



GANGAPUTRA AYURVEDIC COLLEGE & HOSPITAL

Kaithal Road, Kandela, Jind-126125 (Haryana)

Standard Operating Procedure (SOP) for Internal Quality Assurance Cell (IQAC)

1. Purpose

The purpose of this SOP is to outline the procedures and responsibilities of the **Internal Quality Assurance Cell (IQAC)** within the institution. The IQAC is responsible for ensuring continuous improvement and maintaining the quality standards of education, administration, and other institutional activities. This SOP defines the operational structure, roles, and processes for quality enhancement and assurance within the institution.

2. Scope

This SOP applies to all departments, faculty, staff, students, and stakeholders involved in the institution's activities. The IQAC's mandate includes ensuring that:

- The institution's educational processes adhere to national and international standards.
- Academic and administrative performance is consistently monitored and improved.
- Quality assurance mechanisms are implemented across all functions of the institution.

3. Definitions

- **Internal Quality Assurance Cell (IQAC):** A committee or body formed within the institution to oversee and ensure the continuous improvement of quality in educational, administrative, and support services.
- **Quality Assurance (QA):** The systematic monitoring and evaluation of various aspects of an institution's functions to ensure that established quality standards are met.
- **Quality Enhancement (QE):** The actions taken by the institution to improve the quality of education and services offered.

4. Structure and Composition of IQAC

The IQAC should consist of the following members:

- **Chairperson:**
 - Typically, the Head of the institution (e.g., Principal/Director/Dean) or an experienced academician in charge of quality.

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- Responsible for overseeing the overall functioning of the IQAC, decision-making, and ensuring its integration into the institution's strategic planning.
- **Coordinator:**
 - A senior faculty member or administrative official, preferably with experience in quality assurance.
 - Responsible for coordinating the activities of the IQAC and ensuring implementation of quality assurance measures.
- **Faculty Members (from Different Departments):**
 - Representatives from various academic departments to provide input on academic quality, teaching, and learning standards.
- **Administrative Staff Representative:**
 - Responsible for ensuring that quality measures are also applied to administrative functions.
- **Student Representative:**
 - Provides input from the student body and represents student concerns regarding the quality of education and services.
- **External Experts (Optional):**
 - Professionals or academic experts from outside the institution who bring external perspectives on quality.
- **Members for Special Focus Areas (Optional):**
 - Individuals representing research, library, student support, and other key functional areas to provide specialized input.

5. Roles and Responsibilities

- **Chairperson (Head of the Institution):**
 - Provides leadership and direction for the IQAC.
 - Ensures alignment of IQAC activities with the institution's vision and mission.
 - Reviews reports and progress on quality assurance activities.

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- **Coordinator:**

- Manages the day-to-day activities of the IQAC.
- Prepares agendas for meetings, documents minutes, and follows up on the implementation of decisions.
- Leads the preparation of self-study reports and other quality-related documentation.

- **Faculty Members:**

- Actively participate in quality enhancement initiatives related to teaching, learning, research, and curriculum development.
- Monitor academic performance and suggest improvements.

- **Administrative Staff Representative:**

- Ensures the implementation of quality assurance measures in administrative processes like admissions, student support, examination, and grading.

- **Student Representative:**

- Provides feedback on the quality of education, teaching methods, and support services.
- Represents the interests and concerns of the student body.

- **External Experts:**

- Provide an unbiased evaluation of the institution's quality measures and suggest areas for improvement.

6. Key Functions of IQAC

The IQAC is responsible for the following key functions:

6.1 Designing and Implementing Quality Assurance Systems

- **6.1.1 Establishing Standards and Benchmarks:**

- Set clear quality standards and performance indicators for academic and administrative departments.

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- Design mechanisms for ongoing self-assessment and evaluation against national and international quality standards.

- **6.1.2 Development of Quality Assurance Policies:**

- Formulate policies to assure quality in academics, research, administration, infrastructure, and student support services.

- **6.1.3 Continuous Monitoring:**

- Conduct periodic reviews and assessments of all activities, ensuring compliance with established quality standards.

6.2 Accreditation and Evaluation

- **6.2.1 Preparing for Accreditation:**

- Lead the preparation of the institution for national and international accreditation processes (e.g., NAAC, NIRF).
- Collect and analyze data required for accreditation, prepare reports, and submit them on time.

- **6.2.2 Internal Evaluation:**

- Conduct internal audits and evaluations to assess the effectiveness of various programs and services.
- Coordinate internal assessments (e.g., surveys, feedback collection from stakeholders).

6.3 Promoting a Culture of Quality

- **6.3.1 Awareness Programs:**

- Organize workshops, seminars, and training programs to raise awareness of quality standards across all departments.
- Ensure faculty, staff, and students understand the importance of quality assurance.

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• 6.3.2 Feedback Mechanism:

- Implement and regularly review a feedback mechanism (from students, alumni, employers, etc.) to evaluate the quality of academic programs, teaching methods, and campus facilities.
- Act on feedback received to enhance the quality of services provided.

6.4 Documenting and Reporting

• 6.4.1 Self-Study Reports:

- Coordinate the preparation of the institution's self-study reports for accreditation or other evaluations.

• 6.4.2 Documentation of Best Practices:

- Identify and document successful quality enhancement initiatives and best practices for sharing within and outside the institution.

6.5 Supporting Research and Innovation

• 6.5.1 Encouraging Research Activities:

- Encourage faculty and students to engage in research and innovation while ensuring the quality of research output.
- Monitor research-related processes such as publications, collaborations, and projects to ensure high standards.

6.6 Institutional Development

• 6.6.1 Strategic Planning:

- Support the institution's leadership in the development of long-term quality enhancement strategies.

• 6.6.2 Resource Allocation:

- Provide recommendations for resource allocation to ensure continuous improvement in infrastructure, academic programs, and services.



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7. Quality Assurance Processes

• 7.1 Data Collection:

- Regularly collect data from multiple sources, including faculty performance, student feedback, curriculum effectiveness, and administrative efficiency.

• 7.2 Review and Analysis:

- Analyze the collected data to identify gaps, areas for improvement, and areas where the institution excels.

• 7.3 Action Plan Development:

- Based on the analysis, develop and implement action plans for quality enhancement in specific areas (e.g., curriculum development, teaching methodologies, infrastructure, etc.).

• 7.4 Regular Audits:

- Conduct internal audits of various processes (academic, administrative, student support) to verify compliance with quality standards and make improvements as needed.

8. Review and Evaluation

• 8.1 Periodic Review:

- The performance of the IQAC will be reviewed periodically to ensure its effectiveness and alignment with institutional goals.

• 8.2 Annual Reports:

- Prepare and submit an annual report detailing IQAC activities, achievements, challenges, and recommendations for continuous improvement.

• 8.3 External Reviews:

- Periodically invite external experts to review the quality assurance mechanisms and provide feedback for further development.

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9. Confidentiality and Ethical Considerations

- All data collected for quality assurance processes will be handled with confidentiality, ensuring the privacy of individuals involved.
- Ethical standards must be upheld in all aspects of quality assurance, including fairness, transparency, and accountability.

10. Timeframe and Reporting

- The IQAC will meet regularly (e.g., quarterly or bi-annually) to review progress, set new goals, and address any issues.
- Reports on quality assurance activities and outcomes will be submitted to the institution's management and governing body.

Conclusion

This SOP for the **Internal Quality Assurance Cell (IQAC)** provides a structured approach to maintaining and enhancing the quality of educational and administrative activities within the institution. The implementation of this SOP will ensure that quality is continually monitored, evaluated, and improved, contributing to the overall development of the institution and the success of its students, faculty, and staff.

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