

Proposed Summary of the Quality Assurance Policy

University of Information Technology and Communications

1. Introduction

The University of Information Technology and Communications (UOITC) adopts a comprehensive **Quality Assurance (QA) Policy** based on the principles and standards of the **ESG-2015 (European Standards and Guidelines for Quality Assurance in Higher Education)** and aligned with the **guidelines of the Iraqi Ministry of Higher Education and Scientific Research (MOHESR)**.

This policy aims to establish a **sustainable institutional culture of excellence** in teaching, learning, research, and community engagement, while ensuring alignment with the **Bologna Process** for comparability and mutual recognition of academic qualifications.

2. Vision

To be a national model of excellence in higher education quality assurance, achieving distinction in academic performance, research innovation, and institutional governance in accordance with international and European standards.

3. Mission

To establish an integrated and sustainable quality assurance system that continuously improves academic and administrative performance, enhances students' competencies and employability, and ensures full compliance with **ESG-2015** and the **Bologna Process Quality Assurance Council standards**.

4. Strategic Objectives

1. Implement an effective **internal quality assurance system** across all university units and programs.
2. Promote a **culture of quality and continuous improvement** among staff and students.
3. Align academic programs with **Bologna Process principles** (program structure, learning outcomes, and ECTS credit system).
4. Ensure the **quality of learning outcomes** through systematic evaluation and program review.

5. Enhance **institutional and administrative performance** using measurable **Key Performance Indicators (KPIs)**.
6. Strengthen **international collaboration** in accreditation, research, and educational development.

5. Policy Framework

The policy framework is founded upon:

- **ESG-2015 Standards** for internal and external quality assurance, including:
 - Program design and implementation.
 - Student and stakeholder participation.
 - Continuous evaluation and enhancement.
 - Transparency and public information.
- **MOHESR Guidelines** on quality assurance units, institutional and program accreditation.
- **Bologna Process Quality Assurance Council Standards**, emphasizing:
 - Learning outcomes and competence-based education.
 - Academic mobility and credit transfer (ECTS).
 - Lifelong learning and employability.
 - Mutual recognition of qualifications.

6. Core Principles

1. **Transparency and accountability** in all institutional operations.
2. **Continuous improvement** through systematic performance review.
3. **Stakeholder engagement**, including students, faculty, alumni, and employers.
4. **Learning outcomes orientation** based on measurable indicators.
5. **International alignment** with ESG and Bologna standards.
6. **Evidence-based decision making** supported by reliable data.

7. Implementation Mechanisms

- Establishment of a **Quality Assurance and Institutional Performance Center** under the university presidency.
- Formation of **faculty and departmental quality committees**.
- Adoption of **annual self-assessment** and **external review** procedures.
- Development of an **electronic documentation system** for programs, courses, and outcomes.
- Organization of **capacity-building workshops and training** on quality assurance.

- Publication of **annual QA reports** reflecting performance indicators and achievements.

8. Monitoring and Evaluation

The effectiveness of this policy shall be assessed through:

- **Annual reviews** of KPIs and quality reports.
- **Stakeholder satisfaction surveys** (students, staff, employers).
- **External evaluation visits** by national or international accreditation bodies.
- **Improvement recommendations** integrated into the next year's action plan.

9. Sustainability and Continuous Improvement

The University is committed to **continuous improvement** as a core institutional value, ensuring that all educational, research, and administrative activities remain consistent with the **ESG-2015 framework** and **Bologna Process principles**.

The University of Information Technology and Communications develops and implements its Quality Assurance Policy through **active participation of internal and external stakeholders**, supported by **well-defined organizational structures and transparent institutional processes** that ensure effective coordination and accountability.

1. Internal Stakeholders

All academic and administrative entities are actively involved in both the development and execution of the policy, including:

- **University Presidency:** Leads the vision-setting and monitors institutional performance indicators.
- **Quality Assurance and Institutional Performance Council:** Oversees policy formulation and periodic updates based on national and international standards.
- **Deans and Department Heads:** Translate the policy into operational and program-level action plans.
- **Academic Staff:** Contribute to curriculum development, defining learning outcomes, and applying effective assessment methods.
- **Students:** Participate through satisfaction surveys and representation in faculty and university-level quality committees.
- **Administrative Staff:** Support institutional efficiency and process improvement across administrative services.

These contributions are facilitated through **formal mechanisms** such as QA council meetings, academic development workshops, performance review reports, and feedback channels that foster a strong culture of quality and continuous improvement.

2. External Stakeholders

The University systematically engages with:

- The **Ministry of Higher Education and Scientific Research (MOHESR)** and the **National Quality Assurance Council**.
- **Industry and employers** to ensure that academic programs align with labor market needs.
- **Alumni**, through surveys and feedback systems to evaluate graduate preparedness and program relevance.
- **International academic and accreditation bodies** to maintain alignment with **ESG-2015** and **Bologna Process** quality frameworks.

These collaborations are formalized through **external advisory boards**, **memoranda of understanding (MOUs)**, and **periodic external reviews**, ensuring that the QA policy remains dynamic, relevant, and consistent with global best practices.