Centre for Online Education

Quality Assurance Framework (QAF) for Online Programs

(In line with UGC (Online Programs) Regulations, 2020)

1. Purpose of the Framework

The Quality Assurance Framework (QAF) is designed to ensure that all online programs at MAHER maintain high academic standards, meet statutory requirements, and deliver quality learning experiences. It provides guidelines for program design, content creation, delivery, assessment, learner support, and periodic review.

2. Key Components of the QAF

2.1 Governance & Compliance

- All online programs shall comply with UGC (Online Programs) Regulations, 2020 and subsequent amendments.

- The Centre for Online Education (CFOE) and the Centre for Internal Quality Assurance (CIQA) will oversee adherence to statutory norms.

- A Quality Review Panel will monitor compliance through regular audits.

2.2 Program Design & Approval

- Programs shall be designed based on Learning Outcome-Based Curriculum Framework (LOCF) principles.

- The curriculum will include Program Outcomes (POs), Course Outcomes (COs), and clearly defined assessment rubrics.

- New programs will require CIQA approval before launch, ensuring alignment with industry relevance and academic rigor.

2.3 E-Content Development Standards

- All content must adhere to 4 Quadrant Approach (as prescribed by UGC & SWAYAM):

    1. **e-Tutorials** – Video lectures, animations, and simulations.

    2. **e-Content** – Textual materials, handouts, and reading resources.

    3. **Self-Assessment** – Quizzes, assignments, and reflective exercises.

    4. **Discussion Forum** – Peer and faculty interaction spaces.

- Content must meet accessibility standards (screen-reader compatibility, captions/subtitles, mobile-friendly design).

- Copyright compliance and plagiarism checks (≤10% similarity) must be ensured before content upload.

2.4 Faculty Training & Capacity Building

- Mandatory induction training on Online Teaching Pedagogies, LMS Usage, and Assessment Best Practices.

- Continuous professional development through workshops and refresher courses at least twice a year.

2.5 Learner Support & Engagement

- 24/7 access to LMS and course materials.

- Dedicated academic counsellors to guide students.

- Online discussion forums, live Q&A sessions, to enhance engagement.

- Periodic learner satisfaction surveys for feedback.

2.6 Assessment & Evaluation

- Assessments shall follow UGC guidelines ensuring academic integrity.

- **Formative Assessment**: Continuous evaluation through quizzes, assignments, and participation.

- **Summative Assessment**: End-term proctored online examinations.

- Plagiarism checks and AI-based proctoring tools to maintain credibility.

2.7 Quality Monitoring & Periodic Review Mechanism

- Quarterly Compliance Review by Program Coordinators.

- Semester-wise Academic Audit by CIQA covering:

  o Content relevance and accuracy.

  o Faculty performance metrics.

  o Learner performance and satisfaction.

- Annual Program Review to evaluate overall effectiveness, revise curriculum, and integrate feedback.

2.8 Continuous Improvement Process

- Feedback from learners, faculty, alumni, and industry experts to be documented and analysed.

- Updates to course content, pedagogy, and delivery modes based on review findings.

- Benchmarking against national and international best practices in online education.

3. Roles & Responsibilities

Stakeholder	Key Responsibilities
Director, CFOE	Strategic oversight, regulatory compliance, CIQA reporting
Assistant Director, CFOE	Operational implementation, monitoring, faculty coordination
Program Coordinators	Day-to-day course management, learner support, reporting
Faculty	Content creation, delivery, evaluation, feedback integration
Quality Review Panel	Independent audits, recommendations for improvement

4. Documentation & Record Keeping

All program documents, compliance reports, faculty training records, and learner feedback reports shall be maintained in both physical and digital formats for a minimum of five years as per UGC norms.

5. Approval & Effective Date

This framework was reviewed and recommended by the **Centre for Internal Quality Assurance (CIQA)** and approved by the competent authority on **19.08.2025**. It shall be effective for all online programs from **19.08.2025** and will be reviewed annually.

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