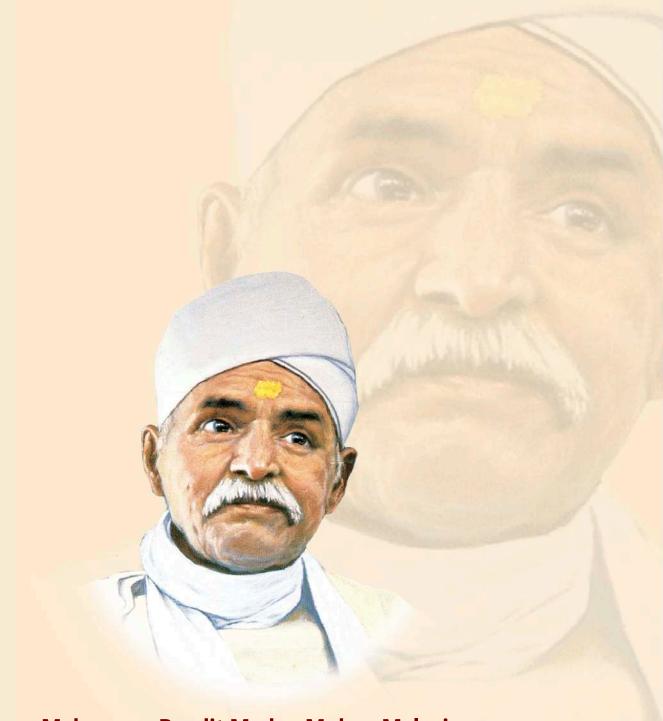# Quality
Policy

Banaras Hindu University

Mahamana Pandit Madan Mohan Malaviya

Founder Banaras Hindu University

"It is my earnest hope and prayer that this centre of life and light...
will produce students who will not only be intellectually equal
to the best of their fellow students in other parts of the world,
but will also live a noble life, love their country and
be loyal to the supreme ruler."

1. Preamble

In an effort to maintain quality in an environment that increasingly puts acute pressure on the traditional modes of teaching-learning, research and management, most of the developed countries have adopted formal, transparent and credible systems of quality assurance. In the Indian context, ongoing changes in higher education, in the wake of national educational reforms, legislative enactments and the UGC/MHRD directives, necessitate implementation of a quality assurance policy (QA).

The Banaras Hindu University (BHU) is committed to provide quality higher education to different sections of the society as envisaged by its founder and the great visionary Mahamana Pandit Madan Mohan Malaviya ji. Currently, quality assurance at Banaras Hindu University involves a variety of methods, both internal and external, that are disparate and ad-hoc. These mechanisms need to be revamped, organised and strengthened to accommodate the challenges from expansion of the University, globalisation of education and need to enhance access to higher education.

The university, through this quality policy, envisages to develop a quality assurance framework that clearly spells out principles, guidelines, and procedures for implementing institutional quality assurance system. It outlines the institutional guidelines of the quality assurance and a structure for organising and managing quality in the university.

2. Vision

To be a centre of academic excellence by creating a high quality academic ambiance through state of the art research, teaching and learning resources and inculcating academic and human values, and work ethics for sustainable development of the society.

3. Mission

To ensure quality teaching-learning, research, outreach services, and management of institution and education to serve the humanity.

4. Objectives

The Quality Policy has the following broad objectives:

(i)   To provide guidance in development and implementation of internal and external quality assurance procedures and practices.
(ii)   To ensure that the quality of academic programmes meet standards expected by the stakeholders.
(iii) To ensure that graduates have attained skills and knowledge valued by stakeholders.
(iv)   To enable the university to assure all concerned that the university's polices, systems and processes for the development, maintenance and enhancement of quality are functioning effectively.
(v)   To provide guidance in identifying internal and external standards and criteria consistent with international standards.
(vi)   To assist in maintaining and developing quality of academic programmes through enhanced support processes.
(vii) To nurture a culture of continuous quality improvement to achieve academic excellence.
(viii) To identify areas of strength and excellence as well as areas needing focused attention for continuous improvement in the short, medium and long-term.

5. Basic Principles

Basic principles of the Quality Policy of the university include holistic approach, benchmarking, methodologies for accountability, self assessment, evaluation by students, continuous efforts for improving

the quality of academic, administrative and supporting staff, optimum utilization of resources and efforts for continuous improvement.

6. Quality Assurance

Quality assurance is a by-product of ongoing efforts to define the objectives of an institution, develop a work plan to achieve them and specify the checks and balances to evaluate the extent to which each of the tasks is fulfilled. The features of quality assurance are as follows:

6.1.   A commitment to widespread involvement of staff, students and other stakeholders in the QA process.

(i)   Critical self-evaluation and rigorous peer review of academic and administrative areas

(ii)   Methodical collection of information about service satisfaction and student experience, including external comparisons

(iii)   External assessment of professional courses through accreditation and review including benchmarks

(iv)   Multiple avenues for student and staff input to QA and improvement in the performance of Institutes, Faculties, Colleges, Departments, Schools, services, academic bodies and student council

(v)   Systematic use of stakeholder experiences to improve courses and curricula, and to plan development and training programmes for staff.

6.2.   A focus on efficient management, planning and resource processes to achieve excellence and to ensure continuous improvement.

(i)   University-wide strategic goals linked to plans, priorities and review system

(ii)   Effective academic bodies to develop, implement and oversee academic policies

(iii)   A regular cycle of reviews of all faculties and administrative service units

(iv)   Coordinated academic and administrative review processes

(v)   A process for monitoring implementation of the recommendations of reviews through University administration

(vi)   Performance-based incentive for teaching and research

(vii)   Provision for funds to address areas of improvement

(viii)   Annual updating of faculty teaching and learning plans

(ix)   A performance management and development system for staff.

6.3.   A commitment to judging outcomes and processes against the highest external standards, and benchmarks.

(i)   Formal links with many of the world's leading universities, and national and international benchmarking of academic standards and outcomes

(ii)   National and international benchmarking of quality assurance processes.

7. Organisational Structure for Quality Assurance

Banaras Hindu University has been accredited by the National Assessment and Accreditation Council (NAAC) at 'A' level in the year 2006. The NAAC National Action Plan requires every accredited institution to establish an Internal Quality Assurance Cell (IQAC) as a post accreditation quality sustenance measure. Accordingly, IQAC has been setup in the University with the Vice-Chancellor as its Chairman. The IQAC will be the central point in implementation of the Quality Policy of the university and work for quality enhancement and sustenance by developing a system for conscious, consistent and catalytic improvement in the performance of the university. Accordingly, Faculty/Institute Quality Assurance Committees under the leadership of respective Deans/Directors will be set up to assist and support IQAC.

IQAC will establish procedures and modalities to collect data and information on various aspects of institutional functioning with a view to ensure continuous improvement in all operations of the university. These efforts would aim to assure stakeholders connected with higher education – namely, students, parents, teachers, staff, would-be employers, funding agencies and society in general - of the accountability of the institution for its own quality and probity.

Quality assurance efforts should derive from a commitment to improve rather than institutional control and directive. Therefore, each employee of the University is regarded to have a responsibility, in the context of his or her professional duties, to carry out relevant work on quality and to ensure that the highest quality in education is achieved. The active participation of research students in this process is a prerequisite both for good learning outcomes on their own part and for effective quality enhancement within the university.

8. Mechanism of Quality Assurance

The notion of quality underpinning the framework adopted by the university is of "fitness for purpose" i.e., the institution and its components and activities have "quality" if they conform to the purpose for which they were designed. The Quality Policy shall apply to all Institutes, Faculties, Colleges, Departments, Schools and academic, administrative and support staff at the university through:

(i)   Internal quality assurance mechanism – continuous

(ii)   External quality assurance mechanisms – periodic

The university shall evolve quality management framework for all Institutes, Faculties, Colleges, Departments and Schools. Regular internal audits will be conducted to ensure that the Quality Policy is implemented.

8.1. Internal quality assurance

IQAC will develop a quality manual describing various benchmarks and the processes designed to achieve them. The manual would describe the QA system, the set of guidelines, codes of good practices and procedures to be implemented by the various units.

Based on the prescribed guidelines, each unit of the university would develop its own internal quality assurance mechanism. The mechanisms shall be coherent with the quality assurance framework set forth in this policy and approved by the IQAC, to evaluate the quality of teaching programmes and courses, academic staff, teaching and learning experience, student assessment, internal moderation, support services, resources and facilities, and research and programme review processes.

8.2. External quality assurance

In order to ensure that high quality standard is maintained in the university, periodic assessment of quality shall be arranged by such external agencies, as NAAC or any other agency suggested by the Government of India, from time to time.

9. Use of the Evaluation Results

Data pertaining to quality benchmarks shall be collected and processed using standard procedures and tools. The data and the review results will be discussed with the stakeholders, and the conclusions drawn shall be used, systematically, to improve the institutional performance as a whole.

10. Review and Amendments

This policy shall be reviewed periodically and may be amended as and when required to retain its contemporary relevance. Any member of the university may submit proposal for improvement of this policy to the IQAC. The proposed changes shall be reviewed by the IQAC and, if found suitable, shall be forwarded to the higher authorities for consideration.

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