

# QUALITY POLICY

## **BANARAS HINDU UNIVERSITY**

### **1. Preamble**

In an effort to maintain quality in an environment that increasingly puts acute pressure on the traditional modes of teaching, research, learning 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 legislative enactments and the UGC/MHRD directives, necessitate implementation of a quality assurance policy (QA).

The Banaras Hindu University is committed to provide quality higher education to different sections of the society as envisaged by its founder and the great visionary Pt. Madan Mohan Malviya ji. Currently, Quality Assurance at Banaras Hindu University takes 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.

In this context, the Vice-Chancellor constituted a task force on quality assurance to define the principles and purposes of the quality policy, the evaluation procedures that would be common to the different units, institutes and other bodies, and which would lead to the construction of standardised information gathering tools. 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.

This document is the first step towards the definition and adoption of a quality policy. It outlines the institutional guidelines of the quality assurance and a structure for organising and managing quality in the university.

QUALITY POLICY  
**BANARAS HINDU UNIVERSITY**

**2. Vision**

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

**3. Mission Statement**

The quality policy of Banaras Hindu University will provide a framework to ensure each member gets an opportunity to strengthen and realize his/her potential so as to enable the university to compete with the best of the world and serve the society effectively.

**4. Objectives**

The Quality Policy will be based on the following broad cardinal principles:-

- (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 policies, 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 culture of continuous quality improvement to achieve academic excellence.

QUALITY POLICY  
**BANARAS HINDU UNIVERSITY**

- (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. Quality Policy**

***“The university is committed to take positive and proactive steps to ensure quality teaching, learning, research and outreach services relevant to needs of the Institution and the Society.”***

Basic principles of 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. Features of 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 the Quality Policy 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

QUALITY POLICY  
**BANARAS HINDU UNIVERSITY**

- (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, student council
- (v) Systematic use of stakeholder experiences to improve course 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

**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

## QUALITY POLICY

# **BANARAS HINDU UNIVERSITY**

developing a system for conscious, consistent and catalytic improvement in the performance of 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 work on quality 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 policy shall apply to all Institutes, Faculties, Colleges, Departments, Schools and academic, administrative and support staff at University through

- (i) Internal quality assurance mechanism – continuous
- (ii) External quality assurance mechanisms – periodic

# QUALITY POLICY

## **BANARAS HINDU UNIVERSITY**

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 program review processes.

### **8.2 External Quality Assurance**

In order to ensure that high quality standards 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 considered by the respective statutory bodies and discussed with the stakeholders. The evaluation conclusions shall be used, systematically, to improve the institutional action as a whole, as well as the individual performances.

QUALITY POLICY  
**BANARAS HINDU UNIVERSITY**

**10. Amendments/Review**

This policy shall be reviewed periodically and may be amended as and when required to retain its contemporary relevance. Any member of the university including students may submit any 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.