

Good Practices
in
Programme Management

What are we going to cover today?

- Good practices in the management of study programmes
- Evidences for good practices

Reference: *Postgraduate Programme Review Handbook of the UGC*

Good Practice	Sources of Evidence
<p>The goals and objectives of the study programmes align with the goals and objectives stated in the strategic plan.</p>	<ul style="list-style-type: none">• Strategic Plan,• Course Handbooks with Goals and Objectives of Programmes,• Action plan and annual plans,• Documents on action plan implementation and monitoring.
<p>The organizational structure complies with relevant legislation</p> <p>Organizational structure enables effective management and execution of core functions.</p>	<ul style="list-style-type: none">• Relevant legislative provisions;• Organogram;• TORs of Statutory Boards• TORs of other Committees.• By-laws / Policies• Minutes of Meetings of Statutory Boards and Committees

Good Practice

Sources of Evidence

Suitably qualified and trained teaching faculty and other staff are available.

Institute has a clear human resource development policy.

HR Policy of the Institute includes appointment of suitably qualified teaching faculty and other staff, and their orientation, professional development, and periodic evaluation.

- Human Resource Development policy;
- Cadre provision documents;
- Work norms and Duty lists;
- List of available staff;
- Training schedules, budgets and manuals;
- Outline and contents of the orientation and other training programmes;
- Feedback received from participants.

Good Practice

Channels of communication between the UGC, University, Institute's administration, Faculty and students are well-established and maintained.

Clear policies and effective mechanisms for management of financial, physical, and human resources are available and resources are allocated in accordance with those policies.

Sources of Evidence

- Guidelines on official channels of communication
- Policies on allocation of resources;
- Strategic plan;
- Action plan and records of allocation of financial resources;
- Programme budgets;
- Minutes of the Finance Committee;
- Minutes of the Audit Committee.

Good Practice	Sources of Evidence
<p>Mechanisms to obtain students' views on study programmes and the learning environment are available.</p>	<ul style="list-style-type: none">• Records of the established mechanisms to obtain student views;• Records of student feedback;• Minutes of meetings with Student and Alumni;
<p>Students' concerns are addressed in a timely manner.</p>	<ul style="list-style-type: none">• Minutes of the Boards of Study, other Statutory Boards and committees;• Records on follow up actions taken.
<p>A policy for designing and revision of curricula of study programmes and courses is available.</p>	<ul style="list-style-type: none">• Curriculum design and review policy

Good Practice

Sources of Evidence

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- Records of the established mechanisms to obtain student views;
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- Minutes of the Boards of Study, other Statutory Boards and committees;
- Records on follow up actions taken.
- Curriculum design and review policy

Good Practice	Sources of Evidence
<p>Curriculum is outcome-based .</p> <p>Curricula are periodically reviewed.</p>	<ul style="list-style-type: none">• Curriculum design and review policy;• Minutes of the Board of Study;• Minutes of the Curriculum Design and Review Committee (CDRC);• ToR of CDRC;• Records on curriculum design;• Records on periodic review of curricula.• Evidence for employers' and stakeholder's surveys;• Records on ongoing training programmes on outcome based education (OBE);

Good Practice

Essential information regarding study programme is publicly available.

Sources of Evidence

Handbook and/weblinks with the following information.

- Curriculum
- Course specifications
- Learning resources;
- Student support services;
- Disciplinary procedures;
- Welfare facilities available;
- Rights and responsibilities of students;
- Grievance redress mechanisms

Good Practice

Study programmes are completed in a timely manner.

Effective mechanisms are in place to monitor and ensure timely completion of study programmes.

Sources of Evidence

- Curriculum implementation policy;
- Web link / Handbook containing the dates of commencement and completion of programme/s;
- Annual academic calendar;
- Minutes of Boards of study;
- Progress review reports of postgraduate research students;
- Records of individual student registration and completion with dates.

Good Practice	Sources of Evidence
<p>Clearly defined, transparent and non-discriminatory admission criteria are available.</p> <p>These criteria are made known to prospective students.</p> <p>Students are selected in a non-discriminatory manner.</p> <p>An orientation programme is available for new students.</p>	<ul style="list-style-type: none">• Policy on selection of students;• Handbook/web links with details of admission criteria;• Minutes of Boards of study• Minutes of Admission Committee <ul style="list-style-type: none">• Outline, contents, structure and schedules of the orientation programmes;• Records of attendance;• Feedback received from the participants.

Good Practice	Sources of Evidence
<p>Electronic records of all post-graduate students are available.</p> <p>These records are comprehensive, secure, confidential, and up to date.</p> <p>Updated MIS is available.</p> <p>In the MIS, management of academic activities and key administrative functions are clearly separated.</p> <p>Access rights to MIS are clearly defined.</p> <p>Secure backups of all files and records are available.</p>	<ul style="list-style-type: none">• MIS,• Backup policy,• MIS link;• MIS user manual;• Approved document on user rights;• MIS Backup files and records.

Good Practice	Sources of Evidence
<p data-bbox="25 157 866 314">Policy on internal quality assurance (IQA) is available.</p> <p data-bbox="25 428 866 499">An entity for QA is available.</p> <p data-bbox="25 599 968 842">Functions and Operational Procedures of the QA entity are well defined.</p>	<ul data-bbox="1095 157 2420 928" style="list-style-type: none"><li data-bbox="1095 157 1503 228">• IQA policy<li data-bbox="1095 242 2420 399">• Records on establishment of a Centre for Quality Assurance (CQA)<li data-bbox="1095 414 1426 485">• By laws<li data-bbox="1095 499 1426 571">• Policies<li data-bbox="1095 585 2165 656">• Operational procedures manual.<li data-bbox="1095 671 1783 742">• Minutes of the CQA<li data-bbox="1095 756 2420 928">• Reports of implementing internal quality enhancement system

Good Practice	Sources of Evidence
<p data-bbox="12 157 866 307">Clear policy for phasing out curricula is available.</p> <p data-bbox="12 428 968 664">Phasing out of curricula is done with minimum disruption to progression of students.</p>	<ul data-bbox="1095 157 2484 849" style="list-style-type: none"><li data-bbox="1095 157 2484 321">• Policy document on phasing out curricula and transitional arrangements;<li data-bbox="1095 335 2484 499">• Guidelines on phasing out curricula and transitional arrangements;<li data-bbox="1095 514 2484 763">• Minutes of Boards of Study/Board of Management on phasing out curricula and transitional arrangements;<li data-bbox="1095 778 2484 849">• Student appeals and records of decisions

Good Practice	Sources of Evidence
<p>Students are well-informed about their responsibilities and entitlements.</p> <p>A code of conduct for students is available</p> <p>Student grievances handling policy is available.</p> <p>Mechanism for addressing student grievances is available.</p>	<ul style="list-style-type: none">• Student Handbook• Code of conduct for students• Student disciplinary by laws • Student grievances handling policy

Good Practice

Sources of Evidence

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- Student Handbook
- Code of conduct for students
- Student disciplinary by laws

- Student grievances handling policy

Good Practice	Sources of Evidence
<p>A sound financial management system that complies with national guidelines is available.</p>	<ul style="list-style-type: none"> • Relevant circulars of the UGC; • BOM approved guidelines for preparation of programme budgets; • Programme budgets; • Minutes of the Finance Committee meetings; • Records of addressing issues raised by Boards of Study
<p>A policy and established mechanisms to offer support for students with special needs are available.</p>	<ul style="list-style-type: none"> • Policy document on students with special needs; • Records of accommodating requests of students with special needs

Good Practice	Sources of Evidence
<p data-bbox="25 157 1057 492">A policy and practices on gender equity and equality (GEE) and Sexual & Gender Based Violence (SGBV) are available.</p> <p data-bbox="25 606 1057 935">Measures to ensure GEE and deter any form of SGBV amongst all categories of staff and students are available.</p>	<ol data-bbox="1108 157 2382 406" style="list-style-type: none">1. Policy document on GEE and SGBV;2. Records of complaints3. Records of action taken on complaints.

Good Practice	Sources of Evidence
<p data-bbox="25 157 1057 485">A Management Guide that sets out all the procedures adopted for the implementation of its policies is available</p> <p data-bbox="25 599 993 928">Management Guide is used to ensure efficient and effective management of the programme of study</p>	<ul data-bbox="1095 157 2484 399" style="list-style-type: none"><li data-bbox="1095 157 1796 228">• Management Guide<li data-bbox="1095 242 2484 399">• Minutes of the meetings of Board of Study and other relevant committees.

Thank You