



# ST. JOSEPH'S INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, PALAI

## IQAC Policies

The College has a fully functional Internal Quality Assurance Cell (IQAC) to enhance and sustain institutional quality. The IQAC plays a crucial role in internalizing quality, submitting self-reviewed annual quality assurance reports to NAAC, and creating awareness of quality issues for external evaluation credibility. The College has been keen on upholding the values of good citizenship while striving to reach global standards by enacting its quality initiatives in tune with its vision and mission. Quality assurance policies and procedures are in place, with a formal strategy for continuous enhancement, involving students and stakeholders

- **Quality Assurance Policy and Procedures:** The College has established a comprehensive policy and accompanying procedures to ensure the quality and standards of its programs and awards. The institution is dedicated to fostering a culture that explicitly acknowledges the significance of quality and quality assurance in its operations. To accomplish this, the College formulates and puts into action a strategy aimed at the continual improvement of quality.
- **Approval, Monitoring, and Periodic Review of Quality:** The College has established structured mechanisms for the approval, ongoing monitoring, and regular review of its quality initiatives through various audits.
- **Quality assurance of teaching staff:** The College ensures the quality of teaching staff as per the UGC norms and encourages the continuous quality enhancement of teaching staff through FDPs,



## ST. JOSEPH'S INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, PALAI

workshop and research collaborations. A well-structured mechanism of faculty appraisal is in place.

- **Student Assessment:** The assessment of students follows published criteria, regulations, and procedures ensuring consistency.
- **Learning resources and student support:** College ensures that the resources available for student learning and support are adequate and appropriate for each programme offered.
- **Feedback systems:** The College ensures that it collects feedback from all stakeholders, analyses, and takes appropriate action for the effective management of the programmes/ courses offered and other activities.
- **IQAC Evaluation Process:** The IQAC conducts assessments aligned with the institution's self-assessment and external reference criteria. The College demonstrates a commitment to independent, impartial, rigorous, thorough, fair, and consistent decision-making, maintaining consistency even when judgments are formulated by diverse groups, panels, teams, or committees.
- The College maintains transparent documentation for both self-evaluation and external evaluation processes.
- The documentation for self-evaluation outlines the purposes, procedures, and content expectations linked to the self-assessment process, making a clear distinction between recommendations and requirements.
- The College is committed to securing sufficient and readily accessible human and financial resources to effectively and



# ST. JOSEPH'S INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY, PALAI

efficiently organize and execute the external evaluation process in alignment with its mission statement. External quality assurance holds paramount importance at the College, and a well-structured systematic approach is in place to align it with the institution's vision and mission

- **Periodic Evaluations:** External quality assurance processes at the College, including program evaluations, will occur on a scheduled, recurring basis. The duration of each cycle and the specific review procedures to be employed will be explicitly defined and publicly disclosed in advance.
- **Follow-Up Protocols:** Quality assurance processes that include recommendations for action or necessitate the development of a subsequent action plan will adhere to pre-established follow-up procedures, ensuring consistent implementation.