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Academic Quality Assurance Framework

QUA-001 | Governance and Quality

VERSION 1.0 · 18 OCTOBER 2026

INSTITUTIONAL REGULATIONS & POLICIES | IEU

Academic Quality Assurance Framework

DOCUMENT CONTROL / QUA-001

Document ID	QUA-001
Document family	Governance and Quality
Document custodian	Academic Quality Lead
Version	1.0
Edition date	18 October 2026
Review cycle	Annually and following material change

1 Purpose and applicability

Applies to program proposals, delivery monitoring and continuous improvement. The provisions govern the activities within the defined IEU service scope; applicable programme-specific contracts and verified rules of a separate awarding institution govern award requirements wherever relevant.

2 Policy requirements

- 01 Programs are mapped to clear level-appropriate learning outcomes and verified curriculum specifications.
- 02 Course design is reviewed for constructive alignment of outcomes, teaching and assessment.
- 03 Program monitoring considers progression, assessment quality, student experience and completion evidence.
- 04 Material program modifications undergo impact assessment and controlled approval.
- 05 Students and academic contributors can provide feedback without retaliation.
- 06 Annual quality action plans record findings, responsible roles, deadlines and closure evidence.

3 Operational procedure

Trigger: Periodic programme monitoring, annual review or serious quality concern

- 01 Compare delivered activities against approved outcomes, teaching plans and assessment design.
- 02 Gather reliable evidence from academic results, learner feedback and programme staff.
- 03 Identify risks, assign corrective actions with an owner and completion date.
- 04 Check implementation evidence and close actions only after effectiveness has been verified.

4 Responsibilities and evidence

Accountable process owner. Academic Quality Lead maintains implementation, staff guidance, case processing and reporting. Academic decisions requiring external award authority must be referred according to the verified programme arrangement.

Minimum evidence. Programme quality dashboard; feedback; review minutes; action plan; verification evidence.

Record protection. Keep case files, decisions and correspondence in access-controlled systems; apply an approved retention schedule and document transfers to relevant partners. Do not publish personal or confidential records.

5 Exceptions, concerns and review

Exceptions. Material deviations require a written rationale, authorization by a role with the appropriate delegation, and a record of any impact on students or staff. No local exception may override mandatory law or a controlling awarding-body requirement.

Challenge and escalation. Explain the applicable complaints, academic appeals or rights-request route to affected persons. Refer safety concerns, integrity incidents, data incidents, conflicts of interest or disputed award claims to the designated specialist authority.

Monitoring. Review quality indicators periodically and conduct an annual institutional quality summary.

6 Linked institutional controls

Related controls, where relevant: Academic Regulations (ACD-001); Academic Integrity (ACD-003); Student Complaints (STU-004); Academic Appeals (STU-005); Quality Assurance (QUA-001); Privacy and Student Records (DIG-001); Academic Partnerships and Award Information (PAR-001).

7 Document information and periodic review

Document series	IEU Regulations & Policies
Institution	International European University (IEU)
Applicability	See section 1 and programme-specific terms
Student enquiries	Use the IEU contact and support routes
Document maintenance	Controlled by the responsible function