **Affiliated Colleges/Institutions:** Standards for affiliated entities.
- **Internationalization and Global Engagement:** Promoting global partnerships and internationalization of education.

b) Academic Development

- **Faculty Recruitment, Development, and Support:** Policies for hiring, developing, and supporting faculty.
- **Academic Programs and Curricula:** High-quality, relevant, and regularly updated curricula.
- **Admission, Progression, Assessment, and Certification:** Fair and transparent processes for student admission, progression, assessment, and certification.
- **Student Support Services:** Comprehensive support services for student welfare.
- **Teaching and Learning:** Promoting impactful teaching, learning, and community engagement.
- **Research, Innovation, and Industrial Linkages:** Encouraging research, innovation, and industry partnerships.

c) Institutional Development

- **Fairness and Integrity:** Upholding fairness, integrity, and ethical standards.
- **Public Information and Transparency:** Providing accurate and transparent information to the public.
- **Institutional Effectiveness and Enhancement:** Continuous improvement of institutional effectiveness and quality assurance mechanisms.
- **Continuous Quality Improvement (CQI) and Cyclical External Quality Assurance:** Regular reviews and improvements based on feedback and external evaluations.

7.2. Program Review for Effectiveness and Enhancement (PREE)

Evaluate academic programs for effectiveness, relevance, and impact on student learning outcome. Review curricula, pedagogical methodologies, research components, and industry integration

The PREE quality standards are:

- a) **Program Mission, Objectives, and Outcomes:** Clearly defined program goals and outcomes.
- b) **Curriculum Design and Organization:** Well-structured and relevant curricula.
- c) **Subject-specific Facilities:** Adequate facilities for specific subjects.
- d) **Student Advising and Counselling:** Effective advice and counselling services.
- e) **Teaching Faculty/Staff:** Qualified and supported teaching staff.
- f) **Institutional Policies and Process Control:** Robust policies and processes.
- g) **Institutional Support and Facilities:** Adequate support and facilities for programs.
- h) **General Requirements:** Compliance with general institutional requirements.

7.3. Reviewing the Effectiveness of QA and Accreditation Bodies (REQAAB)

Assess the effectiveness of QAABs, ensuring alignment with global best practices. Implement standards for official status, activities, independence, thematic analysis, institutional resources, and more.

8. QUALITY ASSURANCE PROCESSES

- a) **External Quality Assurance (EQA):** Conduct external reviews by QAA Pakistan and international bodies to ensure compliance with QA standards.
- b) **Internal Quality Assurance (IQA):** Implement internal review processes, including self-assessments, to continuously monitor and enhance quality.
- c) **Judgment Framework:** Classify institutions based on their commitment to quality enhancement and performance, using a color-coded system:
 - **Green:** Effective Institutions
 - **Blue:** Progressive Institutions
 - **Yellow:** Average Institutions
 - **Red:** Underperforming Institutions

9. IMPLEMENTATION STRATEGY FOR QA POLICY AT UBAS

9.1. Capacity Building

Equip faculty and staff with the necessary skills and knowledge to implement QA practices effectively through:

- a) **Training Programs:** Regularly conduct workshops, seminars, and training sessions on QA standards, processes, and tools.
- b) **Professional Development:** Encourage faculty and staff to attend national and international QA conferences and seminars.
- c) **Resource Allocation:** Provide access to QA guidelines, manuals, and best practice resources.

9.2. Communication

Ensure that all stakeholders are well-informed about the QA policies and procedures through:

- a) **QA Handbook:** Develop and distribute a comprehensive QA handbook detailing policies, procedures, and standards.
- b) **Information Sessions:** Organize regular meetings and information sessions for faculty, staff, and students.
- c) **Digital Platforms:** Utilize the University's website and intranet to share QA updates, resources, and announcements.

9.3. Monitoring and Evaluation

Establish robust mechanisms for continuous monitoring and periodic evaluation of QA processes in the following manner:

- a) **QA Audits:** Conduct regular internal audits to assess compliance with QA standards and identify areas for improvement.
- b) **Performance Indicators:** Develop and implement Key Performance Indicators (KPIs) to measure the effectiveness of QA initiatives.
- c) **Feedback Loop:** Create a structured process for collecting and analyzing feedback from stakeholders, using the insights for continuous improvement.

9.4. Feedback Mechanism

Develop systems for collecting and acting on feedback from stakeholders to enhance QA processes through:

- a) **Surveys and Questionnaires:** Regularly conduct surveys and distribute questionnaires to gather feedback from students, faculty, and other stakeholders.
- b) **Focus Groups:** Organize focus group discussions with different stakeholders to gain in-depth insights into their experiences and suggestions.
- c) **Grievance Redressal:** Establish a clear and accessible grievance redressal mechanism for stakeholders to voice concerns related to QA.

9.5. Stakeholder Engagement

Actively involve students, faculty, industry representatives, and other stakeholders in QA processes in the following manner:

- a) **QA Committees:** Form QA committees that include representatives from various stakeholder groups.
- b) **Industry Partnerships:** Collaborate with industry partners to align academic programs with market needs and expectations.
- c) **Student Representation:** Ensure student representation in QA decision-making bodies to incorporate their perspectives.

9.6. Data-Driven Decision Making

Utilize data effectively for informed decision-making and quality improvement as follows:

- a) **Data Collection:** Implement vigorous data collection systems to gather relevant information on academic and administrative processes.
- b) **Data Analysis:** Use advanced analytical tools and techniques to interpret data and identify trends, strengths, and areas for improvement.
- c) **Reporting:** Develop comprehensive QA reports to present data-driven insights to decision-makers.

9.7. Integration of International Best Practices

Align QA practices with international standards to enhance global recognition of the university's qualifications

- a) **Benchmarking:** Regularly benchmark QA practices against leading international institutions.
- b) **International Collaboration:** Engage in collaborations with international QA bodies and participate in global QA networks.
- c) **Accreditation:** Pursue international accreditations and certifications to validate the University's commitment to quality.

9.8. Transparency and Accountability

Promote transparency and accountability in all QA practices through:

- a) **Clear Guidelines:** Develop and disseminate clear guidelines and procedures for all QA activities.
- b) **Open Reporting:** Ensure transparent reporting of QA processes, outcomes, and improvements.
- c) **Accountability Mechanisms:** Establish accountability mechanisms to hold individuals and departments responsible for QA performance.

9.9. Technology Integration

Leverage technology to enhance QA processes and outcomes by following manner:

- a) **QA Management Systems:** Implement QA management systems to streamline processes, data collection, and reporting.
- b) **E-Learning Platforms:** Utilize e-learning platforms to deliver QA training and resources.
- c) **Data Analytics Tools:** Invest in data analytics tools to support data-driven decision-making and continuous improvement.

9.10. Continuous Review and Improvement

Ensure that QA practices are regularly reviewed and updated to reflect changing needs and standards

- a) **Periodic Reviews:** Conduct periodic reviews of QA policies and procedures to ensure their relevance and effectiveness.
- b) **Stakeholder Feedback:** Incorporate feedback from stakeholders into the review process to make informed adjustments.
- c) **Adaptive Strategies:** Develop adaptive strategies to respond to emerging challenges and opportunities in QA.

The QA Policy based on PSG – 2023 QA Framework demonstrates UBAS’s commitment to maintaining and enhancing the quality of its academic and administrative processes. By adhering to the principles and standards outlined in this document, UBAS aims to achieve excellence in higher education and contribute to the socio-economic development of the region.