



QAIWAN
INTERNATIONAL UNIVERSITY

QUALITY ASSURANCE HANDBOOK

Vice President for Academic and Scientific Affairs

Directorate of Quality Assurance and Scientific Affairs

2024 - 2025



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The Definition of Quality Assurance in the Ministry of Higher Education

The development of quality assurance processes within the Kurdistan Region's university boards, councils, and institutes is one of the most important strategies of the Ministry of Higher Education and Scientific Research. This process is considered a new phenomenon in the higher education experience in the region and throughout the country. Its implementation upholds high standards, ensuring the quality of education and training, as well as the value of the degrees awarded by universities, faculties, councils, and institutes.

Principles and Components of Quality Assurance

In the Kurdistan Region's higher education system, this process includes a number of programs, and it is carried out by lecturers who hold academic titles (Assistant Lecturer, Lecturer, Assistant Professor, and Professor). The President, Vice-President, and Deans of Colleges and Institutes are exempt from the quality assurance process, and their participation is optional. The criteria of this process are adjusted according to the academic title of the lecturers, as follows:

1. Continued Academic Development (CAD)
2. Teacher Portfolio
3. Student Feedback

1. Continued Academic Development (CAD)

General Guidelines for Continued Academic Development

In order to carry out the activities of the quality assurance process (including the registration of seminars, workshops, symposiums, and training courses), approval must be obtained from the Directorate of Quality Assurance and Scientific Affairs.

- Lecturers must adhere to the deadlines and periods specified by the Directorate of Quality Assurance and Scientific Affairs of Qaiwan International University to submit their documents into the TQA system.
- Lecturers will enter activities conducted between August 2024 ,1, and June 2025 ,30.
- The quality assurance process activities for the 2025-2024 academic year must be completed by July 2025 ,15. No activities will be counted after this date.
- Lecturers holding academic titles (Assistant Lecturer, Lecturer, Assistant Professor, and Professor) are required to present a minimum of two (2) seminars.
- Lecturers with academic titles of Assistant Lecturer and Lecturer may present up to five seminars, while those with academic titles of Assistant Professor and Professor may present up to seven seminars.
- All lecturers must adhere to the required number of points assigned according to their academic title within the Continued Academic Development process, which is typically evaluated based on the criteria of the process.
- The duration of each seminar should be 30 minutes: 20 minutes for the presentation and 10 minutes for discussion.
- Lecturers must be present and participate in the seminar from start to finish.

- Lecturers cannot participate in two seminars at the same time, even if they are in different venues. The seminar times will be checked by the quality assurance coordinators.
- No lecturer is allowed to record the name of colleagues on the attendance list. If this occurs, the name will be removed from the list.
- The activities must be submitted in a manner consistent with the Academic Excellence Award of QIU.
- Topics should ideally be related to the lecturer's expertise and academic background.
- Seminars aimed at academic title promotion will not be considered for CAD points.
- Workshops must be conducted in a practical manner and should last no less than 2 hours.
- Any activity not recorded in the activity list prior will not be considered in the quality assurance process.
- Seminars for academic title promotion, pedagogy courses, and language center courses for the purpose of master's and PhD studies will not be counted in Continued Academic Development and will not earn points.

The desired points for academic activities vary according to the lecturer's academic title, as shown in the table below:

Academic Title	Total no. of Point	Active	Passive
Professor Assist. Professor	50	28	22
lecturer	35	15	20
Assistant lecturer	25	10	15

Levels	Professor/ Assistant Professor	Lecturer	Assistant Lecturer	Summary
	28 actives	15 actives	10 actives	
	22 passives	20 passives	15 passives	
A*	Above 55	Above 45	Above 40	Receiving appreciation letter from the president of the University.
A	54-35	44-25	39-25	Their rights are still the same
B	34-24	24-18	19-14	A reminder letter will be issued to pay more effort. If it happens again next year, it will be dealt with as (C)
C	23-15	17-12	13-10	<ul style="list-style-type: none"> - will be considered fail and not eligible to teach for the period of 3 months. - For a year, he/she will not be hired for any administrative positions. - If the same level persists for 2 consecutive years, it will be considered as failed and not able to teach for one academic year.
D	14-6	11-6	9-6	<ul style="list-style-type: none"> - He / She cannot teach for the duration of 6 months. - The mentioned points in (c) will be applied.
E	0-5	0-5	0-5	<ul style="list-style-type: none"> - It is considered to be incompetent. - He / She will not be allowed to teach for one year. - The mentioned points in (c) will be applied. - If in the second year he / she gets the same points (evaluation), he / she will be probated from teaching permanently.

The Continuous Academic Development process is constantly being carried out:

1- Seminar

Number	Items	Points	Type
1	Attending seminars in departments, faculty level or any place where there is credible evidence.	1	Passive
2	Presenting a seminar at a department, faculty, university, or any place where there is a verified document.	3	Active
3	Publishing research in a local journal. Not approved ones will not be considered.	3	Active
4	Presenting a seminar related to published research (local journal has been stated in point no 3) or accepted for publishing in a local journal	8	Active
5	Publishing research in an international journal. Not approved ones will not be considered.	5	Active
6	Presenting a seminar related to published research (international journal has been stated in point no 5) or accepted for publishing in an international journal	10	Active
7	Patent	12	Active

or

2- Workshop

Number	Items	Points	Type
1	Presenting in a workshop abroad or inside the country for any days not exceeding five (5) days.	3	Active
2	Attending in a Workshop	2	Active

3- Symposium

Number	Items	Points	Type
1	Presenting in a symposium abroad or inside the country for any days not exceeding five (5) days.	3	Active
2	Participating in the Symposium(Attending)	2	Active

4- Conference

Number	Items	Points	Type
1	Attending a scientific conference, for each day not exceeding five (5) days.	3	Passive
2	Participating by a research in a scientific conference inside country not exceeding five (5) days.	2	Active
3	Participating by a research in a scientific conference abroad country not exceeding five (5) days.	7	Active

5- Training

Number	Items	Points	Type
1	Participating or organizing a training course inside or abroad (per week)	1	Passive
2	Presenting/conducting a training abroad or inside the country (per week)	2	Active

6. Committees

Number	Items	Points	Type
1	Any committee in the level of department/faculty (according to any administrative order)	1	Active
2	Any committee in the level of university (according to any administrative order)	2	Active
3	Any committee in the level of ministry of higher education and scientific research (according to any administrative order)	3	Active
4	Any committee in the level of any ministry (according to any administrative order)	3	Active
5	Scientific Conference Preparation Committee (according to any administrative order)	3	Active

7- Interviews and Publications

Number	Items	Points	Type
1	Publication text/scientific topics in newspaper, (not more than 3 publications and evidences need to be provided)	2	Active
2	Media interview (TV/Radio) (not more than 3 interviews)	2	Active

8- Post graduate committees

Number	Items	Points	Type
1	PhD thesis examiner	3	Active
2	Master's Degree thesis examiner	2	Active
3	High School Diploma degree thesis examiner	1	Active
4	Final year project committee	1	Active

9- Proof Reading

Number	Items	Points	Type
1	PhD thesis	3	Active
2	Master's thesis	2	Active
3	High Diploma thesis	1	Active

10- Supervision

Number	Items	Points	Type
1	Supervising PhD	4	Active
2	Supervising Master's Degree	3	Active
3	Supervising High Diploma	2	Active
4	Supervising FYP, bachelor degree	1	Active

11- Books and Translations

Number	Items	Points	Type
1	Writing a book according to the university request (based on the administrative order).	12	Active
2	Writing a book without university request (scientific committee approval need to be provided)	4	Active
3	Translating according to the university request (based on the administrative order).	8	Active
4	Translating without university request (scientific committee approval need to be provided)	4	Active
5	Editorial board in a local scientific journal.	1	Active
6	Editorial board in an international scientific journal.	2	Active
7	Reviewer in a local scientific journal.	1	Active
8	Reviewer in an international scientific journal.	2	Active
9	Reviewer for the purpose of academic title promotion	1	Active

2. Teacher Portfolio

The teacher's portfolio will be evaluated regardless of the academic title. The evaluation process will be conducted by a committee consisting of three members in the level of the faculties and the evaluation of the deans, deputy deans, head of the department and the lecturers will be by the same committees.

Teacher Portfolio Evaluations

No.	The question of evaluation	Level 5-1	Note: In an objective way and evidence need to provide, especially if it's level 5 Or less than 2.
1	Is he/she loyal to the university and does he/she consider it as his own university? Is he dedicated to his time to enhance the teaching process?		
2	Does he/she pay attention to monitoring the teaching and learning process?		
3	Does he/she focus on guaranteeing the minimum required quality in teaching?		
4	Does he/she prepare the Course Information and explain it to the students?		
5	In the final year exams, he/she actively involved in the process?		
6	Does he/she think critically and accept criticism?		
7	Is he/she fair in his treating the students equally? Does he/she act Responsibly for supervising student research?		
8	Is he/she involved in the decisions about education process and does he make subjective decisions for public interest?		
9	Has he/she shown a spirit of collaboration with lecturers and staff and has he/she been respectful?		
10	In his/her area of expertise, is he/she a good example to emulate as a successful academician? Does he/she receive any appreciation letter?		
11	Does he/she obey instructions and are his/her duties carried out in a timely manner.		

No.	The question of evaluation	Level 5-1	Note: In an objective way and evidence need to provide, especially if it's level 5 Or less than 2.
12	Does he/she actively assist the leadership in the formulation of the policy to improve the quality of teaching?		
13	Is he/she active in the research and publication area?		
14	Does he/she publish the research in the international academic journals?		
15	Does he/she actively participate in various department, faculty, and university committees?		
16	Is he/she actively involved in various outdoor activities, as well as professional, media, and charitable work? Additionally, Is he/she is a member of several organizations? Is he/she active in his/her areas of expertise?		

NOTE:

The questions on the Teacher's Portfolio Form are divided by (16) and considered as the Teacher's Portfolio Score.

Evaluation Mechanism of the Teacher Portfolio

The committee shall consist of three (3) members to evaluate the teacher's portfolio.

Teacher's Portfolio: The committee consists of the Dean or Deputy Dean, Head of Department or Coordinator, and Director of Quality Assurance.

Note: If a department or faculty does not have enough lecturers to form a committee, they may involve members from another faculty or department.

Head of Department Portfolio: The committee will be composed of the Dean, Deputy Dean, and Coordinator of Quality Assurance of the College.

Deputy Dean of Faculty / Institute Portfolio: The committee will be composed of the Dean of the Faculty and the Director of Quality Assurance of the University.

Dean of Faculty Portfolio: The committee will be composed of the Vice-President for Academic Affairs and Higher Education and the Director of Quality Assurance of the University.

Director of Quality Assurance Portfolio: The committee will consist of the Dean, Deputy Dean of the Faculty, or another professional in the field.

Important Notes:

1. It is necessary to recognize the hard work of lecturers who have tirelessly placed lessons in the e-classrooms in parallel with the presentation of their lectures in the classroom.
2. The process of evaluating teacher portfolios should remain confidential, and the evaluation should not be based on personal biases. Each member of the committee will evaluate the portfolio independently, without influence from other members.
3. If there is a dispute between the Head of the Department and the lecturer, the Head of the Department should not be involved in the evaluation of their own portfolio. In such cases, the Dean or Coordinator will conduct the evaluations.
4. If a committee member holds two positions simultaneously (e.g., Deputy Dean at the faculty/institute and Coordinator at the department level), a substitute should be appointed for one of the roles.
5. Some of the questions on the teacher's portfolio evaluation form are related to the Dean, Head of Department, or Coordinator. These individuals can provide clarifications to assist the committee in evaluating the portfolios to ensure a fair process.
6. Administratively, a lecturer's points will be based on their participation in activities. For example, if a lecturer participates in more than 5 committees, they will receive 5 points. If they participate in 3 or 4 committees, they will receive 4 points, and if they participate in 1 or 2 committees, they will receive 3 points, provided they are active in these committees.
7. For the research score: If there are more than two research projects, it will count as 5 points. If there is only one research project, it will count as 4 points. If there is an international publication, the lecturer should receive full points in the local research category as well.
8. The Directorate of Quality Assurance and Scientific Affairs reserves the right to check and review the quality of lecturers' portfolios and Continued Academic Development (CAD) activities at any time as needed.

The results of the evaluation of the lecturer's portfolio are implemented by the Faculty Council.

Level	Point	Level	Result
A	4.5-5.0	Excellent	<p>A1- If the lecturer has received an (A*) in both of the continuous academic development processes, the lecturer will be nominated to be recognized as the best lecturer at the level of his/her science department or university. Every year at the graduation party. The name of the best lecturer in the university and faculty will be announced.</p> <p>A2- If he/she has achieved less than an (A*) in both the continuous academic development and student feedback, then he/she will be treated as a (B1) here.</p>
B	4.0-4.4	Very Good	<p>B1- If he/she has achieved an "A" grade in both the continue academic development process and student feedback, he/she will be appreciated by the Dean of Faculty.</p> <p>B2- If he/she has received a grade of (B) or less in any of the student feedback and/or continuous academic development, he/she will be treated with a grade of (C).</p>
C	3.0-4.0	Good	His/her rights are protected as long as he considers and acts on the observations, comments, and suggestions of self-improvement.
D	2.9-2.9	Average	<p>D1- If in the continuous academic development and student's feedback in both phases of the process have resulted in an (A), then their rights are protected as a (C).</p> <p>D2- If you have received a (B) or lower in any of the student feedback or continuous academic development, then:</p> <p><i>i-</i> At the faculty council level, they will be invited to comment on and discuss the shortcomings in the faculty portfolio. Solutions will be considered, and they will be encouraged to do more in the coming year.</p> <p><i>ii-</i> If he repeats the same level the following year, he/she will be treated as (E2). If you want to take advantage of the experience of your teammates, you will be able to do it again, the assessor will be evaluated.</p>

Level	Point	Level	Result
E	1-1.9	Fail	<p>E1- If he/she has achieved (A) in the feedback of the students and the continue academic development, he/she will be treated with (D2) above.</p> <p>E2- If he/she has received (B) or lower in any of the student feedback or continuous academic development, then:</p> <p><i>i-</i> The lecturer will be formally invited by the faculty council to discuss his/her portfolio and the reports of both committees and his/her shortcomings and solutions. Then, the faculty council may take away the teaching rights of the instructor for a period of one to three months, or reinstate special training in the deficient field, or any other action it deems appropriate.</p> <p><i>ii-</i> In any case of the same issue happening again, the lecturer will be permanently expelled from his teaching rights and transferred to a suitable place in coordination with the university presidency</p>

3. Student Feedback

The feedback process of the students is done and the process should be in a way that the students are familiar with the teachers' evaluation points by the head of the quality assurance committee of the university so that the students can do the process fairly and individually.

Table of Student Feedback Points for Lecturer

No.	Statements	Level	Note
1	The objectives of the course are achieved?		
2	The course information is useful to achieve the course objective?		
3	The explanation about important points is clearly discussed.		
4	The lectures session held according to the timetable.		
5	The way of teaching is professional.		
6	Attractive teaching methods had been used\applied.		
7	Q&A section had been allocated at the end of each lectures.		
8	Did the lecturer attend to any complaints?		
9	Examination guidelines and methods has been clearly discussed.		
10	Were the examination questions reflecting the contents of the course?		
11	Updated references with relevant contents are provided.		
12	Easy access \ availability of teaching materials including course information, past years questions, tutorial, assignments...etc. in QIU E-learning.		

5	4	3	2	1
Excellent	V. Good	Good	Medium	Weak

Lecturer Compensation and Evaluation of Lecture Outcomes Based on Student Feedback

Grade	Point	Level	Result
A*	More than 4.50	Very Good	Appreciation will be given to the recipient of this level if he/she has achieved the desired level of continuous academic development (A* or A).
A	More than 2.50	Good	- You will be entitled to the same rights as yours.
B	2.00-2.49	Average	<ul style="list-style-type: none"> - If you have an A* or A of Continue Academic Development grade, you will be entitled to the same rights as yours. - If you get less than a B in Continuous Academic Development, you will be given a reminder for more effort for the next year.
C	1.75 – 1.99		<ul style="list-style-type: none"> - If you have achieved an A* or A in the Continuous Academic Development, you will be given a reminder letter for further effort for the coming year - If you have achieved a B or less in the Continue Academic Development, it is considered as a probation in the quality assurance and it is necessary to follow one of the following points: <ul style="list-style-type: none"> <i>i</i>- There are two external evaluators in the scientific department and a quality assurance director to evaluate the performance of the lecturer. <i>ii</i>- The lecturer will be able to participate in three classes with three different lecturers. If you want to take advantage of the experience of your teammates, you will be able to do it again, the assessor will be evaluated. - If the same result is achieved in the following year in the reliability of the quality and Continuous Academic Development, then the decision (<i>ii</i>) will be applied.

Grade	Point	Level	Result
D	1.50 – 1.75	Bad	<ul style="list-style-type: none"> - If you achieved (A* or A) in the Continue Academic Development, so the above (i) decision is applied - If you have achieved less than (B) in the Continuous Academic Development, it is considered as a probation in the quality assurance and the following will be necessary: <ol style="list-style-type: none"> 1. Two assessors will be evaluating and give feedback to the lecturer 2. The lecturer will be able to participate in 10 classes with defernite lecturers. If you want to take advantage of the experience of your teammates, you will be able to do it again, the assessor will be evaluated - If the next year, the same results are achieved in the quality assurance evaluation process, the following (E) decisions are applied.
E	1.26 – 1.5	Very bad	<ul style="list-style-type: none"> - If you got (A* or A) in the Continuous Academic Development, then the above (D) decisions will be applied. - If he/she got (B) or less in the Continuous Academic Development there will be a follow-up in quality assurance and needs to be re-evaluated in the entire course of teaching and training evaluation. - If, in the following year, he/she achieves the same results in the reliability of the quality and the Continuous Academic Development, the (F) decisions will be applied.
F	1.0 – 1.25	Worse	<ul style="list-style-type: none"> - If you got (A* or A) in the Continuous Academic Development, the above (E) decisions will be applied. - If in the Continuous Academic Development, he/she got (B) or less, it will be considered a probation in quality assurance evaluations and he/she will not be allowed to teach for three months minimum, during that time: <ol style="list-style-type: none"> 1- He/she will not be allowed to receive the teaching allowance with his/her salary 2- He/she will get some other duties from university (Not Teaching) 3- The full course of pedagogy / teaching method will be given to him/his again. - If this result is repeated again for two years consequently, he/she will not be allowed to teach anymore.

Appreciation Deserves

The lecturer will be received an appreciation of the President of the University or the Dean of the Faculty in accordance with the following criteria mentioned in the table below.

Appreciations from the President of the University			
No.	CAD	Lecturer Portfolio	Student Feedback
1	A*	A	A*
2	A*	A	A
3	A	A	A*
4	A*	B	A*
5	A*	A	Feedback not applicable/required
Appreciations from the Dean of the University			
No.	CAD	Lecturer Portfolio	Student Feedback
1	A	B	A*
2	A	A	A
3	A*	B	A
4	A*	B	Feedback not applicable/required
5	A	A	Feedback not applicable/required

For further information, kindly visit the (Directorate of Quality Assurance and Scientific Affairs) page in the QIU website, or do not hesitate to contact us by the email (qualityassurance@uniq.edu.iq)



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