Action Plan of QAA Recommendations from IQR (May 2023) Findings: Amity University Uttar Pradesh

#	Recommendations	Action Plan	Timeline
1.1	Construct and maintain a risk register to facilitate the management of the entire risk portfolio (ESG Standard 1.1).	i. To implement a risk register in response to the Quality Assurance Agency's (QAA) recommendations, the University will establish a dedicated Risk Register Team comprised of key members from relevant departments, with a designated team leader responsible for overseeing the entire process.	October 2023
		ii. The Risk Register Team will define risk categories and criteria. The Team will ensure that a comprehensive and relevant set of risk categories have been identified. Additionally, the team will develop clear and standardized criteria for assessing and categorizing risks based on their severity, occurrence, and detection.	December 2023
		iii. Once the categories and criteria are established, the Risk Register Team will conduct a thorough risk identification and assessment process across all the University's functions and projects. This assessment will facilitate in identifying, ranking, and prioritizing risks.	March 2024
		iv. To ensure accountability and effective risk management, the University will assign ownership of each identified risk to responsible individuals or departments.	May 2024
		v. The assessment will be regularly reviewed and updated to adapt to changes in the University's internal and external environment.	June 2024

		vi. Risk Register team will research and choose a suitable risk register software or tool that aligns with the University's needs and can accommodate the identified risk categories and criteria.	
		vii. Once the tool is finalized, data collection and systematically entering identified risks into the chosen risk register tool will be initiated. This will include detailed information such as risk descriptions, potential impacts, likelihood, responsible parties, and mitigation strategies (especially for identified high-priority risk).	July 2024
		viii. Risk Register Team will regularly review the risk register to ensure its accuracy and relevance. Periodic risk assessment reviews will be conducted to identify emerging risks strategies will be adapted accordingly.	July 2024
		ix. Training and awareness programs will be provided to ensure successful implementation of the risk register.	August 2024
		x. To maintain transparency and demonstrate adherence to the QAA recommendation, the Senior Management Team will periodically review the organization's risk management practices and the effectiveness of the risk register, preparing and submitting comprehensive reports to the QAA as necessary.	August 2024
		xi. Compliance with QAA standards and requirements is a priority. A Compliance Officer will oversee that the implementation and maintenance of the risk register aligned with QAA standards and provide the necessary documentation and evidence of compliance as required.	December 2024

1.2	Include explicit reference to consideration of the implications for support service units in the process documents for approval of new programmes, and for periodic review of existing programmes (ESG Standard 1.2).	i.	Various support service units required for existing & new programmes shall be identified. The roles and responsibility of support service units.	October 2023
		ii.	Identify resources and service units required based on introduction of new programmes / review of existing programmes in terms of manpower, infrastructure, learning resources, IT resources & Software and student support services.	November 2024
		iii.	Review of existing process and policies for identifying the gaps.	November 2024
		iv.	Accordingly relevant support service units will take necessary action to ensure availability before commencement of academic session.	December 2024
		v.	Accordingly, university will review existing policy "Guidelines for Starting New Academic Programmes in the Existing Institutions/ Departments & Establishment of New Institutions (G-04)"to incorporate consideration of explicit support service units.	Jan - Feb 2024
		vi.	Revised guidelines will be put up for the approval of Academic Council & Executive Council.	March 2024
		vii.	Organize workshop on revised processes and policies to keep all stakeholders informed about the changes in process documents and their responsibilities.	March 2024

1.3	Create integrated policies and procedures for the handling of mark reduction for late submission of assessed coursework, academic misconduct and extenuating circumstances to support the equitable treatment of students (ESG Standard 1.3).	i.	Area Advisory Board (AAB) defines internal continuous assessments and professional skills development activity for each course. These assessments are linked with Course learning outcomes explicitly.	October 2023
		ii.	Identify various Course types that will be defined for assessed course works.	November 2023
		iii.	A list will be prepared of Academic Misconduct in various course types as per relevant regulatory bodies and benchmarking with best practices at national & international levels.	November 2023
		iv.	A list of extenuating circumstances to support the equitable treatment of students will be prepared.	December 2023
		v.	An integrated policy will be framed for developing a system where assured course works will be defined depending upon course objectives, course learning outcome & assessment plan.	December 2023
		vi.	This comprehensive policy will be presented to Academic Council for final approval.	December 2023
1.3	Create an explicit policy and procedure for academic appeals as distinct from other types of grievances (ESG Standard 1.3).	i.	Brainstorming sessions with Deans of studies of various domains to identify various areas of academic appeals will be conducted.	October 2023
		ii.	Explicit policy and procedures for Academic Appeal will be developed.	November 2023
		iii.	This policy will be presented to Academic Council & Executive Council for final approval.	December 2023
		iv.	Online Automated system on Amizone to handle student Academic Appeals.	February 2023

1.5	Amend the academic staff appraisal form to ensure that there is an explicit record of the reflective discussion between the appraiser and the appraisee (ESG Standard 1.5).	The discussion between Appraiser and appraisee is done, however, the records of the same are not kept. As recommended by QAA, Appraisal Performance Report (APR) will be reviewed and amended as per the following:	
		i. A committee of Deans and select HoIs will be formed to identify the best practices of reputed institutions/universities as well as the requirements of the regulatory bodies for the faculty appraisal system and give their suggestions.	1st Fortnight October 2023
		ii. Guidelines will be reviewed accordingly, and amendments will be made in the APR for reflective discussions between the appraiser and appraisee. Records of the same will be maintained for future reference for, professional development of faculty and review of policy guidelines.	November 2023
		iii. Workshops will also be conducted for appraiser and appraisee before commencement of the next appraisal cycle.	November 2023
		iv. Proposal will be put up for approval in the Academic Council and Executive Council	December 2023
		v. Once approved, will be implemented through HR Department	June 2024
1.5	Consider the inclusion of all teaching staff in peer observation to promote consistency of good practice in teaching and learning (ESG Standard 1.5).	AUUP guidelines on peer review mentions the inclusion of all faculty members. Institutions are involving all faculty in review. Following action plan is worked out based on QAA recommendation for inclusion of all teaching staff in peer observation to promote consistency of good practice in teaching and learning:	Before commencement of every Semester (December 2023 onwards)
		i. A calendar of peer review semester-wise (odd and even semesters) will be prepared and communicated to all concerned.	Beginning of every Semester

		ii. Peer review team for all faculty will be defined by concerned HoI on Amizone for approval of Dean of Faculty	from even semester 2023-24
			Even Semester 2023-24 onwards
		iii. Dean of Faculty will check and confirm that all teaching staff are included for peer review.	December 2023 onwards
		iv. A workshop will be conducted for peer review teams including all teaching staff and the peer review will be completed as per the calendar communicated for the semester.	Even Semester 2023-24 onwards
		v. Academics Office will monitor that schedule is effectively implemented.	Even Semester 2023-24 onwards
		vi. Professional development programs will be planned and conducted as per the training needs analysis based on peer review before commencement of next semester/academic session.	

1.6	Establish greater involvement among professional support staff in the development of strategy for student support in order to ensure all employees understand and can articulate the University's approach (ESG Standard 1.6).	Following action is provided:
		
		i. **Communication Strategy**:
		
		   a. Identify the student support departments/ professionals functioning at Institute level / University level.
		   b. Communicate roles and responsibility of the professional support staff with regard to Student Support Services to support staff personnels.
		   c. Communicate university Broad Based Goals (BBG) and role of Student Support Services (SSS) in achieving these goals.
			December 2023

		ii. **Inclusive Workshops and Brainstorming**:	
		a. Organize workshops or brainstorming sessions that involve representatives from different support departments. Encourage open discussions to gather diverse perspectives and ideas for enhancing student support services.	Conduct multiple workshops at institute level & university level (April 2024)
		b. Analyze feedback and inputs given by Student Support personal during workshop and integrate selected input into policy guidelines / SOPs for professional student support staff for delivery effective student support.	
		c. Acknowledge and celebrate the contributions of professional support staff to strategy development. Highlight success stories and showcase how their involvement has positively impacted student support.	
		iii. **Training and Strategies**:	June 2024
		a. Identify and plan training plans for Student Support professionals.	
		b. Conduct session for professional support staff on the university's mission, values, and student support goals.	
		c. Conduct workshops on strategy development processes to ensure a common understanding.	
1.9	Ensure that each support service unit is comprehensively reviewed on a periodic basis (ESG Standard 1.9).	i. To identify resources and service units required based on review of existing programms in terms of manpower, infrastructure, learning resources, IT resources & Software and student support services.	November 2023
		ii. The Manpower requirements will be reviewed and planned well before start of each semester.	December 2023
		iii. A policy will be framed for comprehensive review of Support Services on periodic basis. This comprehensive policy will be	March 2024

		presented to Academic Council & Executive Council for final approval.	