



Central University of Science & Technology

CUST

Policy for Institutional Quality Assurance Cell (IQAC)

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Authorship and Approval

Author	Director, IQAC	Policy Owner	IQAC
Approved By	Board of Trustees	Approval Date	08 April 2026

Governance and Responsibility

Policy Owner Responsibility	The IQAC is responsible for coordination, implementation, monitoring, and periodic review of this policy
Implementation Responsibility	IQAC Office, Academic Departments, Registrar's Office, and relevant administrative units
Operational Implementation	Day-to-day implementation shall be managed by IQAC in collaboration with academic and administrative departments
Oversight Body	Academic Council and Syndicate
Monitoring and Compliance	IQAC shall monitor compliance and report quality assurance outcomes to the relevant University authorities

Equality and Accessibility

Equality Impact Assessment	To be conducted in accordance with institutional equality and inclusivity principles
Accessibility	This policy shall be made available through official institutional communication channels and alternative formats upon request

Legal and Regulatory Framework

Applicable Regulations	Private University Act 2010 (Bangladesh); UGC Bangladesh Quality Assurance Framework; IQAC Operations Manual; Bangladesh Accreditation Council (BAC) Guidelines
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Dissemination and Training

Dissemination	Published on the CUST website and available upon request through IQAC Office
Training	Regular staff training on data protection, IT security, and compliance requirements
Accessibility	Alternative formats on request. Email Quality@cust.edu.bd

1. Policy Title

Policy for Institutional Quality Assurance Cell (IQAC)
Central University of Science and Technology (CUST)

2. Purpose of the Policy

The purpose of this Institutional Quality Assurance Policy is to establish a comprehensive and continuous quality assurance and enhancement framework at Central University of Science and Technology (CUST) in alignment with the quality assurance guidelines and operational framework of the University Grants Commission (UGC) of Bangladesh, the IQAC Operations Manual, and nationally and internationally accepted higher education quality standards.

This policy aims to promote a sustainable quality culture within the University through systematic monitoring, evaluation, review, and continuous improvement of academic, administrative, research, and student support activities. The policy provides a structured framework for ensuring accountability, transparency, academic integrity, institutional effectiveness, and stakeholder confidence in all University operations.

The policy further aims to:

- ensure continuous improvement of teaching, learning, assessment, research, and academic governance;
- support Outcome-Based Education (OBE), programme self-assessment, and continuous quality improvement (CQI) practices;
- strengthen institutional capacity for academic planning, monitoring, and accreditation readiness;
- establish effective mechanisms for stakeholder feedback, evidence-based decision making, and performance evaluation;
- enhance student learning experience, employability, research quality, and institutional reputation;
- ensure compliance with the requirements of the University Grants Commission (UGC), Bangladesh Accreditation Council (BAC), and other relevant regulatory authorities;

- support the University's vision of becoming a nationally and internationally recognised institution committed to academic excellence, innovation, research, industry engagement, and sustainable development.

Through this policy, CUST affirms its commitment to maintaining high academic standards, fostering a culture of excellence, and ensuring that all academic and administrative processes contribute effectively to the achievement of the University's strategic goals and mission.

3. Vision of the IQAC Policy

To establish a sustainable quality assurance culture at Central University of Science and Technology (CUST) that promotes academic excellence, continuous improvement, innovation, accountability, and international standards in higher education, ensuring that the University becomes a nationally and internationally recognised institution for quality teaching, research, student development, and institutional governance.

The IQAC envisions creating a dynamic and responsive quality management system that supports Outcome-Based Education (OBE), research excellence, industry engagement, student-centred learning, and continuous institutional development in alignment with the quality assurance framework of the University Grants Commission (UGC) of Bangladesh and globally accepted higher education practices.

4. Mission of the IQAC Policy

The mission of the Institutional Quality Assurance Cell (IQAC) is to promote, monitor, and continuously enhance the quality of academic, administrative, research, and student support activities at CUST through systematic quality assurance processes, evidence-based decision making, stakeholder engagement, and continuous quality improvement practices.

The IQAC is committed to:

- developing and maintaining an effective institutional quality assurance framework;
- supporting academic departments in maintaining high academic standards and programme quality;
- promoting student-centred teaching, learning, and assessment practices;

- facilitating programme self-assessment, academic review, and continuous quality improvement activities;
- strengthening institutional governance, transparency, accountability, and compliance;
- encouraging research, innovation, industry collaboration, and professional development;
- supporting national and international accreditation, ranking, and quality benchmarking initiatives;
- fostering a culture of quality, integrity, inclusiveness, and excellence throughout the University.

5. Objectives of the IQAC Policy

The objectives of this policy are to:

1. Establish an institutional framework for continuous quality assurance and enhancement across all academic and administrative functions of the University.
2. Ensure that academic programmes, teaching methodologies, assessment systems, and student support services are regularly monitored, evaluated, and improved.
3. Promote Outcome-Based Education (OBE), student-centred learning, and competency-based academic practices.
4. Develop and implement systematic programme, self-assessment, academic audit, and quality review mechanisms.
5. Strengthen academic governance, institutional accountability, and evidence-based management practices.
6. Enhance the quality of teaching, research, publications, innovation, consultancy, and community engagement activities.
7. Ensure effective collection, analysis, and utilisation of stakeholder feedback including students, faculty members, employers, alumni, and industry representatives.
8. Support faculty development, training, workshops, and professional capacity-building initiatives.
9. Facilitate compliance with the quality assurance requirements of UGC Bangladesh, Bangladesh Accreditation Council (BAC), and relevant national and international standards.

10. Promote continuous quality improvement (CQI) and institutional benchmarking with leading universities and higher education institutions.
11. Enhance student satisfaction, graduate employability, institutional reputation, and stakeholder confidence.
12. Support strategic planning, policy development, and institutional decision-making through quality data and performance indicators.

6. Role of the IQAC Policy

The IQAC Policy serves as the central quality assurance framework of Central University of Science and Technology and provides strategic direction for maintaining and enhancing institutional quality standards.

The role of the policy includes:

- establishing institutional quality assurance structures, processes, and responsibilities;
- guiding academic departments in programme development, monitoring, review, and improvement;
- ensuring effective implementation of quality assurance and enhancement activities across the University;
- facilitating programme self-assessment, institutional review, and accreditation readiness;
- supporting continuous monitoring of teaching quality, student performance, assessment standards, and academic outcomes;
- promoting transparency, accountability, integrity, and compliance in academic and administrative operations;
- strengthening communication and collaboration among academic departments, administrative units, students, and stakeholders;
- supporting the University in achieving national and international recognition for academic quality and institutional excellence;
- ensuring that quality assurance becomes an integral and continuous part of the institutional culture and strategic development of the University.

7. Governance Structure

The Institutional Quality Assurance Cell (IQAC) of Central University of Science and Technology (CUST) shall operate under a structured institutional governance framework to ensure effective implementation, monitoring, and continuous improvement of quality assurance activities across the University.

The governance structure of IQAC shall be aligned with the quality assurance framework and operational guidelines of the University Grants Commission (UGC) of Bangladesh and shall function under the overall authority of the University's statutory bodies and academic leadership.

The governance structure of IQAC shall consist of the following components:

1. University Quality Assurance Committee (UQAC)

The University Quality Assurance Committee (UQAC) shall serve as the highest institutional body responsible for oversight, policy direction, monitoring, and strategic guidance of quality assurance and enhancement activities.

Composition of UQAC

Chairperson:

- Vice Chancellor

Members:

- Treasurer
- Registrar
- Deans of Faculties
- Heads of Departments
- Director, IQAC
- Senior Academic Representatives
- External Academic Expert
- Industry Representative
- Student Representative (where applicable)

Member Secretary:

- Director, IQAC

Responsibilities of UQAC

The UQAC shall:

- approve institutional quality assurance policies, procedures, and strategic plans;
- review quality assurance reports, programme review reports, and self-assessment outcomes;
- monitor implementation of quality enhancement initiatives;
- provide institutional direction regarding academic quality standards and continuous improvement;
- ensure alignment with UGC quality assurance requirements and accreditation expectations.

2. Institutional Quality Assurance Cell (IQAC)

The Institutional Quality Assurance Cell (IQAC) shall function as the operational body responsible for coordinating, implementing, monitoring, and facilitating quality assurance and enhancement activities throughout the University.

Composition of IQAC

The IQAC office consist of following as par UGC guideline:

- Director, IQAC
- Additional Director upto two positions one for Quality Assurance and another one position for Excellence in Teaching Learning.
- Section Officer – one position full time
- Office Assistant cum computer typist - one position (full time)
- Office support staff – one position (full time)

Responsibilities of IQAC

The IQAC shall:

- coordinate programme self-assessment and institutional quality assurance activities;
- facilitate academic monitoring, review, and quality enhancement processes;
- organise training, workshops, seminars, and quality awareness programmes;
- collect, analyse, and report stakeholder feedback and institutional performance data;
- support accreditation, ranking, and external quality review activities;

- prepare annual quality assurance and institutional performance reports;
- monitor implementation of Continuous Quality Improvement (CQI) plans.

3. School / Faculty Quality Assurance Committee (FQAC)

Each faculty or school of the University may establish a Faculty Quality Assurance Committee (FQAC) to support faculty-level academic quality assurance and programme monitoring activities.

Responsibilities of FQAC

The FQAC shall:

- monitor faculty-level academic quality and programme delivery;
- coordinate programme review and quality enhancement activities;
- support implementation of IQAC policies and recommendations;
- facilitate stakeholder engagement and feedback collection.

4. Program Self-Assessment Committee (PSAC)

Each academic programme or department shall establish a Program Self-Assessment Committee (PSAC) responsible for programme-level self-assessment and quality improvement activities.

Responsibilities of PSAC

The PSAC shall:

- conduct programme self-assessment activities;
- collect and analyse stakeholder feedback;
- prepare programme self-assessment reports;
- identify strengths, weaknesses, and improvement opportunities;
- develop Continuous Quality Improvement (CQI) action plans.

5. Reporting Structure

The IQAC shall report to the Vice Chancellor and relevant statutory bodies of the University including:

- Academic Council
- Syndicate
- Board of Trustees

Quality assurance reports, self-assessment reports, and institutional quality improvement plans may also be submitted to the University Grants Commission (UGC) and relevant accreditation authorities where required.

6. Institutional Commitment

CUST is committed to maintaining an effective and transparent quality assurance governance structure that promotes accountability, continuous improvement, stakeholder participation, academic excellence, and institutional sustainability in accordance with national and international higher education quality standards.

8. Key Functions of IQAC

1. Academic Quality Assurance

The Institutional Quality Assurance Cell (IQAC) shall play a central role in ensuring the continuous improvement and maintenance of academic quality standards across all academic programmes and institutional activities of Central University of Science and Technology (CUST).

The Academic Quality Assurance functions of IQAC shall include, but not be limited to, the following:

1. Curriculum Development and Review

- Support academic departments in the design, development, and periodic review of curricula in alignment with Outcome-Based Education (OBE), industry requirements, national qualifications frameworks, and international academic standards.
- Ensure that programme learning outcomes, course learning outcomes, and assessment methods are appropriately aligned.

2. Programme Approval and Monitoring

- Facilitate academic quality review during the approval of new academic programmes and modification of existing programmes.
- Monitor programme delivery, academic effectiveness, and compliance with institutional and regulatory requirements.

3. Programme Self-Assessment (PSA)

- Coordinate and oversee programme self-assessment activities in accordance with UGC quality assurance guidelines.
- Ensure preparation and submission of Self-Assessment Reports (SARs) by academic departments and programmes.

4. Continuous Quality Improvement (CQI)

- Promote continuous quality improvement practices based on evidence, stakeholder feedback, programme review findings, and performance indicators.
- Monitor implementation of improvement action plans by academic departments and administrative units.

5. Teaching, Learning, and Assessment Quality

- Promote student-centred teaching and learning practices.
- Monitor the effectiveness of teaching methodologies, assessment systems, moderation procedures, and academic feedback processes.
- Encourage the use of innovative teaching methods, blended learning, and educational technologies.

6. Academic Audit and Review

- Facilitate internal academic audits, programme reviews, and institutional quality evaluations.
- Support departments in identifying strengths, weaknesses, risks, and improvement opportunities.

7. Student Academic Experience

- Monitor student satisfaction, academic progression, retention, achievement, and graduate outcomes.

- Analyse student feedback and recommend improvement measures to enhance learning experiences and academic support services.

8. Faculty Development and Capacity Building

- Organise workshops, seminars, training programmes, and professional development activities for academic staff.
- Encourage quality teaching practices, research development, and academic leadership.

9. Benchmarking and Accreditation Support

- Support institutional benchmarking with national and international universities and higher education standards.
- Facilitate preparation for accreditation, external quality review, ranking, and regulatory compliance activities.

10. Data Collection and Quality Reporting

- Establish institutional quality databases and maintain records relating to academic performance, programme outcomes, stakeholder feedback, and quality indicators.
- Prepare quality assurance reports, annual performance reviews, and institutional quality enhancement reports for University management and regulatory authorities.

11. Stakeholder Engagement

- Promote participation of students, faculty members, alumni, employers, and industry representatives in quality assurance activities.
- Ensure that stakeholder feedback contributes to institutional planning and academic improvement processes.

12. Compliance and Institutional Accountability

- Ensure compliance with the quality assurance requirements of the University Grants Commission (UGC), Bangladesh Accreditation Council (BAC), and other relevant regulatory and professional bodies.
- Promote transparency, accountability, and evidence-based decision making throughout the University.

2. Teaching and Learning

The Institutional Quality Assurance Cell (IQAC) shall promote excellence in teaching and learning practices across Central University of Science and Technology (CUST) to ensure effective student learning, academic engagement, and continuous improvement of instructional quality.

The Teaching and Learning functions of IQAC shall include the following:

1. Faculty Evaluation

- Develop and implement systematic faculty evaluation mechanisms to assess teaching effectiveness, academic engagement, professional conduct, and student learning outcomes.
- Facilitate evaluation processes through student feedback, peer review, self-evaluation, and academic performance indicators.
- Support evidence-based improvement of teaching quality and academic performance.

2. Classroom Observation

- Conduct structured classroom observation activities to monitor teaching methodologies, student participation, classroom management, and instructional effectiveness.
- Encourage adoption of student-centred teaching approaches, innovative pedagogy, and effective use of educational technologies.
- Provide constructive feedback and recommendations to academic staff for improvement of teaching practices.

3. Student Feedback Analysis

- Collect, analyse, and evaluate student feedback relating to teaching quality, course delivery, learning resources, assessment practices, and academic support services.
- Ensure that student feedback is systematically reviewed and used as part of continuous quality improvement processes.
- Support academic departments in implementing corrective and enhancement measures based on feedback findings.

4. Teacher Development Workshops

- Organise faculty development programmes, workshops, seminars, and training sessions to strengthen teaching skills, curriculum delivery, assessment methods, research capacity, and academic leadership.
- Promote professional development in areas such as Outcome-Based Education (OBE), blended learning, digital pedagogy, academic assessment, and quality assurance practices.
- Encourage continuous professional growth and lifelong learning among academic staff.

5. Promotion of Innovative Teaching Practices

- Encourage the integration of modern teaching methods, digital learning tools, research-informed teaching, and experiential learning approaches.
- Support the implementation of blended learning, online learning systems, project-based learning, and industry-engaged teaching practices.

6. Monitoring and Continuous Improvement

- Monitor the effectiveness of teaching and learning activities through performance indicators, student outcomes, classroom review, and stakeholder feedback.
- Recommend improvement initiatives and quality enhancement strategies to strengthen academic delivery and student learning experiences across the University.

3. Assessment Quality

The Institutional Quality Assurance Cell (IQAC) shall ensure that assessment and examination processes at Central University of Science and Technology (CUST) are fair, transparent, reliable, valid, and aligned with institutional academic standards and learning outcomes.

The Assessment Quality functions of IQAC shall include the following:

1. Moderation Process

- Establish and monitor internal moderation procedures to ensure consistency, fairness, and academic integrity in assessment practices across all academic programmes.
- Facilitate pre-assessment and post-assessment moderation processes for examination papers, assignments, marking schemes, and grading standards.
- Support academic departments in maintaining appropriate assessment standards and comparability of student performance.

2. Assessment Review

- Periodically review assessment methods, examination procedures, grading systems, and evaluation practices to ensure alignment with programme learning outcomes and Outcome-Based Education (OBE) principles.
- Ensure that assessment strategies appropriately measure students' knowledge, skills, competencies, and academic achievement.
- Encourage the use of diverse and student-centred assessment methods including coursework, presentations, projects, practical assessments, and examinations.

3. Examination Integrity

- Promote integrity, confidentiality, transparency, and accountability in all examination and assessment activities.
- Support the implementation of examination policies, invigilation procedures, academic misconduct regulations, and secure assessment management systems.
- Monitor compliance with institutional examination rules and ethical academic practices.

4. Result Analysis

- Coordinate systematic analysis of student results, progression rates, pass rates, grade distributions, and programme performance indicators.
- Identify trends, strengths, weaknesses, and areas requiring academic improvement based on examination and assessment data.

- Provide recommendations to academic departments and University management to support evidence-based decision making and continuous quality improvement.

5. Academic Standards and Compliance

- Ensure that assessment and examination processes comply with University academic regulations, UGC quality assurance requirements, and relevant accreditation standards.
- Support departments in maintaining consistency and credibility of academic awards and qualifications.

6. Continuous Improvement of Assessment Practices

- Encourage regular review and enhancement of assessment systems based on stakeholder feedback, academic audit findings, and institutional quality assurance processes.
- Promote best practices in assessment design, marking, feedback provision, and examination management to enhance student learning outcomes and academic quality.

4. Research and Innovation

The Institutional Quality Assurance Cell (IQAC) shall promote and support a research-oriented academic culture at Central University of Science and Technology (CUST) through continuous improvement of research quality, innovation practices, industry engagement, and knowledge development activities.

The Research and Innovation functions of IQAC shall include the following:

1. Research Quality Monitoring

- Monitor and promote the quality, relevance, integrity, and impact of research activities conducted within the University.
- Encourage compliance with institutional research ethics, academic integrity, and national and international research standards.
- Support academic departments in maintaining research performance indicators and research quality benchmarks.

2. Publication Support

- Encourage faculty members and researchers to publish scholarly articles, conference papers, books, and research outputs in recognised national and international journals and academic platforms.
- Facilitate workshops, training programmes, and academic support activities relating to research methodology, academic writing, publication ethics, and research dissemination.
- Promote institutional initiatives to enhance research visibility, citation impact, and academic contribution.

3. Industry Collaboration

- Encourage collaboration between the University and industry, professional bodies, research institutions, and external stakeholders to strengthen applied research, consultancy, internship opportunities, and practical learning.
- Promote industry engagement in curriculum development, research activities, innovation projects, and academic partnerships.
- Support initiatives that align academic research with national development priorities and labour market needs.

4. Innovation Initiatives

- Promote innovation, entrepreneurship, creativity, and problem-solving activities among students and faculty members.
- Encourage development of innovative academic projects, research-based solutions, technology-driven initiatives, and startup or incubation activities where applicable.
- Support institutional participation in innovation competitions, exhibitions, collaborative research projects, and knowledge transfer activities.

5. Research Capacity Development

- Facilitate professional development programmes, seminars, conferences, and training activities to strengthen research capacity and academic leadership.

- Encourage interdisciplinary research, collaborative research initiatives, and international academic cooperation.

6. Monitoring and Continuous Improvement

- Monitor research performance, publication output, innovation activities, and industry engagement through institutional quality assurance mechanisms and performance indicators.
- Recommend improvement strategies to strengthen research culture, academic excellence, and institutional reputation in alignment with national and international quality standards.

5. Student Support

The Institutional Quality Assurance Cell (IQAC) shall support the development and continuous improvement of student support services at Central University of Science and Technology (CUST) to ensure a positive student experience, academic success, employability, well-being, and student engagement throughout the student lifecycle.

The Student Support functions of IQAC shall include the following:

1. Student Satisfaction Survey

- Design, coordinate, and monitor student satisfaction surveys relating to teaching quality, academic support, learning resources, campus facilities, administrative services, and overall student experience.
- Analyse survey findings to identify strengths, challenges, and areas for institutional improvement.
- Ensure that survey outcomes contribute to evidence-based decision making and continuous quality improvement initiatives.

2. Employability Monitoring

- Monitor graduate employability, career progression, internship opportunities, and industry engagement activities.

- Support institutional initiatives aimed at enhancing graduate skills, professional competencies, entrepreneurship, and career readiness.
- Encourage collaboration between academic departments, employers, alumni, and industry stakeholders to strengthen employability outcomes.

3. Grievance Analysis

- Review and analyse student complaints, grievances, appeals, and feedback to identify recurring issues and institutional improvement opportunities.
- Monitor the effectiveness, fairness, and transparency of student grievance and support mechanisms.
- Recommend corrective and preventive measures to improve student welfare, communication, and institutional responsiveness.

4. Student Progression Tracking

- Monitor student academic progression, retention, attendance, completion rates, academic achievement, and graduation outcomes.
- Identify students at academic risk and encourage appropriate academic advising and support interventions.
- Support departments in improving student success, progression, and completion rates through data-informed quality enhancement measures.

5. Student Welfare and Engagement

- Encourage development of inclusive, supportive, and student-centred academic environments.
- Promote student participation in academic governance, quality assurance activities, extracurricular engagement, and institutional development initiatives.
- Support initiatives relating to student well-being, counselling, mentoring, safeguarding, and equal opportunity.

6. Continuous Improvement of Student Support Services

- Monitor the effectiveness of student support systems through stakeholder feedback, performance indicators, and institutional review processes.

- Recommend enhancement strategies to improve student experience, satisfaction, academic engagement, and overall institutional quality in alignment with national and international higher education standards.

9. Program Self-Assessment Committee (PSAC)

Each academic department and academic programme of Central University of Science and Technology (CUST) shall establish a Program Self-Assessment Committee (PSAC) to support programme-level quality assurance, monitoring, evaluation, and continuous improvement activities in alignment with the Institutional Quality Assurance Cell (IQAC) framework and the quality assurance guidelines of the University Grants Commission (UGC) of Bangladesh.

The PSAC shall function as the primary programme-level quality assurance body responsible for conducting systematic self-assessment and supporting continuous quality improvement (CQI) initiatives.

Composition of PSAC

The Program Self-Assessment Committee may consist of:

- Head of Department / Programme Coordinator (Chairperson)
- Faculty Members of the Programme
- IQAC Representative
- External Academic or Industry Representative (where applicable)
- Administrative Support Representative
- Student Representative (where appropriate)

Responsibilities of PSAC

The responsibilities of the Program Self-Assessment Committee shall include, but not be limited to, the following:

1. Programme Self-Assessment

- Conduct systematic programme self-assessment activities in accordance with IQAC and UGC quality assurance guidelines.
- Evaluate programme effectiveness, academic standards, curriculum delivery, teaching quality, assessment systems, learning outcomes, and student support mechanisms.
- Identify programme strengths, weaknesses, challenges, and opportunities for improvement.

2. Stakeholder Survey and Feedback Collection

- Collect and analyse feedback from students, graduates, employers, faculty members, alumni, and other relevant stakeholders regarding programme quality and effectiveness.
- Ensure that stakeholder feedback contributes to programme review, curriculum improvement, and quality enhancement activities.

3. Improvement Action Plan

- Develop Continuous Quality Improvement (CQI) plans and programme enhancement strategies based on self-assessment findings and stakeholder feedback.
- Recommend corrective and developmental actions to improve programme quality, student learning experience, graduate outcomes, and academic performance.
- Monitor implementation progress of improvement initiatives.

4. Annual Programme Review

- Conduct annual programme review activities to assess programme performance, academic achievement, student progression, employability outcomes, research activities, and resource adequacy.
- Review programme objectives, learning outcomes, curriculum relevance, and alignment with institutional and industry requirements.
- Submit programme review and self-assessment reports to IQAC and relevant University authorities.

5. Quality Monitoring and Compliance

- Ensure programme-level compliance with institutional academic regulations, quality assurance standards, accreditation requirements, and UGC guidelines.
- Support preparation for accreditation, external review, and academic audit activities where applicable.

6. Reporting and Documentation

- Maintain proper documentation and records relating to programme quality assurance activities, surveys, review reports, and improvement actions.
- Submit periodic reports and recommendations to IQAC for institutional review and quality enhancement planning.

10. Quality Assurance Processes

The Institutional Quality Assurance Cell (IQAC) of Central University of Science and Technology (CUST) shall establish and implement systematic quality assurance processes to ensure continuous monitoring, evaluation, review, and enhancement of academic, administrative, research, and student support activities across the University.

The quality assurance processes shall be aligned with the quality assurance framework of the University Grants Commission (UGC) of Bangladesh, the IQAC Operations Manual, and recognised national and international higher education quality standards.

CUST IQAC shall implement the following quality assurance processes:

1. Annual Quality Assurance Report (AQAR)

The IQAC shall prepare and maintain an Annual Quality Assurance Report (AQAR) summarising institutional quality assurance activities, academic performance, quality enhancement initiatives, stakeholder feedback outcomes, and improvement actions undertaken during the academic year.

The AQAR shall support:

- institutional monitoring and review;
- academic quality enhancement;
- strategic planning and decision-making;
- institutional accountability and transparency;
- reporting to relevant University authorities and regulatory bodies.

2. Self-Assessment Report (SAR)

The IQAC shall coordinate programme and institutional self-assessment activities through preparation and review of Self-Assessment Reports (SARs) in accordance with UGC quality assurance guidelines.

The SAR process shall evaluate:

- curriculum quality and relevance;
- teaching and learning effectiveness;
- assessment and examination systems;
- faculty qualifications and academic performance;
- student support services and facilities;
- research and academic resources;
- programme outcomes and stakeholder satisfaction.

The SAR process shall support evidence-based evaluation, programme review, accreditation readiness, and continuous quality improvement.

3. Continuous Quality Improvement (CQI)

The IQAC shall promote Continuous Quality Improvement (CQI) practices across all academic and administrative units of the University.

CQI activities shall include:

- identification of strengths, weaknesses, and improvement areas;
- implementation of improvement action plans;
- monitoring corrective and preventive measures;
- regular review of academic and operational performance;
- enhancement of teaching, learning, research, governance, and student services.

The CQI process shall ensure that quality enhancement remains an ongoing and integrated institutional practice.

4. KPI Monitoring System

The IQAC shall establish and maintain a Key Performance Indicator (KPI) monitoring system to assess institutional performance and quality standards.

The KPI framework may include:

- student enrolment and retention;
- student-teacher ratio;
- graduate employability;
- student satisfaction levels;
- research publications and academic output;

- faculty development activities;
- programme completion and progression rates;
- infrastructure and learning resource adequacy.

The KPI monitoring system shall support institutional planning, performance evaluation, quality enhancement, and evidence-based decision making.

5. Stakeholder Feedback System

The IQAC shall establish a structured stakeholder feedback system to collect, analyse, and utilise feedback for continuous institutional improvement.

Stakeholder feedback may be collected from:

- students;
- faculty members;
- graduates and alumni;
- employers and industry representatives;
- administrative staff;
- external academic stakeholders.

The feedback system may include:

- surveys and questionnaires;
- focus group discussions;
- programme review meetings;
- student satisfaction surveys;
- employer consultation and graduate outcome analysis.

Feedback findings shall be analysed and used for curriculum improvement, academic review, policy development, service enhancement, and institutional quality improvement initiatives.

6. Monitoring and Reporting

The IQAC shall regularly monitor the implementation and effectiveness of all quality assurance processes and prepare reports and recommendations for the University authorities, Academic Council, Syndicate, Board of Trustees, and relevant regulatory bodies where required.

All quality assurance activities shall be properly documented, reviewed, and continuously improved to support institutional excellence, accountability, and sustainable academic development.

11. Monitoring Mechanisms

The Institutional Quality Assurance Cell (IQAC) of Central University of Science and Technology (CUST) shall establish systematic monitoring mechanisms to evaluate institutional performance, academic effectiveness, operational efficiency, and continuous quality improvement across all academic and administrative activities of the University.

The monitoring mechanisms shall support evidence-based decision making, institutional accountability, strategic planning, and compliance with the quality assurance requirements of the University Grants Commission (UGC) of Bangladesh and relevant accreditation standards.

The IQAC shall monitor the following key quality indicators and institutional performance areas:

1. Student-Teacher Ratio

- Monitor the adequacy and effectiveness of academic staffing in relation to student enrolment and programme requirements.
- Evaluate faculty workload, teaching capacity, and student academic support to ensure quality learning experiences and compliance with academic standards.

2. Graduate Employability

- Monitor graduate employability, career progression, internship outcomes, and industry engagement activities.
- Analyse graduate employment trends and employer feedback to assess the relevance and effectiveness of academic programmes and professional skill development initiatives.

3. Student Satisfaction

- Monitor student satisfaction relating to teaching quality, academic support, assessment systems, campus facilities, student services, learning resources, and overall student experience.
- Analyse student feedback and survey outcomes to identify strengths, challenges, and improvement opportunities.

4. Research Output

- Monitor research publications, scholarly activities, conference participation, innovation projects, consultancy activities, and academic contributions of faculty members and researchers.
- Evaluate institutional research performance and support initiatives for strengthening research quality and impact.

5. Faculty Development

- Monitor faculty qualifications, professional development activities, training participation, research engagement, teaching effectiveness, and academic performance.
- Encourage continuous professional development and capacity-building initiatives for academic and administrative staff.

6. Programme Outcomes

- Monitor programme learning outcomes, student achievement, progression rates, completion rates, assessment performance, and graduate competencies.
- Evaluate the effectiveness of academic programmes in achieving institutional objectives, Outcome-Based Education (OBE) goals, and stakeholder expectations.

7. Infrastructure Adequacy

- Monitor the adequacy, effectiveness, and utilisation of academic facilities, classrooms, laboratories, library resources, IT infrastructure, student support facilities, and learning environments.
- Identify infrastructure development needs to support quality teaching, learning, research, and student engagement activities.

8. Monitoring Tools and Processes

The IQAC may utilise the following monitoring tools and processes:

- institutional performance indicators (KPIs);
- stakeholder surveys and feedback analysis;
- programme review reports;
- academic audit and self-assessment reports;
- faculty evaluation and classroom observation;
- student progression and performance analysis;
- annual quality assurance reports and statistical data review.

9. Reporting and Continuous Improvement

The findings and outcomes of monitoring activities shall be analysed and reported to the University authorities and relevant academic bodies to support continuous quality improvement, institutional planning, and strategic decision making.

The IQAC shall recommend corrective actions, improvement plans, and quality enhancement initiatives based on monitoring results and institutional performance analysis.

12. Stakeholder Engagement

The Institutional Quality Assurance Cell (IQAC) of Central University of Science and Technology (CUST) shall promote active stakeholder engagement as an essential component of institutional quality assurance, continuous improvement, and evidence-based decision making.

The University recognises that effective participation and feedback from stakeholders contribute significantly to academic excellence, institutional development, graduate employability, and continuous enhancement of teaching, learning, research, and student support services.

1. Key Stakeholders

The key stakeholders of the University may include:

- students;
- graduates and alumni;
- employers and industry representatives;
- faculty members and academic staff;
- administrative staff;
- regulatory and accreditation bodies;
- professional organisations and industry partners;
- academic collaborators and external experts;
- community representatives and relevant external stakeholders.

2. Purpose of Stakeholder Engagement

Stakeholder engagement activities shall support the University in:

- improving academic quality and programme effectiveness;
- enhancing teaching, learning, assessment, and student support services;
- ensuring curriculum relevance and industry alignment;
- strengthening graduate employability and professional competencies;
- identifying institutional strengths, weaknesses, and improvement opportunities;
- supporting strategic planning and policy development;
- promoting transparency, accountability, and stakeholder confidence.

3. Stakeholder Feedback Mechanisms

The IQAC shall establish structured mechanisms for collecting, analysing, and utilising stakeholder feedback for quality enhancement and institutional improvement.

Feedback mechanisms may include:

a. Surveys and Questionnaires

- student satisfaction surveys;
- graduate and alumni surveys;
- employer satisfaction surveys;
- faculty and staff feedback surveys.

b. Focus Group Discussions

- student focus groups;
- academic and administrative staff consultations;
- stakeholder consultation sessions relating to programme quality and institutional services.

c. Academic Meetings and Review Sessions

- programme review meetings;
- departmental and faculty meetings;
- curriculum review workshops;
- quality assurance committee meetings.

d. Employer and Industry Consultation

- employer consultation meetings;
- industry advisory discussions;
- internship and employability feedback sessions;
- collaborative academic and industry engagement activities.

4. Use of Stakeholder Feedback

The IQAC shall ensure that stakeholder feedback is systematically analysed and utilised for:

- curriculum development and review;
- teaching and learning enhancement;
- assessment and examination improvement;
- student support and welfare enhancement;
- infrastructure and resource development;
- research and innovation planning;
- policy development and institutional decision making;
- continuous quality improvement (CQI) initiatives.

5. Monitoring and Continuous Improvement

The IQAC shall periodically review the effectiveness of stakeholder engagement processes and recommend improvement measures to strengthen participation, communication, and institutional responsiveness.

Stakeholder engagement activities and feedback outcomes shall be documented and incorporated into institutional quality assurance reports, programme review activities, and strategic development plans of the University.

13. Reporting Structure

The Institutional Quality Assurance Cell (IQAC) of Central University of Science and Technology (CUST) shall operate within the institutional governance framework of the University and maintain a structured reporting system to ensure accountability, transparency, effective communication, and continuous quality improvement.

The reporting structure of IQAC shall support institutional monitoring, policy implementation, academic quality assurance, and compliance with the quality assurance requirements of the University Grants Commission (UGC) of Bangladesh and relevant accreditation authorities.

1. Institutional Reporting Structure

The IQAC shall report to the following statutory and institutional authorities of the University:

- Vice Chancellor;
- Syndicate;
- Academic Council;
- Board of Trustees.

The IQAC shall provide periodic reports, recommendations, quality assurance findings, and improvement plans to the relevant University authorities for review, approval, and implementation.

2. Reporting to the Vice Chancellor

The Director of IQAC shall regularly report to the Vice Chancellor regarding:

- implementation of quality assurance activities;
- programme self-assessment and review outcomes;
- institutional performance indicators;
- stakeholder feedback findings;
- quality enhancement initiatives and action plans;
- accreditation and compliance-related activities.

The Vice Chancellor may provide strategic guidance and institutional direction relating to quality assurance and enhancement activities.

3. Reporting to the Syndicate and Academic Council

The IQAC shall submit quality assurance reports, academic review findings, policy recommendations, and institutional performance evaluations to the Syndicate and Academic Council for consideration and necessary action.

The reports may include:

- academic quality monitoring outcomes;
- programme review and self-assessment findings;
- Continuous Quality Improvement (CQI) initiatives;
- assessment and examination quality review;
- student satisfaction and progression analysis;
- faculty development and research performance reports.

4. Reporting to the Board of Trustees

The IQAC may submit institutional quality assurance summaries, strategic quality enhancement reports, and institutional development recommendations to the Board of Trustees to support governance oversight, strategic planning, and institutional sustainability.

5. Annual Reporting

The IQAC shall prepare and submit annual quality assurance and institutional performance reports to:

- University Grants Commission (UGC) of Bangladesh;
- relevant institutional authorities;
- accreditation and regulatory bodies where applicable.

The annual reports may include:

- Annual Quality Assurance Report (AQAR);
- programme self-assessment outcomes;
- stakeholder feedback analysis;
- institutional performance indicators;
- quality enhancement initiatives and achievements;
- future quality improvement action plans.

6. Documentation and Record Management

The IQAC shall maintain proper documentation and records relating to:

- quality assurance activities;

- programme review reports;
- self-assessment reports;
- stakeholder feedback;
- monitoring and evaluation data;
- quality improvement plans and implementation status.

All reports and institutional quality assurance records shall be maintained in accordance with University policies and applicable regulatory requirements.

7. Continuous Monitoring and Follow-Up

The IQAC shall monitor the implementation of recommendations and improvement actions approved by the University authorities and shall provide periodic follow-up reports regarding progress, compliance, and institutional quality enhancement outcomes.

14. Continuous Quality Improvement (CQI)

Central University of Science and Technology (CUST) is committed to establishing and maintaining a culture of Continuous Quality Improvement (CQI) across all academic, administrative, research, and student support activities of the University.

The Continuous Quality Improvement framework shall support systematic monitoring, evaluation, review, and enhancement of institutional performance in alignment with the quality assurance requirements of the University Grants Commission (UGC) of Bangladesh, the IQAC Operations Manual, and recognised national and international higher education quality standards.

The CQI process shall ensure that quality enhancement remains an ongoing, evidence-based, and institution-wide practice aimed at achieving academic excellence, institutional effectiveness, stakeholder satisfaction, and sustainable development.

1. Corrective Action Plans

The University shall develop and implement corrective action plans based on:

- programme review findings;
- self-assessment reports;
- stakeholder feedback;
- academic audit outcomes;
- performance monitoring results;
- accreditation recommendations and compliance requirements.

Corrective action plans may include:

- addressing identified weaknesses and gaps;
- strengthening academic and administrative processes;
- improving teaching, assessment, and student support services;
- enhancing infrastructure, learning resources, and operational systems.

The IQAC shall monitor the implementation and effectiveness of corrective action measures and provide follow-up recommendations where necessary.

2. Academic Improvement Plans

Academic departments and programmes shall prepare academic improvement plans to support continuous enhancement of:

- curriculum quality and relevance;
- teaching and learning effectiveness;
- assessment and examination systems;
- programme learning outcomes;
- student academic performance and progression;
- graduate employability and industry engagement;
- research and innovation activities.

Academic improvement plans shall be aligned with institutional strategic objectives, Outcome-Based Education (OBE) principles, and stakeholder expectations.

3. Periodic Review Cycles

The University shall conduct periodic review cycles to ensure continuous monitoring and evaluation of institutional quality and academic effectiveness.

Periodic review activities may include:

- programme review and self-assessment;
- curriculum review and revision;
- academic audit and quality evaluation;
- student satisfaction and stakeholder feedback analysis;
- faculty performance review and development assessment;
- infrastructure and resource evaluation.

The periodic review cycle shall support evidence-based quality enhancement and institutional planning.

4. Benchmarking with National and International Universities

The IQAC shall encourage institutional benchmarking with recognised national and international universities and higher education institutions to support continuous improvement and adoption of best practices.

Benchmarking activities may include:

- comparison of academic standards and programme quality;
- review of teaching, learning, and assessment practices;
- research and publication performance comparison;
- quality assurance and accreditation practices;
- student support and employability initiatives;
- governance and institutional management systems.

Benchmarking outcomes shall be used to identify improvement opportunities, strengthen institutional competitiveness, and support internationalisation initiatives.

5. Monitoring and Evaluation of CQI Activities

The IQAC shall regularly monitor and evaluate the effectiveness of Continuous Quality Improvement activities through:

- quality assurance reports;
- KPI monitoring systems;
- stakeholder feedback analysis;
- programme review outcomes;
- institutional performance indicators;
- implementation status of improvement action plans.

The findings shall be reported to the relevant University authorities to support strategic planning, policy development, and institutional quality enhancement.

6. Institutional Commitment to Quality Culture

CUST is committed to fostering a sustainable institutional quality culture based on accountability, transparency, innovation, stakeholder participation, academic excellence, and continuous improvement.

The University shall ensure that Continuous Quality Improvement becomes an integral part of institutional governance, academic operations, and strategic development processes.

15. Policy Review

The Institutional Quality Assurance Policy of Central University of Science and Technology (CUST) shall be reviewed periodically to ensure its continued effectiveness, relevance,

compliance, and alignment with institutional objectives, national regulatory requirements, and internationally recognised higher education quality assurance standards.

This policy shall normally be reviewed every three (3) years or earlier where necessary to address changes in institutional priorities, regulatory expectations, academic developments, or quality assurance requirements.

The review process shall ensure that the policy remains responsive to:

- evolving academic and administrative practices;
- quality assurance and accreditation standards;
- stakeholder expectations and institutional performance outcomes;
- national and international higher education developments.

The policy may be reviewed and updated as required by:

- directives, policies, or guidelines issued by the University Grants Commission (UGC) of Bangladesh;
- requirements of the Bangladesh Accreditation Council (BAC) and other accreditation or regulatory authorities;
- institutional strategic plans, governance decisions, or operational changes;
- recommendations arising from programme review, self-assessment, academic audit, or quality assurance monitoring activities;
- institutional development, expansion, international collaboration, and quality enhancement needs.

The Institutional Quality Assurance Cell (IQAC) shall coordinate the policy review process in consultation with the relevant University authorities, academic departments, administrative units, and stakeholders.

Any amendments or revisions to this policy shall be subject to review and approval by the appropriate statutory and institutional authorities of the University.