



Institutional Effectiveness & Quality Assurance Policy Manual

QAPolicies_IEQA_POL_V02.00

May 2024

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1. Policy Manual Statement

The Institutional Effectiveness and Quality Assurance (IEQA) policy manual sets the policies in which Mohammed Bin Zayed University of Artificial Intelligence (MBZUAI) operates. This policy manual sets the regulations by which the University abides and is intended to be utilized in conjunction with the MBZUAI IEQA Operational Manual which sets forth the procedures for implementation.

The core objective of the IEQA policies is to promote a regulated environment in which strategic decisions are defined and monitored based on performance-driven data and legal compliance, as directed by the President and Board of Trustees. Institutional effectiveness and quality assurance is the responsibility of the entire University community.

The IEQA Policy Manual serves as a vital component of the University's policies, intricately connected with the Policy Framework, Policy Manuals (Academic Programs, Admissions, Code of Conduct, Registration, etc.), Strategic Plan Reporting, and other relevant operational manuals, guidelines, handbooks, etc.

2. Objective

This policy manual aims to:

1. Adopt a formal approach to planning at a central organizational level to achieve academic and operational excellence, aligned with the University's Vision, Mission and the national agenda.
2. Establish a unified platform for all organizational stakeholders to structurally pursue their objectives and devise strategies for their attainment.
3. Prioritize initiatives and employ a high-impact, viable, and pragmatic implementation strategy to realize strategic objectives and desired outcomes.
4. Cultivate a performance-based culture aimed at delivering exemplary service levels and recognizing the contributions of students, staff, faculty, and stakeholders.
5. Support continuous improvement initiatives across all departments.

3. Scope

The Institutional Effectiveness & Quality Assurance policies will apply to all stakeholders of MBZUAI. These policies will encompass the processes involved in developing, continually enhancing, and updating MBZUAI strategies, as well as monitoring the effectiveness of implementing MBZUAI objectives, key performance indicators (KPIs), and projects.

4. Policies and Procedures

4.1 Governance

MBZUAI is a higher education institution in the Emirate of Abu Dhabi, under the governance of Abu Dhabi Executive Office (ADEO). The MBZUAI Vision and Mission are approved by ADEO in line with the Emirate and national agendas.

The Board of Trustees (BoT), and its subcommittees, are the administrative authority overseeing the University and its Bylaws.

- 4.1.1 The University President is the highest authority responsible for MBZUAI and is appointed by the BoT as the President.

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- 4.1.2 The University President’s Office is headed by the Chief of Staff who directs the operations and ensures the University’s alignment with the directives of the BoT and University President.
- 4.1.3 The BoT and University President are supported by a General Legal Counsel and Director of Internal Audit to ensure legal and regulatory compliance.
- 4.1.4 The Senior Management Team (SMT) is comprised of University Vice Presidents, the Provost, and Directors, who are responsible for enacting the operations University and supported by senior management and staff. The Departments of Strategy and IEQA provide support to comprehend, adhere to, and pursue the achievement of key performance indicators, strategic objectives, regulatory compliance, the formulation of action/improvement plans, foster a culture of quality assurance/improvement, and the pertinent requirements for the successful implementation of data-driven department operations in alignment with the University’s goals.

4.2 Mission and Strategy Formulation, Revision, and Authorization

MBZUAI's Mission and Vision statements are reviewed regularly to keep in alignment with national objectives and maintain relevance with continuous technological developments and advancements in Artificial Intelligence (AI).

- 4.2.1 The Strategy team is responsible for reassessing the strategic plans annually to confirm alignment with the current situation and long-term vision and strategy. The findings will be reported to the University President, and annual strategic plans will be formulated as required. This shall be in line with the [Strategic Planning Internal Process](#) utilizing the [Strategic Planning Manual](#).
- 4.2.2 MBZUAI’s mission, vision, strategy, and annual strategic plans are approved in accordance with its DOA.
- 4.2.3 MBZUAI publishes up-to-date and approved vision and mission statements.
- 4.2.4 The mission, vision, and strategy are reviewed periodically every five years. The strategy can be modified annually with the approval of the BoT based on recommendations from the President.
- 4.2.5 The President may call an ad hoc or standing committee to prepare a draft or recommendation for change based on appropriate consultation with internal and external stakeholders.
- 4.2.6 The strategy team maintains an up-to-date and approved long-term strategy that includes innovation principles, research, social engagement, and sustainability.
- 4.2.7 All departments work with IEQA to develop their annual Self-Evaluation Reports with improvement plans during Quarter 4 every year. These plans are submitted to the Strategic Planning Budget Committee for review and subsequently to the President for approval.
- 4.2.8 IEQA and Strategy teams collaborate and coordinate the annual reviews and revision cycles.
- 4.2.9 MBZUAI maintains approved annual strategic plans for its academic and administrative units that are aligned with the University's objectives, UAE culture, laws, and regulations.
- 4.2.10 All MBZUAI departments are required to work with Strategy and IEQA to develop operational plans, projects, and KPIs to guide the delivery of multiple work plans.
- 4.2.11 The departmental objectives, activities, timelines, and KPIs are developed and implemented using departmental operational plans from the IEQA Operational Manual. Goals must be aligned with the principles and parameters of being SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound).

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- 4.2.12 The department's operational plan must be derived from the Strategic Plan of MBZUAI; the operational KPIs shall measure progress against achieving the department's goals, and they must be realistic and directly related to the department's goals and objectives.
- 4.2.13 KPIs, Action plans, and Objectives are assessed quarterly, and corrective action plan(s) are further enhanced by IEQA with the relevant Director/Department Head as required.

Related documents: [IEQA Operational Manual](#), [Strategic Planning Internal Process](#), [Strategic Planning Manual](#), [Department Plan Template](#), [Self-Evaluation Report Template](#)

4.3 Organization Structure Changes and Approval

The MBZUAI organizational structure is intended to support the achievement of the Vision and Mission of the University. The organization's structure delineates the hierarchy of authority, communication channels, and the roles and responsibilities undertaken at MBZUAI.

- 4.3.1 The organization structure shall be periodically reviewed with the submission and/or revision of each MBZUAI strategy.
- 4.3.2 Organizational Structure and amendments must adhere to the current Delegation of Authority (DoA) matrix concerning who initiates, endorses, and approves the change. Advice from General Counsel for DoA compliance must be sought.
- 4.3.3 Meetings with all internal stakeholders who hold management positions must be conducted to ensure that the responsible departments have the necessary resources to achieve their objectives and KPIs. All organizational structuring proposals must be endorsed by the department head and the relevant Director or Vice President (VP).
- 4.3.4 MBZUAI Human Resources department will support the necessary organizational structure with the internal stakeholders for job descriptions for all new positions proposed.
- 4.3.5 IEQA shall revise the organizational structure which must meet the requirements of the CAA for licensing and program accreditation. This shall be inclusive of the requirements set forth by all relevant educational and government regulatory bodies.
- 4.3.6 IEQA must submit a substantive change to the Commission for Academic Accreditation (CAA) if the organizational structure significantly changes and meets the criteria as an institutional and/or program change(s), as per the CAA 2019 Standards. All relevant external education regulatory bodies must be informed prior to finalizing the internal approval for the MBZUAI organization structure.
- 4.3.7 MBZUAI encompasses disciplines related to AI which is in a consistently evolving ecosystem. To keep up with technological developments MBZUAI can review and request changes to the organization structure at any time.
- 4.3.8 The final updated organizational structure change is submitted to the University President and must adhere to the DoA matrix workflow for approval.
- 4.3.9 MBZUAI will publish an up-to-date and approved organization chart that distinguishes between governance and faculty/administrative units or roles.

4.4 Policy Development, Control, Review, and Dissemination

To foster organizational governance and compliance, effective Policy Development, Control, Review, and Dissemination ensures adherence to regulatory standards, enhancing operational efficiency, and cultivating a culture of transparency and accountability.

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- 4.4.1 IEQA is responsible for managing the development, control, review notifications, and dissemination of all MBZUAI policies.
- 4.4.2 The [MBZUAI Policy Framework & Guidelines](#) describes the requirements and principles for all MBZUAI policies, procedures, and associated instruments. It defines the process for the effective and consistent development, review, publication, approval, and administration of MBZUAI policies and procedures.
- 4.4.3 The MBZUAI Policy Framework and Guidelines will be reviewed every two years to verify that they are designed according to best practices, contributing positively to the development process, and ensuring stakeholder consultation.
- 4.4.4 MBZUAI undertakes to maintain up-to-date and approved policies with procedures as specified by Ministry of Education (MoE) regulatory bodies.
- 4.4.5 MBZUAI has an online Policy and Development Site system to manage the review and approval of policies. All students, faculty, staff, and other stakeholders will have access to the approved online version of the policies and procedures via the University intranet.
- 4.4.6 MBZUAI archives previous versions of its Policies and Procedures for a minimum of ten years.
- 4.4.7 IEQA conducts biannual awareness sessions to inform MBZUAI staff about the policy framework, guidelines, and templates.
- 4.4.8 All MBZUAI policies will be reviewed on a two-year review cycle.
- 4.4.9 In some instances, a review may be required earlier due to legislative, regulatory, or stakeholder requirements. In these cases, the policy owner must initiate the process with the IEQA.
- 4.4.10 Annual policy compliance checks are the responsibility of the policy owner.
- 4.4.11 In January each year IEQA informs all policy owners of the policies that are scheduled for review that year. IEQA works with the policy owner to ensure they review the policy in a timely manner.
- 4.4.12 IEQA produces a quarterly report on the status of all policies, procedures, and guidelines to the Director of Strategy and IEQA, and/or members of the SMT.

Related documents: [IEQA Operational Manual, Policy Framework and Guidelines, Policy, and Procedure Template](#)

4.5 Monitoring Key Performance Indicators

Key Performance Indicators (KPIs) serve as vital metrics for evaluating the effectiveness and success of the University’s objectives. These quantifiable measures provide valuable insights into various aspects of performance, guiding strategic decision-making and ensuring alignment with MBZUAI goals.

- 4.5.1 The performance of achieving University goals is based on achieving targets for both administrative and academic performance. The Strategy department develops KPIs through the [Strategic Planning Internal Process](#) utilizing the [Strategic Planning Manual](#).
- 4.5.2 During the strategic planning process, all departments are required to complete a Self-Evaluation Report with a continuous improvement plan that supports the development of their Annual Objectives and KPIs in the operational plan.
- 4.5.3 Academic and administration departments are responsible for the achievement of KPIs. Self-evaluations on the effectiveness of both academic and non-academic departments are assessed annually as per the IEQA Operational Manual. Additionally, all programs must be assessed for effectiveness within the parameters set in the Academic Programs Policy Manual.
- 4.5.4 IEQA is responsible for monitoring KPI and operational performance. The main purpose of

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monitoring KPI performance is to ensure that the KPI targets are being met as planned.

- 4.5.5 IEQA collects the data from the department focal points. The focal points are required to provide justification and evidence of the results. The evidence must be tangible and objective to support the measurement of the KPI results. Evidence should be objective and not subjective, which can consist of a letter of achievement, studies, reports, or any other document that proves the KPI result.
- 4.5.6 KPI/operational results will not be accepted if they do not include evidence or justified information.
- 4.5.7 KPI owners must develop corrective action plans for KPIs that did not meet the targets and share the details with IEQA.
- 4.5.8 All data is to be submitted to IEQA within five (5) working days before the end of the quarter. IEQA shall inform all departments one (1) month prior to the deadline.
- 4.5.9 IEQA will develop a performance report that will be prepared by reviewing and consolidating all input received from KPI owners into one report.
- 4.5.10 The performance report will include a list of KPIs that meet the target and their result, a list of KPIs that did not meet the target and their results, and a corrective action plan with a timeline and ownership for the KPIs not met.
- 4.5.11 The KPI performance report is submitted to the President for quarterly review.

4.6 Strategy, Institutional Effectiveness & Quality Assurance

- 4.6.1 MBZUAI has an established Strategy and IEQA department that is responsible for implementing the university's internal quality assurance system. The IEQA policy and operational manuals clearly set out all quality assurance policies, procedures, and activities and show how they are integrated into a single system to continually appraise and improve the institution as a whole and its programs, services, and operations.
- 4.6.2 Strategy manage and support the respective departments in setting up their practical action plans to achieve the KPIs and objectives.
- 4.6.3 IEQA monitors University performance against its strategic objectives and associated KPIs.
- 4.6.4 Strategy and IEQA identify performance gaps and work with the departments on continuous improvement activities and corrective recommendations.
- 4.6.5 All departments provide quarterly reports on MBZUAI’s KPIs and project(s). All KPI reporting submissions must have a summary of the action plan with outcomes, potential risks, and challenges.
- 4.6.6 IEQA reports to ADEO, upon their request, on the status of approved plans and suggests relevant changes to the departments as required.
- 4.6.7 Strategy and IEQA produce the MBZUAI Annual Performance Report with analysis and improvement recommendations from the stakeholders.
- 4.6.8 IEQA produces an annual evaluation report on the effectiveness of its quality assurance system and the performance and effectiveness of its quality assurance unit. IEQA develops corrective plans as required.
- 4.6.9 IEQA produces the Annual IEQA Report and the IEQA Self-Evaluation Report.

Related documents: [IEQA Operational Manual](#), [6.1 Development of Department Self-Evaluation Reports and Operational Plan Procedure](#), [6.2 Department Quarterly KPI Reporting Procedure](#)

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4.7 Academic Program Quality Assurance Framework

- 4.7.1 Quality of the academic programs is a concerted effort between the internal and external stakeholders as set out in the Academic Programs Policy Manual, in line with the Policy Framework and the IEQA Operational Manual.
- 4.7.2 IEQA is responsible for overseeing the compliance of the Academic Program Quality Assurance framework and with the relevant education regulatory bodies.
- 4.7.3 IEQA works with the Provost Division to define timelines and actions required to adhere to the regulatory requirements.
- 4.7.4 The Academic Department Chair is responsible for the program.
- 4.7.5 IEQA monitors the program progress, continuous enhancement, and effectiveness and develops continuous improvement processes as required.
- 4.7.6 At the end of each academic year, all program Department Chairs must complete the annual program report, which is maintained on the CMS.
- 4.7.7 IEQA conducts MoE and ADEK compliance checks as per the Audit schedule detailed in the IEQA Operational Manual.

Related documents: [IEQA Operational Manual](#), [Annual Program Report Procedure](#)

4.8 Institutional Database, Regular Annual Reports, Surveys & Dashboard Data

- 4.8.1 IEQA maintains a student enrollment academic performance database, retention attrition, and graduation rates. The Registrar’s Office is the main source for demographic and statistical data, which IEQA utilizes for internal and external student reporting.
- 4.8.2 IEQA maintains data with dashboards for the Provost Division, and other MBZUAI departments with relevant performance details.
- 4.8.3 IEQA develops and coordinates the survey administration calendar and data analysis. The calendar is updated and in the IEQA Operational Manual with the approved surveys.
- 4.8.4 MBZUAI benchmarks the results of student surveys against other institutions in the UAE that utilize the same survey software. IEQA uses ADEK uScore data for benchmarking. Once the Ministry of Education Central Higher Education Data Store (CHEDS) is published, MBZUAI will expand the benchmarking to include the central data collection platform.
- 4.8.5 IEQA manages the development of all surveys with specific business owners and administers them, ensuring confidentiality.
- 4.8.6 Business owners requesting that a survey be administered are required to complete the survey request template, which details the purpose of the survey, survey administration, survey questions, survey frequency, and timeline.
- 4.8.7 Prior to initiating survey implementation, IEQA requires a completed survey request template. A notice period of two (2) weeks is required before conducting ad-hoc surveys.
- 4.8.8 After a 30% response rate is achieved, IEQA produces reports based on the survey data with recommended action plans and deadlines for feedback on action taken.
- 4.8.9 IEQA provides dashboards for departments. To commence work on a dashboard, IEQA requires the completion of the New Dashboard request template with the project requirements clearly defined. IEQA requires a minimum of two months to complete a dashboard.
- 4.8.10 The new survey request and dashboard requests must be approved by the Head of IEQA before

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work commences on the new project.

- 4.8.11 IEQA is responsible for producing the MBZUAI Annual Fact-book. The softcopy Fact-book publishes the following data:
 - A. Current overall student satisfaction rate.
 - B. Graduation, retention, and attendance rate.
 - C. Annual records of the verified percentage of its graduates that are employed up to 12 months after graduation.
 - D. The annual completion rate of student cohorts scheduled to graduate to those who have graduated successfully.
 - E. Total number and ratio of faculty Scopus peer-reviewed publications for each of the last five academic years.
- 4.8.12 ADEO requires KPI and project data quarterly and annually,
- 4.8.13 ADEK requires all Performance Indicators submitted to their uScore system annually.
- 4.8.14 CHEDS requires data submissions into their system each semester and annually.
- 4.8.15 MoE requires annual Self- Evaluation reports from all departments and selected sub-sections.

Related documents: [IEQA Operational Manual](#), [MBZUAI New Survey Request Template](#), [MBZUAI New Dashboard Request Template](#)

4.9 Research and Business Intelligence Activities

- 4.9.1 The primary purpose of the research and business intelligence activities is to develop studies or reports covering specific research topics exploring areas and ways to support improvement in the effectiveness of the University using qualitative and quantitative methods.
- 4.9.2 IEQA is responsible for conducting research and business intelligence activities internally and externally.
- 4.9.3 A case must be defined to make a point for conducting research and business intelligence. The case should mainly contain:
 - A. Purpose of the research and business intelligence activity.
 - B. Problem statement.
 - C. Need for research and business intelligence.
 - D. Expected outcomes and how it will improve the University's effectiveness.
 - E. Budget and resources required.
- 4.9.4 The Research Request template must be completed before any work can commence. Based on the data in the request IEQA will provide a completion timeline. The case must be approved by the Head of IEQA.
- 4.9.5 Research records must be retained and archived on the MBZUAI campus or in other facilities under the University's control with specific authorization.
- 4.9.6 The research and business intelligence activities should be based on the operational plan of the IEQA section (planned research) or based on a request from internal stakeholders (ad-hoc requests).
- 4.9.7 IEQA periodic reports are planned and prepared according to a schedule detailed in the IEQA Manual.
- 4.9.8 IEQA ad hoc reports are any unplanned reports requested by MBZUAI's leadership to explain the findings/results/status.

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4.9.9 IEQA periodic and ad-hoc reports are reviewed by the Head of IEQA and shared with the Director of Strategy and IEQA or relevant stakeholders as required.

Related documents: [IEQA Manual](#).

4.10 Ministry of Education Inspection Site Visits

- 4.10.1 IEQA is responsible for arranging all site visits from ADEK and the Ministry of Education.
- 4.10.2 IEQA will arrange and work with all members of the MBZUAI community to ensure awareness of site visits by educational regulatory bodies.
- 4.10.3 In cases of inspection site visits, IEQA will coordinate the requirements and timelines with MBZUAI community members and departments.
- 4.10.4 IEQA is responsible for all contact between the University and the Ministry of Education, CAA, CHEDS, and ADEK on academic and non-academic issues.
- 4.10.5 IEQA coordinates all External Review Team (ERT) visits from the CAA.
- 4.10.6 IEQA coordinates the preparation of the academic program’s self-study documents, substantive changes, and ad hoc requests from the Ministry of Education, CAA, CHEDS, or ADEK.
- 4.10.7 Educational regulatory bodies visit reports, and their findings will be shared with the MBZUAI Internal Audit department.

4.11 Abu Dhabi and Federal Government Requests

- 4.11.1 IEQA is responsible for responding to ADEO, DGE, or any government entity requests. The requests are communicated internally to the relevant MBZUAI department(s).
- 4.11.2 All planned government data requests are detailed in the IEQA Operational manual.
- 4.11.3 All MBZUAI Departments are required to provide the data requested for government reporting within ten (10) working days of the request. This time period may be extended through requested permission, especially when related to ad hoc requests.
- 4.11.4 IEQA must validate and verify responses with the legal office before replying to any government request.

Related documents: [IEQA Manual](#).

4.12 Institutional Effectiveness & Quality Assurance Manual

- 4.12.1 IEQA is responsible for developing and maintaining the IEQA Manual. It is an up-to-date and approved manual that must meet the compliance of educational regulatory bodies.
- 4.12.2 The purpose of the IEQA manual is to establish a systematic process for monitoring performance, enhance the quality of academic services, research services, and institutional services, and facilitate self-improvement at the academic support level to contribute to the overall mission.
- 4.12.3 The IEQA Manual is reviewed every two (2) years. The review may be initiated earlier based on requirements from educational regulatory bodies for licensure and/or accreditation.
- 4.12.4 The IEQA Manual must be in alignment with the National Qualification Framework UAE, the Standards for Licensure and Accreditation 2019, the Commission for Academic Accreditation, the Ministry of Higher Education and Scientific Research, United Arab Emirates, and Abu Dhabi Department of Education regulations.
- 4.12.5 The Head of IEQA oversees the implementation of the IEQA manual and is a formally designated

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individual with experience and qualifications or training to undertake the assigned responsibilities.

4.12.6 The IEQA manual mandates annual self-evaluation reporting which includes improvement action plans in the following areas:

- A. Employer-Advisory Committees.
- B. Student Experiences.
- C. Student Support services.
- D. Academic Advising Services.
- E. Learning Resource Centre (LRC).
- F. Contractual Relationships.
- G. Social Responsibility and engagement activities.
- H. Learning Management System (LMS) and IT services.

Related documents: IEQA Operational Manual.

5. Definitions

Terminology	Definition
ADEK	Abu Dhabi Department of Education and Knowledge (ADEK) is the education sector regulator in the Emirate of Abu Dhabi.
ADEO	Abu Dhabi Executive Office (ADEO) – is the executive office of the Abu Dhabi government responsible for monitoring the implementation of strategic plans carried out by entities and assessing their performances.
Board of Trustees (Board or BoT)	The Board of Trustees was officially appointed for the MBZUAI.
Business owner	A person within or related to a MBZUAI department. Examples include new program surveys with employers or event satisfaction surveys with the event organizer.
CAA	Commission for Academic Accreditation (CAA) is the federal education regulator within the Ministry of Education in the United Arab Emirates.
CHEDS	Centre for Higher Education Data and Statistics (CHEDS) which is part of the Ministry of Education.
Department of Government Enablement (DGE)	Department of Government Enablement is a centralized government enabler that delivers quality services to the Emirate of Abu Dhabi government employees and entities, customers, citizens, and residents.
DOA	Delegation of Authority
IEQA	IEQA is the Institutional Effectiveness and Quality Assurance Office within MBZUAI. It serves as the focal point for planning and performance monitoring of all operational and academic Departments of MBZUAI. IEQA operates under the IEQA Policy Manual and conducts activities in line with the IEQA Operational Manual.

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Terminology	Definition
KPI	Key Performance Indicator: a measure of the performance of the monitored results at different stages to verify the progress of the targets set for goals.
MBZUAI Strategic Plan	The institutional level strategy outlines MBZUAI's vision, mission, strategic objectives, strategic key performance indicators, list of initiatives, and required budget.
Member of the University Community	Any individual associated with the University, including students, faculty, staff, and administrators, who actively participates in or contributes to the academic, social, and operational aspects.
MoE	Ministry of Education, United Arab Emirates.
Objective	Specific, measurable results that MBZUAI plans to achieve. They should be tactical, timely, specific, concrete, narrow, measurable, and achievable.
Policy	A statement of intent. A deliberate system of guidelines to guide decisions and achieve outcomes.
Procedure	An established or official way of doing something. It describes the sequence of steps and specifies what needs to be done for each step.
Program Effectiveness	Program effectiveness refers to the degree to which the academic program achieves its intended outcomes in terms of student achievement of learning objectives, graduation rates, employment outcomes, and other key performance indicators.
Provost	The chief academic officer of the University, who reports directly to the President.
Self-evaluation report	A department report that is a self-reflection on the strengths and weaknesses, critiquing their work and highlighting areas of potential improvement.
SMT	Senior Management Team (SMT) comprises of University's President, Chief of Staff, Provost, and Vice Presidents. They are supported by Directors, Heads of Departments and Advisors.
Strategy	The team reports to the Director of Strategy and IEQA at MBZUAI. They work with the President, senior management, and all departments to develop the strategy, objectives, and KPIs.
ToR or Committee Charter	Terms of Reference (ToR) is a document that outlines the objectives, scope, responsibilities, and procedures for a particular project, task, or committee. Also referred to as a Committee Charter.
University President	The President of the MBZUAI.
VP	University Vice President (VP).

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6. References and Related Documents

1. [Policy Framework.](#)
2. [MBZUAI Strategic Plan.](#)
3. [Strategic Planning Manual.](#)
4. [Strategic Planning Internal Process.](#)
5. IEQA Operational Manual.
6. Academic Programs Policy Manual.
7. [All MBZUAI Policies and Procedures.](#)

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7. Document Control Information

Version number	File Name	Responsible Role	Comments	Date of change
V01.00	MBZUAI-IQA-IEQA-POL-V2	Head of IEQA	Initial Approved Document	December 2020
V01.01	MBZUAI-IQA-IEQA-POL-V2	Head of IEQA	Updated policy as per CAA requirements. Included alignment to CAA stipulation 2.1.4 in section 6.2.6 of the policy. Included alignment to CAA stipulation 2.1.7 in section 6.4.7 of the policy. Added Strategic planning and evaluation details as per the Strategic Planning Manual and procedure. (6.1) & (6.4).	January 2023
V02.00	QAPolicies_IEQA_POL_V02.00	Head of IEQA	Policy manual to meet requirements of internal audit, Ministry of Education inspection directorate, and the Commission of Academic Accreditation regulatory bodies. IEQA Policy Manual organizationally aligned, file name compliance with Records and Archives.	May 2024
V02.00	QAPolicies_IEQA_POL_V02.00	President	Approved by the President	August 2024

Approval List

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Sequence Number	Sequence Roles	Responsible Role	Comments	Date
1	Policy Owner	Head of IEQA		2024-05-16
2	IEQA Review	External Policy Consultant	Reviewed policy manual for regulatory compliance and organizationally aligned to best practices.	2024-05-20
2	Legal review	General Counsel		2024-05-30
3	Initiator	Head of IEQA	The policy manual has been updated to align with regulatory requirements.	2024-05-30
4	Endorser	Director of Strategy and IEQA	Endorsed with some minor adjustments	2024-07-15
5	Approver	The President	Approved by the President	2024-08-28

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