The Bhopal School of Social Sciences

Quality Policy

Preamble

The quality policy of the Bhopal School of Social Sciences (BSSS) is derived from the motto of the college, **Towards a better world**. The pursuit of excellence is embedded in all the mission statements of the college.

- To facilitate the emergence of a rightly formed societal conscience;
- To awaken human sensitivity towards the marginalised and differently challenged fellow beings;
- To engage students in purposeful analysis of social and economic problems of society;
- To keep pace with global advances in education and technology, by providing latest professional courses at home and abroad;
- To promote objective appraisal of the contemporary society through projects, field work, interactive sessions and co- curricular activities;
- To facilitate development of entrepreneurial, managerial and communication skills as well as interpersonal relations;
- To encourage an inclusive, humanistic approach that overcomes cultural and religious differences;
- To help the students to launch into the future strengthened by the cumulative wisdom of our heritage and traditions, with confidence, courage and optimism;
- Thus becoming catalysts for the integral development of students with necessary convictions, attitudes and motivation.

This quality policy document policy is integral to the setting of the Internal Quality Assurance Cell (IQAC) in the college in accordance with the UGC guidelines, which emphasises the essential need for 'an internal mechanism for sustenance, assurance and enhancement of the quality culture of education imparted' by higher education institutions and adds that 'every College should have an internal quality assurance system, with appropriate structure and processes, and with enough flexibility to meet the diverse needs of

the stakeholders'. It also recognises the vital role of the teaching faculty in the pursuit of excellence.

The quality policy of the college endorses the students' rights 'for quality education' enshrined and attaches great importance to the call given to the students to 'demand quality education and demonstrate their commitment to quality education by accepting their responsibilities'.

This quality policy is initiated by the Internal Quality Assurance Cell (IQAC) of the college and issued with the approval of Executive Council of the college and its full and unstinting support.

Objectives of Quality Policy

1. Facilitate, promote, assure and sustain, an institutional culture which is aligned with the mission and vision of the college and is capable of truthful, transparent and constructive critical self-evaluation and adoption of ethical practices;

2. Commit to a structured Quality Program that satisfies the requirements as outlined by University Grants Commission;

3. Involving industry in both the development and evolution of our training programs and courses & facilitate industry-academia interface;

4. Ensuring that programs and services are designed and implemented with a commitment to meet stakeholder's requirements;

5. Ensuring induction of staff who are qualified and facilitate the provision for training and development;

6. Developing and delivering training that emphasizes Competency and Outcome Based Education principles;

7. Ensuring that standards are maintained and improved by active mentoring & monitoring, reviewing and refining of all activities;

8. Ensuring that measurable and realistic quality objectives are established annually, communicated to all staff, and evaluated, reviewed and revised (as needed) on an on-going basis;

9. Internal Quality Assurance Cell (IQAC) as a monitoring mechanism to monitor the academic, co-academic, extra-curricular, administrative and financial functions of the college;

10. Empower the faculty and staff to update their knowledge from time to time for aligning teaching-learning with the contemporary requirements.

11. Create the conditions for improving the quality of the learning experience by ensuring the optimal availability and utilisation of learning resources and by continuously monitoring and evaluating the quality of teaching- learning, co-curricular and extra-curricular activities;

12. Provide supportive services and a stimulating teaching-learning climate which encourage student retention and achievement;

13. Constitute Feedback Review Committee (FRC) to provide mechanisms for feedback from students and other stakeholders in order to improve the amenities;

14. Establish and maintain a quality assurance system (PIM&ME) which ensures the continuous improvement of teaching, learning and all support systems at the College;

15. Develop Management Information System(MIS) covering measurable parameters of quality improvement to help in the effective management of quality assurance;

16. Develop, implement, monitor benchmarks/standards and/or targets for all areas of activity as found appropriate;

17. Ensure responsibility and accountability in all relationships with its stakeholders including: students, faculty, staff, partners, the government and local communities

18. Leadership and commitment of top management plays a significant role in quality improvement.

19. Creating an environment for learning and staff development is crucial to do tasks right every time.

20. Adopt new philosophies and technologies that can improve the quality.

21. Encourage teamwork and participatory management.

22. Develop a communication strategy to report progress and results.

23. Recognize the efforts of staff without creating a competitive environment by applying TRAM model (Teaching, Research, Administration and Mentoring)

24. Put appropriate systems and processes in place as per the needs of the stakeholders.

25. Alumni will be involved for quality enhancement as Alumni Institutional Responsibility (AIR), They will be represented by the Model BERM (Brand Ambassador, Expert, Resource Mobilizer and Mentor).

Statement of Policy

The Quality policy is an expression of the desire and commitment of the college to achieve excellence in education through continuous improvement in the quality of its services and constant enhancement in the standards of performance with the active role of Internal Quality Assurance Cell (IQAC). The policy envisages creating and facilitating a quality culture across the entire institution involving the management, teaching faculty and the entire staff. A transformational approach for enabling the students to realise their full potential and serving them through an integrated model **EPSCORP** to optimize their capability. The best possible manner all the stake holders will be involved for quality assurance and sustenance of the institute.

BSSS-IQAC will assure that the quality of its functions and services and the practices and procedures & uphold the relevant academic standards laid down by UGC, NAAC and the parent university. The specific areas of quality assurance commitment include processes and practices as well as resources and services relating to

1. Curriculum Development

2. Teaching, Learning and Evaluation

3. Research

4. Student Progression

5. Governance and Leadership

6. Community Engagement, Industry-Academia interaction

BSSS-IQAC will use evaluative mechanisms to monitor, review and measure to improve the quality of delivery in all facets of the college including academic and administrative sectors, to ensure that the Vision and Missions of the college is achieved. **PIMM&EA**- Planning, Implementation, Mentoring and Monitoring, Evaluation and Action Taken, mechanism will be used for periodic review for continuous improvement.

As a constituent college of the University, the college will actively participate in the initiatives taken by the university with respect to curricular aspects.

Quality Policy Implementation

The college has established an Internal Quality Assurance Cell (IQAC) to be the driving force for achieving excellence through continuous improvement in quality in accordance with UGC guidelines to help achieve the commitments made in the quality assurance policy statement.

IQAC has been set up with the following composition

1. Principal – Chairperson

2. Coordinator/Director

3. Thirteen Senior staff members

4. One senior administrative official – Member

5. Two external experts from/ Industry/Local Community – Members

6. One Alumni Representative

7. Two representatives of Students

The IQAC will be the internal mechanism for planning, guiding and monitoring Quality Assurance (QA) and Quality Enhancement (QE) activities of the college. It will be a facilitative and participative organ, which becomes a driving force for ushering in quality by working out intervention strategies to remove deficiencies and enhance quality. Its initiatives will be directed towards future and will rely on the transformation model of change by creating the necessary organisational culture.

The core responsibilities of IQAC for Quality enhancement, Assurance and Sustenance will include the following:

1. It will develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution.

2. It will channelize and systematise the efforts and measures of the institution towards academic excellence.

3. It will work towards standardisation of activities and strive for continuous improvements and their achievement.

4. It will promote measures for institutional functioning towards continuous quality enhancement through internalisation of quality culture and institutionalisation of best practices.

5. Its goal will be to ensure that whatever is done in the college for academic enhancement is done efficiently and effectively with high standards.

6. It will focus on improving quality and productivity and managing it cost-effectively.

7. Develop systematic method of documentation and internal communication.

8. It will establish procedures and modalities to collect data and information on various aspects of institutional functioning for enabling easier and faster decision making by creating data bank and leveraging the function of Feedback Review Committee.

9. It will evolve mechanisms and procedures for ensuring i) Timely, Efficient and Progressive Performance (TEPP) of academic, administrative and financial tasks; ii) The relevance and quality of academic programmes and research projects; iii) Optimization and integration of modern methods of teaching and learning; iv) The reliability of evaluation procedures; v) Adequacy, maintenance and proper allocation of support system and services; vi) Sharing of research findings and networking with other institutions in India and abroad.

10. It will seek to achieve quality improvement by developing leadership and by focusing on human resource development through well planned Faculty Development Programmes (FDPs)

11. It will place special emphasis will on enabling everyone to do their jobs to the best of their abilities and to ensure that all available talent within the college is fully utilised for improving quality and achieving excellence.

12. It will also develop appropriate communication strategies with the stakeholders to motivate them to support and contribute to the success of quality improvement initiatives.

13. It will promote enhanced interaction between students and faculty as the core requirement of the quality system by directly focusing on improving the learning experience of students through Mentor- Mentee approach.

14. It will enhance quality awareness within the institution.

15. Its activities will be focused on helping the process of internalisation of quality and play a catalytic role in bringing about performance improvements by facilitating the development and adoption standards and their periodic review and revision as necessary.

16. It will also work towards ensuring heightened level of clarity and focus in institutional functioning towards quality enhancement and for the internalisation of the quality culture.

17. It will bring about greater coordination among various departments and activities of the institution and institutionalisation of all good practices so as to give the quest for quality the benefits of collective synergy.

18. It will act as key driver of continuous improvement in quality by adopting continuous cycles of planning, live testing, checking and studying their effects through proper analysis of test results, implementing the plan in full and then take up further planning for the next cycle of improvements

19. IQAC will coordinate with the college website administrator to regularly inform the students and other stakeholders about all its initiatives and make available all the relevant, reports, documents, templates and data.

20. Besides shouldering the broad responsibilities, IQAC will also be responsible for specific functions required to respond to internal and external stakeholders.

The following are some of the specific functions as per the guidelines given by NAAC:-

- IQAC will facilitate the development and application of quality benchmarks/parameters/templates for the various academic and administrative activities of the College and compile these in to a quality manual, which is easily accessible to everyone

- IQAC will facilitate the creation of a learner-centric environment conducive for quality education and faculty enhancement to adopt the required knowledge and technology for participatory teaching and learning process;

- IQAC will promote the setting up of Quality Circles with the participation of students wherever feasible for identifying, studying, experimenting and recommending quality improvement measures in any specific area or for any specific purpose.

- IQAC will coordinate the organization of workshops, seminars on quality related themes;

- IQAC will coordinate the arrangement for feedback responses from students, parents and other stakeholders on quality-related institutional processes;

- IQAC will disseminate information on the various quality parameters of higher education, which are applicable to the college;

- IQAC will coordinate the proper documentation of the various programmes/activities of the College, leading to quality improvement;

- IQAC will act as a nodal agency of the college for coordinating quality-related activities, including adoption and dissemination of good practices

- IQAC will coordinate development and maintenance of a management information database for the purpose of maintaining / enhancing the institutional quality;

- IQAC will prepare the Annual Quality Assurance Report (AQAR) covering all the quality parameters/assessment criteria prescribed by UGC and NAAC and submit these to all the concerned supervisory bodies after due approval by the Governing Body.

- IQAC will also prepare a follow up agenda based on the AQAR for driving the process of continuous improvement in quality and obtain the necessary approvals and resources for initiating the next cycle of quality enhancement measures.

Dr Fr John P J
Principal