



## “Quest for Excellence”

### Internal Quality Cells (IQCs)

#### **Introduction:**

The Internal Quality Cell (IQC) is conceived as a mechanism to build and ensure a quality culture at the institutional level. Every functional Office, Faculty and Department in Bethlehem University should have an internal quality assurance mechanisms, with appropriate structure and processes, and with enough flexibility to meet the diverse needs of their beneficiaries.

The IQC is meant for planning, guiding and monitoring Quality Assurance (QA) and Quality Enhancement (QE) activities of its respective unit. By doing this, it channelizes and systematizes the efforts and measures of the University towards excellence. IQC is not another hierarchical structure in the University, but rather a facilitative and participative organ who under no condition plays the role of an auditor or appraiser for the employees’ performance.

Hence, the IQCs, in cooperation with Quality Assurance & Enhancement Office (QAEO), become the driving force towards quality by working out interventions to remove deficiencies and to enhance quality in all systems and operations across the University.

#### **Main Objectives:**

1. To develop quality assurance mechanisms and assessment criteria for reliable, consistent and programmed action to improve the academic and administrative performance of the University.
2. To promote measures for institutional functioning towards quality assurance and enhancement through dissemination and development of quality culture and institutionalization of quality best practices.
3. To encourage employee engagement, continuous improvement, self-evaluation, accountability and innovation.

#### **Functions:**

Some of the functions expected from the IQC are:

1. Engaging in formulating the Unit’s Mission statement it represents, setting up the Unit’s specific objectives and operational plan.
2. Ensuring timely, efficient and progressive performance of academic and administrative tasks;
3. Ensuring enhancement and coordination among various systems and processes of the University and institutionalizing all good practices;
4. Developing and applying of quality benchmarks/parameters for various academic and administrative activities of the University;



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5. Stimulating the academic environment for promotion of quality of teaching-learning, research and community engagement in the University;
6. Arranging for feedback response from students, parents, employees, employers and other stakeholders on quality-related institutional processes;
7. Providing a sound basis for decision-making to improve institutional functioning;
8. Assisting policy writers and periodically reviewing policies, procedures, guidelines and forms used in its respective Unit, as stated in the policy for “Formulation, Review and Approval of Policies” (no. ADM.08.02).
9. Adhering to the “Quality Assurance Policy” (no. ADM.08.01) and closely cooperating with QAEO in its implementation;
10. Preparing and submitting to QAEO a monthly progress report showing the monthly work executed by the IQC (items discussed, interventions, actions taken...etc.).

### **Structure and Composition of IQC:**

- The IQC shall have the following composition:
  - a. The Coordinator,
  - b. Three to six members from the same Office/Faculty/Department. The membership of such members shall be for a period of two years with the possibility of extension. Nevertheless, giving the opportunity to other members in the same unit to participate and serve on the IQC must be encouraged.
  - c. In case no one of the Unit’s employees showed interest in serving on the IQC, the relevant Vice President may select the necessary number of employees from his/her Office to form the IQC according to the “Quality Assurance Policy” (no. ADM.08.01).
- The IQC should meet at least twice a month for non-academic sector, and twice a semester for the academic one.
- The meeting agenda, minutes and taken actions are to be documented in writing and maintained electronically in a retrievable format by the IQC, and preferably sending a copy of the meeting minutes to the relevant Vice President.
- IQC Coordinator: The role of the Coordinator is to ensure the effective functioning of all the members. The Coordinator is a senior person with expertise in various aspects of the work in the Office/Faculty/Department, and skilled in effective communication.
- IQC Members: Members should be aware of the University’s goals, limitations and strengths, and are committed to its improvement.