

## UTILIZATION OF EXTERNAL QUALITY ASSURANCE FEEDBACK FOR INTERNAL QUALITY ASSURANCE ENHANCEMENT POLICY AY2025-26

### **Policy Statement:**

University of Greater Manchester, Academic Centre- Ras Al Khaimah (UGMACERAK) is committed to maintaining and improving the quality of its educational programs and services. To ensure the effectiveness of our internal quality assurance processes, we acknowledge the value of external quality assurance activities and commit to utilizing the feedback received from such activities to inform and enhance our internal quality assurance practices. This policy outlines UGMACERAK's approach to utilizing external quality assurance feedback to verify the effectiveness of our internal quality assurance and facilitate ongoing improvement.

Policy Guidelines:

### **1. Engagement with External Quality Assurance Activities:**

- 1.1. UGMACERAK will actively participate in external quality assurance activities conducted by recognized accrediting bodies, regulatory authorities, and other relevant stakeholders.
- 1.2. UGMACERAK will provide complete and accurate information to external quality assurance agencies to facilitate their evaluation processes.

### **2. Collection and Analysis of External Quality Assurance Feedback:**

- 2.1. UGMACERAK will collect feedback and reports generated from external quality assurance activities.
- 2.2. The collected feedback will be analyzed to identify strengths, weaknesses, and areas for improvement in UGMACERAK's internal quality assurance practices.
- 2.3. Feedback will be treated confidentially and shared with relevant internal stakeholders responsible for quality assurance.

### **3. Verification of Internal Quality Assurance Effectiveness:**

- 3.1. UGMACERAK will compare the findings and recommendations from external quality assurance activities with its internal quality assurance processes to verify their alignment.
- 3.2. A designated team or committee will be responsible for reviewing and analyzing the feedback received, identifying areas where internal practices can be strengthened or improved.

3.3. The verification process will assess the effectiveness of internal quality assurance mechanisms in meeting the requirements set by external quality assurance bodies.

#### **4. Action Planning and Implementation:**

4.1. Based on the findings and recommendations derived from external quality assurance feedback, UGMACERAK will develop action plans to address identified areas for improvement.

4.2. Action plans will include specific goals, strategies, responsibilities, timelines, and measurable outcomes.

4.3. The individuals responsible or committees will implement the action plans and monitor their progress regularly.

#### **5. Ongoing Quality Assurance Enhancement:**

5.1. UGMACERAK will use external quality assurance feedback as a valuable source of information to drive continuous improvement in internal quality assurance practices.

5.2. Feedback will be shared with relevant stakeholders to raise awareness and facilitate engagement in quality enhancement efforts.

5.3. Regular review cycles will be established to assess the effectiveness of action plans and their impact on internal quality assurance.

#### **6. Documentation and Reporting:**

6.1. UGMACERAK will maintain documentation of the external quality assurance feedback, action plans, and progress reports.

6.2. Reports on the utilization of external quality assurance feedback for internal quality assurance enhancement will be prepared and shared with the appropriate internal and external stakeholders.

#### **7. Continuous Review and Evaluation:**

7.1. This policy will be periodically reviewed and evaluated to ensure its effectiveness and alignment with emerging best practices in quality assurance.

7.2. Revisions or updates to the policy will be made as necessary to enhance the utilization of external quality assurance feedback.

#### Review history

<i>Last Updated:</i>	<i>November 2025</i>
<i>Reviewed on</i>	<i>November 2025</i>
<i>Next review Date</i>	<i>September 2026</i>