

CONTINUOUS IMPROVEMENT THROUGH PREVIOUS EXTERNAL QUALITY ASSURANCE ACTIVITY ANALYSIS AY2024-25

Policy Statement:

University of Bolton, Academic Centre- RAK (UOBACERAK) is committed to continuous improvement in all aspects of its educational programs and services. Recognizing the value of previous external quality assurance activities, UOBACERAK establishes this policy to guide the analysis of feedback and recommendations received from external quality assurance activities. This policy outlines the process for analyzing and utilizing this information to drive ongoing improvement and enhance the quality of our institution.

Policy Guidelines:

1. Collection and Review of External Quality Assurance Feedback:

- 1.1. UOBACERAK will systematically collect and maintain all feedback reports, evaluations, and recommendations received from external quality assurance activities.
- 1.2. The collected feedback will be compiled and organized in a centralized repository for easy access and reference.
- 1.3. A designated team or committee will be responsible for reviewing the feedback and identifying key themes, strengths, weaknesses, and areas for improvement.

2. Analysis and Identification of Improvement Opportunities:

- 1.1. The team or committee responsible for the analysis will conduct a comprehensive review of the external quality assurance feedback.
- 1.2. They will identify common patterns, recurring issues, and areas where improvement is needed based on the feedback received.
- 1.3. The analysis will consider the alignment of feedback with UOBACERAK's mission, goals, and strategic priorities.

3. Prioritization and Goal Setting:

- 3.1. Based on the analysis of the external quality assurance feedback, the team or committee will prioritize the identified improvement areas.
- 3.2. Clear and measurable goals will be established for each prioritized improvement area.
- 3.3. The goals will be aligned with UOBACERAK's strategic plan and the specific requirements or recommendations provided by external quality assurance bodies.

4. Action Planning and Implementation:

- 1.1. An action plan will be developed for each identified improvement area, outlining the strategies, activities, and resources required to achieve the established goals.
- 1.2. The action plan will include specific responsibilities, timelines, and measurable outcomes to track progress.

- 1.3. The responsible individuals or committees will implement the action plans, ensuring regular monitoring and assessment of their effectiveness.

5. Resource Allocation:

- .1. UOBACERAK will allocate necessary resources, including personnel, budget, and technology, to support the implementation of the action plans.
- .2. Adequate training and professional development opportunities will be provided to staff members involved in the improvement initiatives.

6. Monitoring and Evaluation:

- 1.1. UOBACERAK will establish a system for ongoing monitoring and evaluation of the action plans.
- 1.2. Regular progress assessments will be conducted to ensure that the established goals and milestones are being achieved.
- 1.3. The responsible team or committee will track and document the progress made, identify challenges, and make necessary adjustments to the action plans as needed.

7. Collaboration and Communication:

- 7.1. Effective communication channels will be established to ensure that all stakeholders are informed about the improvement initiatives and progress.
- 7.2. Collaboration among faculty, staff, students, and other relevant stakeholders will be encouraged to foster a culture of continuous improvement.
- 7.3. Feedback mechanisms will be implemented to gather input and suggestions from stakeholders to further enhance the improvement efforts.

8. Documentation and Reporting:

- 8.1. UOBACERAK will maintain comprehensive documentation of the analysis, action plans, progress reports, and outcomes related to the continuous improvement efforts.
- 8.2. Regular reports on the status of improvement initiatives and their impact on enhancing the quality of the institution will be prepared and shared with appropriate internal and external stakeholders.

9. Policy Review:

- 9.1. This policy will be reviewed periodically to ensure its effectiveness, relevance, and alignment with emerging best practices in continuous improvement and external quality assurance.

Review history

<i>Last Updated:</i>	<i>September 2024</i>
<i>Reviewed on</i>	<i>March 2025</i>
<i>Next review Date</i>	<i>September 2025</i>