



Quality Assurance Policy

Atlas Star IT Centre

Purpose:

The Quality Assurance Policy establishes guidelines and processes to ensure the delivery of high-quality education and training services at Atlas Star IT Centre. This policy supports continuous improvement across teaching, learning, and operational activities to meet the needs of students, staff, and stakeholders.

Scope

This policy applies to all areas of operations, including lesson planning, teaching staff, assessment processes, and feedback management.

Key Quality Assurance Areas

1. Review of Lesson Materials and Teaching Staff

- **Lesson Materials:**
 - Regular evaluation and updates of lesson plans, ensuring they align with current industry standards and meet course objectives.
 - Incorporate innovative and engaging teaching methodologies tailored to different learning styles.
- **Teaching Staff:**
 - Conduct regular performance reviews and classroom observations.
 - Ensure all instructors have the necessary qualifications, experience, and professional development opportunities.
 - Provide ongoing training to enhance pedagogical skills and technical knowledge.

2. Assessment and Internal Quality Assurance (IQA)

- **Assessment Standards:**
 - Ensure all assessments are valid, reliable, fair, and aligned with learning outcomes.
 - Implement standardized grading procedures to maintain consistency and fairness.
- **Internal Quality Assurance (IQA):**
 - Conduct internal audits to verify that assessment processes meet accreditation and institutional standards.
 - Document and track IQA findings and corrective actions in a centralized system.
 - Ensure IQA is carried out independently and systematically, using feedback loops for continuous improvement.



3. Feedback Management

- **Receiving Feedback:**
 - Actively collect feedback from students, staff, and stakeholders via surveys, focus groups, and feedback forms.
 - Maintain an open-door policy to encourage direct communication.
- **Review and Action:**
 - Establish a Feedback Review Committee to analyse feedback and identify areas for improvement.
 - Develop action plans based on feedback and set measurable goals.
 - Communicate outcomes and improvements to relevant parties, demonstrating responsiveness and accountability.

Responsibilities

- **Quality Assurance Team:**
 - Oversee the implementation and monitoring of this policy.
 - Ensure compliance with accreditation and regulatory requirements.
 - Prepare annual quality assurance reports summarizing activities, findings, and improvements.
- **Teaching Staff:**
 - Participate in training and development sessions.
 - Provide timely feedback and suggestions to improve lesson delivery and assessments.
- **Students:**
 - Engage with feedback mechanisms to contribute to the institution's improvement.
 - Adhere to guidelines and policies to maintain a high standard of learning.

Monitoring and Review

This policy is reviewed annually to ensure its continued relevance and effectiveness. Updates are made based on feedback, regulatory changes, and institutional growth.