Quality Assurance Policy

1. Vision and Mission

1.1 The University of Gibraltar's 2022 Vision is to become:

An institution of excellence in teaching, learning and research.

Our Mission is
to respond to current societal needs as well as shape personal and professional futures through the pursuit of education, training and research.

We are committed to high-quality teaching and learning, world-leading research, academic freedom as well as to the sustainable development of Gibraltar and its importance in the Mediterranean region. Partnerships with business, government, charitable foundations, healthcare and educational institutions lie at the heart of the University's mission.

(University of Gibraltar Strategic Plan 2019-2022).

2. Purpose

2.1 The purpose of the Quality Assurance Policy is to support the University in realising its strategic vision and mission by assuring and continuously enhancing the quality of the student experience while simultaneously safeguarding academic standards and integrity.

3. Definitions

Academic Standards	Academic Standards are what a student has to achieve to be awarded a qualification (and at each level of study on route). Academic standards should be comparable across programs within the University and those offered at HEIs in the UK particularly.
Academic Quality	'Academic quality is concerned with how well the learning opportunities made available to students enable them to achieve their qualification.' (The UK Quality Code (2014))
Quality Assurance	Assurance is the process of reviewing and measuring the effectiveness of the learning opportunities as enablers of student achievement.
Quality Enhancement	'Enhancement is the process by which the University systematically improves the quality of provision and the ways in which students' learning is supported.' (The Revised UK Quality Code (2018))

4. Principles

4.1 The University's approach to quality is attuned with its strategic objectives and is cognisant of the requirements of the relevant external reference points, including the Gibraltar Regulatory Authority (GRA), the Quality Assurance Agency UK (QAA), and the European Association for Quality Assurance in Higher Education (ENQA) and other relevant professional, statutory and regulatory bodies.

4.2 The Boards and Committees within the University's Academic Governance structure are inclusive and operate in a fair, consistent and transparent manner.

4.3 The University aims to engender a culture of proactive enhancement and to promote and embed good practice across the University, for the benefit of its students, staff and the community.

4.4 Stakeholder feedback is greatly valued and consultation with a wide range of stakeholders is integral to quality processes and the University's agenda to continuously enhance the student experience.

4.5 The University has mechanisms in place to systematically develop and approve new programmes ensuring that appropriate benchmarking is undertaken and views of suitably qualified external expert/s are considered.

4.6 The University has mechanisms in place to monitor and review the academic performance of programmes with a view to identifying areas for improvement and opportunities for enhancing quality (with reference to the 'Themes' in the University's Quality Handbook supporting this policy). This includes analysis of statistical data.

4.7 The University has mechanisms in place to periodically review and evaluate the fitness and effectiveness of its processes and continuously improve these.

5. Responsibilities of the University's committees

5.1 The Membership and Terms of Reference of the University's standing committees are set out in the Quality Handbook – **Academic Governance**.

6. Procedures

6.1 Detailed procedures for the implementation of this policy are contained in the University's academic regulatory framework and Quality Handbook which embodies a comprehensive set of Codes of Practice. The Quality Handbook is made available to all staff and students and is updated annually.