

**Ministry of Higher Education and Scientific Research**  
**Abdelhamid Benbadis University of Mostaganem**

**CAQ-UMAB**

**Internal Regulations Project**  
**of the Quality Assurance Cell of**  
**the Abdelhamid Benbadis University of Mostaganem**

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## Introduction

This internal regulation defines the organization and operation of the quality assurance unit of the University and the responsibilities of its members.

## Chapter 1: Organization of the Quality Assurance Unit

**Article 1:** A functional unit called "Abdelhamid BenBadis University Quality Assurance Unit" or CAQ-UMAB is created within the Abdelhamid BenBadis University.

**Article 2:** The CAQ-UMAB is a functional structure attached to the university's rectory, created in accordance with its prerogatives by the University Rector to improve the quality of the University's training and research activities within the scope of the responsibilities of its other bodies.

**Article 3:** The objective of the CAQ-UMAB is to propose and implement all the qualitative actions to achieve the University's goals contained in its establishment project for an effective and efficient graduating student in the environment and for the University. The cell's activities encompass quality in all areas of administrative governance, pedagogy, research, and digitalization of the University, including quality of life within the university, external cooperation, and relationship with the social and professional environment.

In this capacity, it is responsible for: Ensuring the quality of all internal and external services provided by the University, Proposing improvements in the quality of pedagogy and teaching programs, Proposing improvements in research and innovation quality.

**Article 4:** The CAQ-UMAB is composed of a president and representatives from faculties and institutes, who are designated by their hierarchical responsible, each in his or her own capacity.

The president is referred to as "RAQ-UMAB: Responsible for Quality Assurance of Abdelhamid Benbadis University". He is designated by the head of the establishment by a rectorial decision, for a term of 3 years, renewable once.

The other members of the CAQ-UMAB are appointed by a decision of the university rector, on the proposal of the deans of the faculties and directors of institutes, each in his or her own capacity. The designated teachers-researchers are those whose skills have been proven and who show an interest in the fields of pedagogy and research, as well as the organizational and functional aspects of the university, after ensuring their explicit consent to the constitution of the cell.

The other members of the cell are referred to as "RAQ-Faculty (acronym Faculty): Representative for Quality Assurance of the Faculty (acronym Faculty) in the CAQ-UMAB". They are appointed for a term of 3 years, renewable once. These same "RAQ-Faculty (acronym Faculty)" may be considered as quality coordinators within their faculties and are sometimes referred to as "CAQ-Faculty (acronym Faculty): Quality Coordinator of the Faculty (acronym Faculty)".

During the consultation and coordination meetings of the CAQ-UMAB, resources or quality assurance experts can be called upon on the proposal of the president of the cell.

A list of substitutes for each faculty and institute may also be proposed in order to strengthen the team.

The president of the quality assurance cell is responsible for implementing the quality actions proposed by the CAQ-UMAB.

**Article 5:** The CAQ-UMAB holds two (02) in-person coordination and consultation meetings per month. These meetings are referred to as: RCC-CAQ-UMAB. It is also possible to hold one or two virtual meetings per month.

In case of necessity, an extraordinary meeting may be held, by the president of the CAQ-UMAB on his/her request or that of the head of the establishment.

Members of the cell are summoned to the meeting by the president of the cell, through a written invitation or by email, which will be accompanied by the agenda of the RCC-CAQ-UMAB, i.e. 48 hours minimum before the scheduled meeting day.

No meeting will take place, except in the presence of at least 50% of the members, otherwise the meeting will be postponed for a maximum of one week and held with the present members.

Each member absent from three (3) "RCC-UMAB in-person" without any prior justification is notified by mail, and his/her hierarchical supervisor is informed, as well as the head of the establishment. A termination of function letter in the CAQ-UMAB will be notified to him/her by his/her supervisor and the head of the establishment. He/she will be deprived of his/her status as a member of the CAQ-UMAB, and will be replaced by another eligible member in the same form, from the same faculty. Moreover, the member who can no longer continue his/her duties can submit his/her resignation in writing if he/she deems himself/herself unable to continue his/her journey.

At the end of each quarter, a RCC-UMAB is dedicated to the evaluation of the progress made and to bring any necessary adjustments.

**Article 6:** Each meeting shall be recorded in a minute (PV-RCC-CAQ-UMAB No. x), which shall be made available to the head of the institution, the deans of the faculty, and the director of the institute.

The minute of the meeting shall be subject to publication in accordance with the forms adopted for the publication of administrative decisions in the various structures of the university.

**Article 7:** The members of the CAQ-UMAB are required to provide reports on the actions taken by their faculty in the implementation of the work program validated by the cell and in accordance with the UMAB quality plan.

Any member of the CAQ-UMAB may propose improvements for the quality processes.

## **Chapter 2: Functions and Responsibilities of the Quality Assurance Cell**

**Article 8:** It is important to define the roles and responsibilities of members of the CAQ-UMAB, as well as external people who can be involved in quality-related activities. To this end:

- The CAQ-UMAB is responsible for implementing the university's quality plan.
- Members of the CAQ-UMAB are responsible for implementing actions entrusted to their faculty.
- The RAQ-UMAB is responsible for the overall implementation of the UMAB's quality plan.

**Article 9:** The CAQ-UMAB is charged with ensuring quality in all areas of the institution. To this end, it must:

- **Evaluate quality:** through regular evaluation of the quality of different processes and activities of the organization.
- **Continuously improve:** by identifying opportunities to improve quality and implementing solutions to resolve them.
- **Train and raise awareness:** through raising awareness and training of staff to strengthen the culture of quality.
- **Document quality:** by establishing and maintaining complete documentation on quality-related processes and activities.
- **Develop standards and procedures:** by developing and implementing standards and procedures to ensure quality in all areas of the organization.
- **Monitor compliance:** by monitoring compliance with quality standards and regulations.
- **Communicate:** by communicating with different stakeholders to inform about activities and results related to quality.

**Article 10:** The CAQ-UMAB works on all the activities of the University, to this end: It must ensure the normalcy of the University's organizational and functional services in accordance with the national quality assurance framework "RNAQES", the University's quality plan and its establishment project.

- It generates the development of evaluation and internal audit works in seven (07) domains, including three (03) fundamental domains corresponding to training, research and pedagogical and digital governance and four (04) supporting domains for the University such as: the general framework of student life at the University, the internal and external relationship to the university and its infrastructure and to promote the qualitative development of methodologies and practices.

- It serves to evolve and promote pedagogical activity.

- It will adopt, in its activities, some methodologies to evaluate quality, identify improvement opportunities and control quality at the University. To this end:

1. **At the student level:** it will use questionnaires, tests, and surveys to measure the quality of teaching and learning.

2. **At the level of employee satisfaction:** it will use questionnaires to measure employee satisfaction with their work and environment.

3. **At the level of study programs:** it will use specific criteria to evaluate the quality of study programs.

4. **At the level of teacher-researcher performance analysis:** it will use specific criteria.

5. **Documentation review:** regular examination of documentation to ensure it is up-to-date and compliant with standards.

6. **In the long term:**

- Use of external experts to evaluate study programs and teachers.

- Institutional exams: periodic evaluation of the university by external organizations such as accreditation agencies.

- The CAQ-UMAB will use necessary resources such as personnel, tools, and budgets in its activities that can help it develop its activities and achieve its goals. To this end:

1. **Qualified Personnel:** The unit will rely on professionals trained in quality assurance with a solid background in evaluation and data analysis.

2. **Information Technology:** The unit should have computerized quality management systems to collect, analyze, and manage evaluation data.

3. **Statistical Tools:** The unit should have statistical tools to analyze evaluation data and prepare reports.

4. **Libraries and Archives:** The unit should have access to databases of scientific articles, books, and reports for research and finding information on best practices in quality assurance.

5. **Financial Resources:** The unit should have sufficient financial resources to purchase tools to support its activities and consider acquiring its own resources, including its members' involvement in specialized studies.
6. **Data Access:** The unit should have easy and secure access to university data for analysis and evaluations.
7. **Equipment:** The unit should have the necessary equipment to perform evaluations and analyses, such as computers, printers, whiteboards, etc.

- It will use performance indicators to measure its success and improvement opportunities. To this end, we suggest:

#### **1. At the student level:**

1. Student Satisfaction Rate: Measure of students' satisfaction with their learning experience and teaching.
2. Student Success Rate: Measure of the number of students who successfully complete their studies.
3. Student Enrollment: Measure of the number of students enrolled in study programs.

#### **2. At the employee level:**

1. Employee Satisfaction Rate: Measure of employees' satisfaction with their work and environment.
2. Employee Return Rate: Measure of the rate of employees returning to the university.

#### **3. At the level of teaching quality:**

1. Measure of teaching quality using indicators such as the relevance of teaching, the quality of instructional materials, and the performance of teachers.
  2. Improvement of Study Programs: Measure of the improvement of study programs using indicators such as the relevance of pedagogical objectives, the quality of learning activities, and the quality of instructional materials.
- The CAQ-UMAB will rely in its activities on the different experiences of national and international organizations in the field of organization and quality of higher education. It will present proposals with the aim of participating in the prosperity and promotion of pedagogical and organizational fields of the university.
  - It serves to spread the culture of quality at the university. It must contribute to the continuing education, professional development and retraining program for the human resources of the University (university officials, educational managers, supervisors and new teachers, ATS, etc.) in the field of Quality Assurance.
  - The unit must actively participate in local, regional, national and international activities to ensure quality and benefit from national and international expertise.

**Article 11:** The head of the unit is an active member of the CAQ. With the support of the Rector, he encourages the availability of all means ensuring the proper functioning of the unit.

**Article 12:** The CAQ-UMAB has values that we will propose to include in quality policies and procedures, to clearly communicate to the University workers, to integrate into performance evaluation criteria, to incorporate into training, and to encourage their implementation. These values are:

1. **Inform:** We will ensure that all University workers are informed of the quality policies and procedures in place, as well as any changes made to them, so that everyone is on the same page.
2. **Sensitize:** We will ensure that all University workers are sensitized to the importance of quality in their daily work. It is important that everyone understands how their work contributes to achieving the overall quality goals at the University.
3. **Organize:** We will ensure that systems and processes are in place to guarantee the quality of producing an "effective student." This may include the implementation of rigorous quality controls and the establishment of protocols to manage quality errors or issues.
4. **Responsibilize:** We will ensure that each University worker takes responsibility for the quality of their work. It is important to create an environment where employees feel responsible for the quality of their work and are encouraged to report quality problems for resolution.

## Chapter 3: National Reference for Quality Assurance

**Article 13:** The National Quality Assurance Reference for Higher Education (RNAQES) in Algeria has been designed by Algerian experts supported by international expertise and implemented by the National Quality Assurance Implementation Commission (CIAQES), and was validated by the Minister of Higher Education in 2016..

This document consists of 7 domains, including three (03) fundamental domains (Training, Research, Governance), and four (04) supporting domains (Student Life, Cooperation, Relationship with the Environment, Infrastructure).

**Each domain** describes the **process of activity** in the domain, this process is constitutive of a set of fields. At the level of each field, there is a set of references to achieve the general process and field-specific objectives.

**For each reference**, there are standards and criteria (indicators) to be highlighted to achieve quality and meet the objectives of the reference, the field. To verify the achievement or not of the Indicator, measurable, feasible evidence is proposed

**Article 14:** The RNAQES is the basic reference of the CAQ-UMAB.

- The cell ensures follow-up within the framework of the national program of activities.

- The RNAQES is the reference source of the CAQ-UMAB in the context of continuous improvement of the quality assurance methodology and its promotion.

## **Chapter 4: General Requirements**

**Article 15:** The internal regulations may be amended, if necessary and with the agreement of a majority of the members of the quality assurance cell.

**Article 16:** The internal regulations must be approved by the university rector.

**Article 17:** The operation, actions, and documents produced by the cell are governed by the principles of university ethics and professional ethics.

**Article 18:** The internal regulations are in effect from the date of publication. Members of the quality assurance cell are required to comply with the internal regulations from the date of publication.

This internal regulation defines the operating procedures of the University's quality assurance cell and the responsibilities of its members.

Approval by the head of establishment.

The date: 11 / 02 / 2023