



Policy for Quality Enhancement

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1. Importance

An educational institution is an integral part of service sector which has linkages with many stakeholders. It has the primary responsibility of delivering quality education in order to make its students competent and employable. This responsibility is reflected in mission, vision statements and objectives of Mulund College of Commerce. Quality standards are set and reviewed in every aspect of functioning of the institution. For this purpose, Internal Quality Assurance Cell (IQAC) is set up in the institution. IQAC is an integral part of the institution's system and works towards realisation of the goals of quality enhancement and sustenance in all aspects. The prime task of the IQAC, as identified by National Assessment and Accreditation Council (NAAC), an Autonomous Institution of the University Grants Commission, is to develop a system for conscious, consistent and catalytic improvement in the overall performance of institutions. The Objectives, Vision, Composition and Role of IQAC have been clearly defined and laid out in the NAAC guidelines (revised, as of September, 2019).

2. Purpose and objectives

1. To achieve holistic development of all the stakeholders through continuous commitment to contribute towards excellence in academia, environment, culture and communal harmony.
2. To facilitate the creation of an intellectually stimulating and morally righteous atmosphere in the campus.
3. To introduce and maintain quality culture as the focal area in the institution by developing suitable policies and systems.
4. To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution.
5. To strategize and evolve mechanisms and procedures for ensuring timely, efficient reporting of academic, administrative and financial tasks and to facilitate documentation.
6. To develop and apply quality benchmarks and parameters for various academic and administrative activities of the institution.

7. To suggest ways and means to improve scores in NAAC assessment

3. Scope of the policy

1. IQAC to act as a nodal agency of the Institution for planning and coordinating quality-related activities across departments.
2. Organization of inter and intra institutional workshops, seminars, lectures and conferences on quality related themes.
3. Development and maintenance of institutional database for the purpose of maintaining /enhancing the reporting mechanism.
4. Documentation of various programmes/activities and facilitation of timely reporting to the respective authorities.
5. Periodical conduct of gender, activity, academic, administrative, energy, green, electrical and structural audits.
6. Dissemination of information on various quality parameters to all stakeholders
7. Preparation and submission of the Annual Quality Assurance Report (AQAR) as per guidelines and parameters of NAAC.

4. Rules, guidelines and regulations relevant to this policy

National Assessment and Accreditation Council (NAAC), Bangalore has proposed that every accredited institution should establish an Internal Quality Assurance Cell (IQAC) as a quality sustenance measure. In its revised guidelines issued in September, 2019, the role and functions of IQAC have been clearly laid out. The key points have been highlighted as under:

IQAC is primarily responsible for timely submission of Annual Quality Assurance Report (AQAR) and follow the due process for accreditation and reaccreditation of the institution.

1. The prime task of the IQAC is to develop a system for conscious, consistent and catalytic improvement in the overall performance of the institution. For this, during the post-accreditation period, institution needs to channelize its efforts and measures

towards promoting the holistic academic excellence including the peer committee recommendations.

2. The work of the IQAC is the first step towards internalization and institutionalization of quality enhancement initiatives. It will be a facilitative and participative voluntary system/unit/organ of the institution. It has the potential to become a vehicle for ushering in quality enhancement by working out planned interventionist strategies by IQAC to remove deficiencies and enhance quality like the “Quality Circles” in industries.

3. To ensure quality culture as the prime concern for the higher education institutions through institutionalizing and internalizing all the initiatives taken with internal and external support.

IQAC shall evolve mechanisms and procedures for ensuring the adequacy, maintenance and proper allocation of resources to perform the role carved out by NAAC.

5. Key aspects of policy

Quality sustenance and enhancement is a continuous process. IQAC will facilitate/ contribute towards:

1. Development and application of quality benchmarks in the teaching–learning process and facilitate the creation of a learner-centric environment conducive to delivery of quality education.
2. Setting parameters for various academic and administrative activities of the institution;
3. Designing procedures for organising relevant and quality academic/ research oriented activities, seminars, workshops, conferences.
4. Preparation of perspective plan, financial budgets and academic calendar for the forthcoming year/s.
5. Devising a monitoring mechanism for conducting periodic review of plans and activities.

6. Collection and analysis of feedback from all stakeholders on quality-related institutional processes
7. Evolve mechanisms and procedures for a) ensuring timely, efficient and progressive performance of academic, administrative and financial tasks; b) relevant quality academic/ research programmes; c) equitable access to and availability of academic programmes at affordable cost for various sections of society; d) optimization and integration of modern methods of teaching and learning; e) establishing the credibility of assessment and evaluation process;

IQAC has been identified as the 'Think Tank' of the institution. The role of IQAC as mentioned above is to facilitate the smooth functioning of the institution. For this purpose, it can recommend changes and make proposals to the College Development Committee. Meetings are conducted as per the rules laid down by NAAC guidelines. It is recommended that one meeting should be held in each quarter.

6. Committees for policy implementation

Constitution of IQAC is also as per NAAC guidelines. It is constituted under the Chairmanship of the Head of the institution, with heads of important academic and administrative units and a few teachers and a few distinguished educationists and representatives of local management and stakeholders.

The composition of IQAC and the rules of conduct are as follows:

1. Composition of the Committee:
 - Chairperson (Head of the Institution)
 - Teachers to represent all levels (Three to eight)
 - One member from the Management
 - Few senior administrative officers
 - One nominee each from local society, students and alumni
 - One nominee each from Employers /Industrialists/Stakeholders
 - One of the senior teachers as the coordinator/Director of the IQAC
2. The membership of such nominated members shall be for a period of two years.

3. The IQAC should meet at least once in every quarter.
4. The quorum for the meetings shall be two-third of the total number of members.
5. The agenda, minutes and action taken reports are to be documented with official signatures and maintained electronically in a retrievable format.

7. Impact of the policy on processes

The policy relates to process F1. Quality Enhancement. The IQAC coordinates with all the departments and committees on a regular basis to set up procedures for the smooth functioning of the institution. Quality Enhancement policy will have its impact on all the processes in the college. This is required from the perspective of improving their quality in overall service delivery. However, there are certain processes for which IQAC may have a direct responsibility in their execution.

Some of the key processes where IQAC has a role in their execution are to:

1. Develop a reporting mechanism through an MIS to document and maintain record of all the activities in the institution.
2. Submit annual performance and quality assurance reports to the governing bodies.
3. Promote research oriented activities in the institution among teachers and students.
4. Monitor the implementation of all the policies and SOPs made in the institution.
5. Monitor attainment of program and course outcomes and learning outcomes.
6. Initiate collaborations with other institutions and universities for various purposes.
7. Initiate improved pedagogy to suit the dynamic teaching-learning environment.
8. Explore different avenues to raise funds from institutions like UGC, ICSSR and similar such government bodies to conduct various activities in the institution.
9. Develop linkages with industry to bridge the industry-academia gap.
10. Mentor students to encourage and sharpen their entrepreneurial skills.