

Continuous Quality Improvement (CQI) Policy
Air University, Islamabad
Version 1.0 - April 2025

(To be read in conjunction with AU QEC Policy 2022)

1. Policy Statement

Air University envisions becoming a leading institution recognized for academic excellence, impactful research, and effective governance. Central to this vision is the establishment of a pervasive Continuous Quality Improvement (CQI) culture. This policy serves as a cornerstone for embedding quality assurance and enhancement processes in all academic, research, and support functions. CQI is not a one-time effort but a sustained institutional commitment to self-evaluation, innovation, accountability, and excellence.

2. Purpose of the Policy

The CQI Policy is designed to:

- Provide a strategic framework for quality assurance and enhancement across all University functions;
- Institutionalize evidence-informed decision-making for continuous improvement;
- Comply with and exceed the Pakistan Precepts Guidelines (PSG-2023) and HEC's instructions on Revamped Quality frame work with special focus on RIPE GPR and PREE;
- Enable successful participation in recognized accreditation bodies and external review processes;
- Promote shared responsibility for quality among faculty, students, administrators, management and other stakeholders across Sub Campuses, Affiliated Colleges and Constituent Units.

3. Scope and Applicability

This policy applies to:

- All academic programs (undergraduate, postgraduate, and doctoral);
- All teaching departments, research centers, and faculties;
- Administrative and support services, including HR, finance, admissions, examination, and student affairs;
- Quality enhancement units including the Quality Assurance Directorate (QEC), departmental QEC, and relevant statutory bodies.

4. Internal Quality Assurance (IQA) Mechanisms

Air University's internal quality assurance is designed to be systematic, transparent, participatory, and evidence-based. The main contours are appended below:-

4.1 Self-Assessment Reports (SARs) and Progress Review Enhancement and Effectiveness (PREE)

- Each academic program must prepare a SAR / PREE every two years using HEC's Self-Assessment Manual and PSG - 2023.
- SARs/PREE shall assess curriculum relevance, faculty competence, student performance, facilities, and stakeholder satisfaction.
- Reports will include a comprehensive improvement plan (Corrective Actions, Implementation, Execution Plans and Self Re-visit) be reviewed by the QEC.

4.2 Internal Academic and Administrative Audits

- The QEC will conduct biannual audits of academic departments including Affiliated and Constituent Units.
- Audits will assess compliance with institutional policies, strategic objectives, and regulatory standards.
- Audit findings shall be disseminated through departmental reports and follow-up mechanisms as per IQC requirements.

4.3 Performance-Based Monitoring

- Integration of CLO-PLO-SO mappings, course portfolios, and OBE-aligned assessments into curriculum review.
- Use of learning analytics, LMS data, and exam performance trends for timely interventions.
- Quality during the conduct of examinations must be evaluated for transparency.

4.4 Capacity Building and Faculty Development

- Mandatory participation of QEC focal persons and Program coordinators in annual refresher trainings before start of next academic year cycle.
- Specialized programs on OBE, curriculum mapping, Bloom's Taxonomy, rubric development, and accreditation preparedness.
- Training aligned with HEC's guidelines in coordination with Air University CPD procedures.

5. External Quality Assurance (EQA)

5.1 Accreditation and Regulatory Compliance

- Air University shall proactively seek and maintain accreditation from:

- National Accreditation Councils (NCEAC, PEC, NBEAC, NACTE and PM&DC);
 - International agencies for eligible programs, especially in engineering, business, and computer sciences.
- All programs must be prepared for reaccreditation within the required 2- or 4-year cycle, with readiness checks initiated well in advance by QEC as mock visits.

5.2 Program Review for External Evaluation

Program Review for External Evaluation will be scheduled on a cyclical basis every year, as per HEC's guidelines.

- Each academic unit must:
 - Complete a comprehensive self-review aligned with Pakistan Precepts;
 - Submit necessary documentation, evidence files, and stakeholder feedback;
 - Participate in on-site or virtual peer reviews coordinated by QEC.

5.3 Institutional Readiness

- Mock visits by QEC and accreditation reviews will be conducted at least 2 months in advance.
- Documentation templates, checklists, and training modules will be developed for all stakeholders.

6. Follow-Up and Quality Enhancement Procedures

6.1 Action Planning

- All SARs, accreditation reports, and PREE findings must lead to SMART (Specific, Measurable, Achievable, Relevant, Time-bound) action plans.
- Action plans shall be approved by the Institutional Quality Cycle Committee (IQC) and monitored by QEC.

6.2 Monitoring and Reporting

- All departments shall submit annual progress reports on action plan implementation.
- Non-compliance or delays shall be escalated to Deans and the Vice Chancellor.

6.3 Continuous Feedback Loop

- Stakeholder feedback will be embedded into program reviews.
- Annual reflection reports by departments will document "closing the loop" practices.

7. Verification of Quality Effectiveness

7.1 KPI Monitoring

- Departmental performance will be assessed using KPIs related to:
 - Teaching effectiveness;
 - Research productivity;
 - Graduate employability;
 - Student engagement and satisfaction.

7.2 Institutional Quality Scorecard

- The QEC will develop a Quality Scorecard integrating quantitative and qualitative indicators.
- The scorecard will feed into institutional planning and resource allocation and will be presented in quarterly IQC meetings.

7.3 Annual Quality Effectiveness Report

- A university-wide report will be published each year summarizing CQI progress, outcomes, and recommendations while routing through IQC.

8. Preparation and Participation in Accreditation Processes

8.1 Accreditation Readiness Framework

- Accreditation timelines, documentation requirements, and coordination roles will be detailed in an Accreditation Manual HEC.
- Accreditation Teams will be formed comprising academic, technical, and administrative representatives.

8.2 Evidence-Based Documentation

- Each department will maintain a digital accreditation folder with up-to-date SARs, PREE, faculty CVs, course files, feedback data, and minutes of QA and ACM meetings.

8.3 Stakeholder Involvement

- Students, alumni, and industry partners will be briefed and prepared for participation in accreditation visits and interviews.

9. Strategic Way Forward

9.1 Digitization and Automation of CQI Processes

- Develop a Quality Information System (QIS) to automate tracking, monitoring, and reporting.

9.2 International Benchmarking

- Compare practices with peer institutions domestically and globally through forums, MoUs, and participation in international rankings.

9.3 Resource Allocation for QEC

Annual budgeting will include dedicated resources for quality assurance, faculty training, data analytics, and external evaluations.

10. Policy Governance, Review, and Approval

- This policy shall be implemented by the Quality Assurance Directorate (QAD) under the leadership of the Director QEC.
- The policy shall be reviewed every two years, or earlier as needed, in consultation with faculties and QA committees.
- The final policy, including any revisions, shall be submitted for approval to the Academic Council and ratified by the Syndicate/Competent Authority



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