**Oman Authority for Academic Accreditation
and Quality Assurance of Education**

Institutional Standards Assessment Application (ISAA)

To be submitted, together with Supporting Materials, to the OAAAQA

HEI Name:

Year of Submission:

1. HEI Declaration

Name of HEI:

THIS DECLARATION is made on the [   ] day of [   ] 20 [   ]

DECLARATION

I declare that all information contained in this Institutional Standards Assessment Application (ISAA) is true and accurate at the time of submission.

I declare that the HEI adheres to all applicable national laws and regulations.

SIGNED:

Name – please print		*Signature*	
Title		*Position*	

Note: This attachment MUST be completed and included with the application submission.

2. HEI Details

2.1 HEI Name and Address

HEI Name	
Street Address	
Postal Address	
Phone		Fax	
Email	
Website Address	

2.2 Public or Private Institution

Public Institution		Private Institution	
Name of Supervising Ministry of Public HEI (if applicable)			

2.3 Institutional Classification

College		University College		University	

2.4 Contact Person

Name	
Title		Position	
Phone: Office		Phone: GSM	
Email		Fax	

HEI Overview

Include a brief history, campus location/s, a general description of the HEI and its context, and any special characteristics it may have. The description should include the academic and general structure of the organisation and a complete list of programmes being offered, including details of their licensing and accreditation status (and if the HEI is not the body awarding the qualifications, which entity is the awarding body). The overview should also include statistical information the HEI considers is significant in addition to completing the minimum data requirement tables included at the end of the template.

3. Self-Assessment Results[1]

Once each standard's criteria have been rated, determine the standards ratings in the table below.

Standard	Standard Rating

Based on our self-assessment we consider the Accreditation Outcome should be:	

4. Self-Assessment against Standards 1-9[2]

Refer to the ISAM Part C for information on criteria and standards ratings.
Refer to the ISAM Part D, section 11.3.2 for information on rating and commentary against each relevant criterion, and section 11.3.3 for information on information on rating and commentary against each relevant standard.

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[1] The HEI needs only to include the standards here that are applicable.
[2] The HEI needs only to write the commentary and rate only the criteria and standards that are applicable.

Standard 1: GOVERNANCE AND MANAGEMENT	Rating
Governance and management of the HEI is ethical and ensures implementation of academic and non-academic systems and functions which support the achievement of the HEI's Mission and Vision and the protection of academic standards. Governance and Management structures, processes and mechanisms for accountability are appropriate. At governance level, these result in effective setting and monitoring of the HEI's strategic direction as well as leadership and oversight of the HEI's academic, administrative and financial activities. Management systems and roles provide leadership which enables effective implementation of institutional systems. These systems are governed by sound policies and regulations and meet the needs of students, staff and other stakeholders**.	
Commentary	

Criterion 1.1 Mission, Vision and Values	Rating
The Mission, Vision and Values are appropriate, have been developed in consultation with stakeholders, formally approved, disseminated and communicated to stakeholders, and guide the HEI in all its activities. The HEI has Mission and Vision statements which clearly define the HEI's purpose, who it serves and what it intends to accomplish; and these align with the national priorities of Oman. The HEI has a defined set of institutional Values.	
Commentary *NB: Please ensure that the commentary under each relevant criterion includes any Commendations, Affirmations or Recommendations (CARs) given in the OAAAQA Institutional Quality Audit (IQA) Report together with the institution's response. The Panel will check the information given carefully.*	

Criterion 1.2: Governance Structure, System and Roles	Rating
The HEI has a clearly defined governance system through which appropriate roles and responsibilities are fulfilled. The governance bodies provide ethical, effective and strategic academic and administrative leadership and oversight of the HEI. The governance bodies play a key role in setting and overseeing the maintenance of academic standards.	
Commentary	

Criterion 1.3: Management Structure, System and Roles	Rating
The HEI has a clearly defined management system through which effective academic and administrative leadership is provided and tasks, responsibilities and resources are aligned. The HEI management supports the achievement of the HEI's objectives through evidence-based decision-making processes. Students and staff are represented on decision-making bodies.	
Commentary	

	Rating
Criterion 1.4: Institutional Affiliations for Programmes and Quality Assurance The HEI's academic affiliation agreements are clearly defined, effectively implemented and well-managed and these support the maintenance of academic standards, enhance quality and contribute to the HEI's external engagement.	
Commentary	
Criterion 1.5: Strategic Planning The HEI has a Strategic Plan which specifies priorities in line with its Mission and Vision and has been developed in consultation with relevant stakeholders. Resources are aligned to meet strategic objectives. The plan guides the HEI in all its activities, and performance against the plan is monitored and evaluated through the use of key performance indicators.	Rating
Commentary	
Criterion 1.6: Operational Planning The HEI has an operational planning system which is aligned to the strategic planning process. The system identifies objectives; actions; and key performance indicators; and designated responsibilities for implementing actions. Operational planning enables the HEI to manage the achievement of strategic objectives and supports quality improvement.	Rating
Commentary	
Criterion 1.7: Financial Management Financial resources for the activities and services offered by the HEI are adequate; formally approved; effectively managed; externally audited; and support quality of provision. Policies are in place to safeguard the HEI's funds, and sufficient financial reserves are maintained to mitigate potential financial risks.	Rating
Commentary	
Criterion 1.8: Risk Management The HEI has a risk management system which support the identification, assessment, treatment and monitoring of risk and enables the HEI to address adverse events and situations which arise.	Rating
Commentary	
Criterion 1.9: Policy Management The HEI has a policy management system which governs policy development, implementation and review and ensures that policies remain current, appropriate and effective. Policies and procedures are used to guide the HEI in all major areas of activity. These are readily accessible and effectively communicated to students and staff.	Rating
Commentary	

Criterion 1.10: Entity and Activity Review Systems	Rating
The HEI implements a system for the routine monitoring and regular review of all key entities and activities for the evaluation of their effectiveness and identification of areas for improvement. Approved action plans are implemented and support quality improvement.	
Commentary	
Criterion 1.11: Student Grievance Procedures	**Rating**
The HEI has student grievance policies and procedures which cover both academic and non-academic matters. These are readily accessible and effectively communicated to students and staff, and are consistently used to resolve student grievances in a manner which is fair, impartial and transparent.	
Commentary	
Criterion 1.12: Health and Safety	**Rating**
The HEI has a health and safety management system which supports a healthy and safe on campus environment for all students, staff and other stakeholders. The HEI's policies and procedures comply with national legal requirements for health and safety.	
Commentary	
Criterion 1.13: Oversight of Associated Entities (e.g. Owned Companies)	**Rating**
The HEI exercises effective authority, oversight and review of all its associated entities and ensures that the HEI is protected against any financial, legal or reputational liabilities arising from any company or entity it owns or controls.	
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 1.1: Mission, Vision and Values	
Criterion 1.2: Governance Structure, System and Roles	
Criterion 1.3: Management Structure, System and Roles	
Criterion 1.4: Institutional Affiliations for Programmes and Quality Assurance	
Criterion 1.5: Strategic Planning	
Criterion 1.6: Operational Planning	
Criterion 1.7: Financial Management	
Criterion 1.8: Risk Management	
Criterion 1.9: Policy Management	
Criterion 1.10: Entity and Activity Review Systems	
Criterion 1.11: Student Grievance Procedures	
Criterion 1.12: Health and Safety	
Criterion 1.13: Oversight of Associated Entities (e.g. Owned Companies)	
Standard 1: *Governance and Management*	

Standard 2: STUDENT LEARNING BY COURSEWORK PROGRAMMES	Rating
Academic standards are maintained through the implementation of the HEI's planned, well-managed approach to the design, delivery and assessment of all student learning by coursework programmes. The HEI has clearly defined generic graduate attributes and programme-specific learning outcomes which align with the Oman Qualifications Framework, the HEI's Mission and Vision and stakeholder expectations. Programme delivery is supported by effective use of appropriate teaching and learning methods and assessment is governed by soundly-based regulations, policies and procedures. The HEI's processes support a culture of academic integrity. The HEI has a systematic approach to the monitoring of graduate destinations and employment that is used to inform the review of student learning by coursework programmes.	

Commentary	

Criterion 2.1: Graduate Attributes and Student Learning Outcomes	Rating
The HEI has defined generic graduate attributes which reflect stakeholder expectations and which graduates from all programmes are required to attain. These are effectively communicated to all stakeholders and incorporated into programme development, design and delivery. The HEI's systems and processes for designing, developing and approving programmes ensure that the academic standards of awards are set at an appropriate level and that programme-specific learning outcomes are appropriate for the award and align with the Oman Qualifications Framework. The process for assessing student attainment of generic graduate attributes and programme-specific learning outcomes is clearly defined and implemented.	

Commentary	

Criterion 2.2: Curriculum	Rating
The HEI implements systems and processes for curriculum development and review which ensure curricula are relevant, current and effective in supporting students to meet learning outcomes appropriate to the level of the award. Curricula are based on national and international expectations of relevant field(s) of study and are informed by a range of stakeholders, benchmarks, and recognised good practice. Curriculum development takes into account national priorities, such as the need to develop a culture of entrepreneurship.	

Commentary	

Criterion 2.3: Student Entry Standards	Rating
The HEI has student entry standards which are appropriate, transparent and consistently and fairly applied. The entry standards ensure that students have adequate prior knowledge and skills, including English language proficiency, where relevant, to undertake a higher education programme of study successfully.	

Commentary	

Criterion 2.4: Teaching Quality	**Rating**
The HEI ensures teaching enables students to fully develop as learners in their chosen field(s) of study and to achieve the learning outcomes for their programme and the HEI's generic graduate attributes. Teaching quality is assured through a range of mechanisms including: implementation of defined and appropriate teaching and learning methods; the recruitment and appointment of appropriately qualified and experienced staff; the ongoing evaluation of teaching effectiveness; and the maintenance of appropriate staff/student ratios.	
Commentary	

Criterion 2.5: Research Components of Coursework Programmes	**Rating**
Academic staff involved in the supervision of students undertaking a research component in a coursework programme are appropriately qualified and experienced to carry out their supervisory duties effectively and enable students to undertake research with a high level of independence. The assessment of the research components adhere to appropriate regulations, policies and procedures used for the assessment of research outputs and ensure academic standards are maintained. Where applicable, student research projects obtain formal ethics approval for research involving live subjects or approval for research involving biohazardous materials.	
Commentary	

Criterion 2.6: Academic Integrity	**Rating**
The HEI has policies and procedures which support the protection of academic integrity. Mechanisms are implemented to prevent, detect and address all forms of academic misconduct by students or staff and instill an institutional culture of academic integrity; the mechanisms are reviewed for effectiveness. Academic staff ensure they acknowledge the intellectual property contained in materials used for teaching purposes, and teaching materials are managed in alignment with the HEI's intellectual property policies and procedures.	
Commentary	

Criterion 2.7: Student Placements	**Rating**
Where student work placements are a formal requirement of the programme, the HEI assures the quality of these by implementing systems and processes for securing placement opportunities; supervising, monitoring and assessing students on placement; and evaluating the contribution of placements to student learning. Where the HEI provides opportunities for student placements that are not part of the programme requirements, there is appropriate oversight of these to ensure they enrich the learning experience of students.	
Commentary	

Criterion 2.8 Assessment Methods, Standards and Moderation	**Rating**
The HEI has regulations, policies and procedures which govern all aspects of assessment including assessment methods, grading and moderation. These are implemented through assessment systems and processes which ensure that assessment is rigorous and fair. Processes are in place to verify student standards of achievement and ensure that appropriate academic standards are maintained.	
Commentary	

	Rating
Criterion 2.9 Academic Security and Invigilation The HEI has arrangements in place which ensure the security of all its assessment activities including the robust invigilation of examinations and the secure handling of examination materials, results and records.	
Commentary	
Criterion 2.10: Student Retention and Progression The HEI collects, maintains, monitors and acts upon data on student retention, progression and completion in each programme and this assists students through to timely completion of their programme.	**Rating**
Commentary	
Criterion 2.11: Graduate Destinations and Employability The HEI actively monitors and reviews the destinations (such as employment/unemployment or rates of further study) of its student learning by coursework programme graduates and implements strategies to help ensure student, graduate and other stakeholder expectations for graduate destinations and employability are met.	**Rating**
Commentary	

Ratings against each Criteria leading to Standard rating

Criterion	Rating
Criterion 2.1: Graduate Attributes and Student Learning Outcomes	
Criterion 2.2: Curriculum	
Criterion 2.3: Student Entry Standards	
Criterion 2.4: Teaching Quality	
Criterion 2.5: Research Components of Coursework Programmes	
Criterion 2.6: Academic Integrity	
Criterion 2.7: Student Placements	
Criterion 2.8: Assessment Methods, Standards and Moderation	
Criterion 2.9 Academic Security and Invigilation	
Criterion 2.10: Student Retention and Progression	
Criterion 2.11: Graduate Destinations and Employability	
Standard 2: *Student Learning by Coursework Programmes*	

	Rating
Standard 3: STUDENT LEARNING BY RESEARCH PROGRAMMES Academic standards for student learning by research are maintained through the implementation of the HEI's planned, well-managed approach to the design, support, supervision and assessment of student learning by research programmes. The HEI has clearly defined generic graduate attributes and programme outcomes which align with the Oman Qualifications Framework and the HEI's Mission and Vision and stakeholder expectations. Research programme graduation requirements are sound and clearly communicated and adequate physical and learning resources are available to support students in their research. Research supervision and assessment are governed by soundly-based regulations, policies and procedures which support academic integrity, safe and ethical research, and positive student learning outcomes. The HEI has a systematic approach to the monitoring of graduate destinations and employment which informs the review of student learning by research programmes.	
Commentary	

	Rating
Criterion 3.1: Research Programme Design The HEI implements systems and processes for the design, development and review of research programmes which ensure that these align with the Oman Qualifications Framework and international expectations of the academic field(s) of study. Research programme design incorporates the graduate attributes which graduates are required to attain. Research programme design is informed by a range of stakeholders, benchmarks and recognised good research practice.	
Commentary	
Criterion 3.2: Research Student Entry Standards The entry standards for admission onto research programmes are appropriate, transparent and consistently and fairly applied. The entry standards ensure that students have adequate prior knowledge and skills, including English language proficiency where relevant, to undertake a research programme successfully.	
Commentary	
Criterion 3.3: Supervisors Supervisors of research students are appropriately qualified and experienced and are provided with ongoing professional development; the HEI ensures that supervisors carry out their supervisory duties effectively.	Rating
Commentary	

Criterion 3.4: Student Research Supervision	Rating
The HEI implements a system for student research supervision which enables students to undertake research with a high level of independence and engage in research leading to knowledge creation.	
Commentary	

Criterion 3.5: Student Research Support	Rating
The HEI implements systems and processes which provide research students with appropriate support to undertake their research. Funding is allocated to resource research programmes adequately and students have access to appropriate study spaces, library and information technology resources, and research equipment and facilities. Students receive support which enables them to attend relevant conferences and/or participate in a community of scholars.	
Commentary	

Criterion 3.6: Student Research Assessment	Rating
The HEI has regulations, policies and procedures which govern all aspects of the assessment of research student theses or other research outputs. These are implemented though assessment systems and processes which ensure that assessment is rigorous and fair. Processes are in place to verify student standards of achievement and ensure that appropriate academic standards are maintained.	
Commentary	

Criterion 3.7: Coursework Components of Research Programmes	Rating
Curricula elements of research programmes have appropriate learning outcomes and curricula are relevant and current. Teaching enables students to achieve their learning outcomes for the coursework component, and teaching quality is assured through a range of mechanisms. The assessment methods, including grading and moderation of coursework are governed by the HEI's regulations, policies and procedures and assessment systems ensure appropriate academic standards are maintained. Where student work placements form part of the coursework component the HEI implements effective systems and processes to supervise, monitor and assess students undertaking these.	
Commentary	

Criterion 3.8: Academic Integrity, Ethics and Biosafety	Rating
The integrity of research produced by students is assured through the consistent application of the HEI's policies and procedures on academic integrity and ethics. Support is provided to research students to ensure they do not engage in research misconduct. The HEI's policies and procedures ensure the safe handling of biohazardous materials where applicable. The intellectual property generated through student research is managed in alignment with the HEI's intellectual property policies and procedures.	
Commentary	

Criterion 3.9: Retention, Graduate Destinations and Employability	Rating
The HEI maintains, monitors and acts upon data on research student retention and progression and this assists students through to the successful and timely completion of their research programme. The HEI actively monitors the destinations of its research programme graduates and implements strategies to help ensure student, graduate and other stakeholder expectations for graduate destinations and employability are met.	
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 3.1: Research Programme Design	
Criterion 3.2: Research Student Entry Standards	
Criterion 3.3: Supervisors	
Criterion 3.4: Student Research Supervision	
Criterion 3.5: Student Research Support	
Criterion 3.6: Student Research Assessment	
Criterion 3.7: Coursework Components of Research Programmes	
Criterion 3.8: Academic Integrity, Ethics and Biosafety	
Criterion 3.9: Retention, Graduate Destinations and Employability	
Standard 3: *Student Learning By Research Programmes*	

Standard 4: STAFF RESEARCH AND CONSULTANCY	Rating
The HEI's research activities and outputs reflect its institutional classification. Strategic objectives for research are achieved through the implementation of a planned and well-managed approach and supported by appropriate levels of funding and professional development activities. The HEI ensures that research and consultancy activities are conducted ethically. Research and scholarly activities are used to inform teaching and learning.	
Commentary	

Criterion 4.1: Research Planning and Management	Rating
The HEI implements a strategic approach to research planning and management that aligns with its institutional classification and Mission and guides its research and scholarly activities. Research activities are formally approved, adequately resourced and monitored and enable good quality research outcomes.	
Commentary	

Criterion 4.2: Research Performance	Rating
The HEI's research performance and outputs are monitored and reported regularly to ensure research targets are met. Staff performance in research and scholarly activities is consistent with the HEI's institutional classification and its strategic objectives for research.	
Commentary	

Criterion 4.3: Research Funding Schemes	Rating
The HEI's research funding schemes are aligned to its strategic objectives for research and enable research outcomes appropriate to its institutional classification. Research funds are sufficient to achieve the HEI's strategic objectives for research and funds are distributed equitably to research-active staff. All research funds sourced externally to the HEI are managed appropriately.	
Commentary	

Criterion 4.4: Consultancy Activities	Rating
Where consultancy activities take place, these are aligned to the HEI's Mission and strategic objectives, are well-managed and supported, and lead to beneficial results for stakeholders.	
Commentary	

Criterion 4.5: Ethics and Biosafety The HEI ensures that all research activities involving human, animal or genetic ethical considerations or biohazardous materials considerations are well-managed and controlled. This is achieved through the implementation of appropriate research policies and procedures which also govern the approval of research projects and guide the ethical conduct of researchers.	**Rating**
Commentary	
Criterion 4.6: Intellectual Property The HEI has a fair and well-managed system through which the ownership of intellectual property generated through research or consultancy or other HEI activities is clearly identified and managed.	**Rating**
Commentary	
Criterion 4.7: Professional Development for Research The HEI provides structured opportunities for those staff expected to be research-active to undertake training which enables them to develop, maintain and improve their research skills and expertise.	**Rating**
Commentary	
Criterion 4.8: Research Commercialisation Where the HEI is engaged in commercialising outputs from its research, systems and processes are implemented to ensure that this is in line with strategic objectives and is well-managed.	**Rating**
Commentary	
Criterion 4.9: Research-Teaching Nexus The HEI has implemented a systematic approach to ensure its research and scholarly activities have a positive impact on teaching and student learning.	**Rating**
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 4.1: Research Planning and Management	
Criterion 4.2: Research Performance	
Criterion 4.3: Research Funding Schemes	
Criterion 4.4: Consultancy Activities	
Criterion 4.5: Ethics and Biosafety	
Criterion 4.6: Intellectual Property	
Criterion 4.7: Professional Development for Research	
Criterion 4.8: Research Commercialisation	
Criterion 4.9: Research-Teaching Nexus	
Standard 4: *Staff Research and Consultancy*	

Standard 5: INDUSTRY AND COMMUNITY ENGAGEMENT	Rating
The HEI implements a planned, well-managed approach to its engagement with a range of stakeholders, including: industry and employers; professions and professional bodies; other education providers; its alumni; and the community at large. This engagement supports the establishment and maintenance of constructive and productive relationships with key industry and community stakeholder groups.	
Commentary	

Criterion 5.1: Industry and Community Engagement Planning and Management	Rating
The HEI has a strategic approach to industry and community engagement which is aligned to its Mission. The approach is planned, well-managed, implemented and regularly reviewed to ensure relationships with key stakeholder groups are constructive, productive and positively contribute to the HEI's activities.	
Commentary	

Criterion 5.2: Relationships with Industry and Employers	Rating
The HEI actively engages with relevant industry and employers. The HEI fosters positive relationships to enhance student learning activities; to identify industry and employer requirements of graduates; and to provide students and staff with opportunities to engage with industry and employers.	
Commentary	

Criterion 5.3: Relationships with Professions	Rating
The HEI actively engages with the professions and professional bodies and involves them in the development, design and review of its programmes and this ensures that it remains responsive to professional requirements. Staff and student engagement with relevant professions and professional bodies is encouraged and supported.	
Commentary	

Criterion 5.4: Relationships with Other Education Providers	Rating
The HEI maintains constructive relationships with other national and/or international education providers in order to, for example, network, share resources, benchmark the HEI's processes and outputs and provide educational links for staff and students.	
Commentary	

Criterion 5.5: Relationships with Alumni	Rating
The HEI implements systems and processes for managing and maintaining relationships with its alumni. Its engagement with this group ensures their input into a range of the HEI's academic and community engagement activities.	
Commentary	

Criterion 5.6: Relationships with the Community at Large The HEI's community engagement activities are planned and well-managed and help to ensure that its engagement with the community at large is appropriate and productive.	Rating
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 5.1: Industry and Community Engagement Planning and Management	
Criterion 5.2: Relationships with Industry and Employers	
Criterion 5.3: Relationships with Professions	
Criterion 5.4: Relationships with Other Education Providers	
Criterion 5.5: Relationships with Alumni	
Criterion 5.6: Relationships with the Community at Large	
Standard 5: *Industry And Community Engagement*	

Standard 6: ACADEMIC SUPPORT SERVICES	Rating
The HEI implements a planned, well-managed approach to its provision of academic support services which helps students meet their educational goals. The HEI's academic advising service and its learning support and teaching resources are accessible, appropriate and adequately resourced to support students. The Registry, Library and information and learning technology services are resourced appropriately and effectively support the HEI's academic and research activities.	
Commentary	

Criterion 6.1: Academic Support Services Planning and Management	Rating
The HEI implements a strategic approach to the planning and management of academic support services which is aligned to its Mission, provision of academic programmes, and particular requirements of its students. Academic support services are adequately resourced and regularly monitored to facilitate students' academic achievement.	
Commentary	

Criterion 6.2: Registry (Enrolment and Student Records)	Rating
The HEI maintains an efficient, reliable registry system which ensures that student enrolment, student records and related student data are well managed. The HEI's policies and procedures govern the maintenance, security and confidentiality of all student records.	
Commentary	

Criterion 6.3: Library	Rating
The HEI implements systems and processes to effectively manage its library services. The HEI provides appropriate physical and electronic learning resources; ensures appropriate collection management; and provides support for staff and students in their use of library resources.	
Commentary	

Criterion 6.4: Information and Learning Technology Services	Rating
The HEI effectively manages its information and learning technology services. This includes: developing and implementing compatible systems; the maintenance of equipment; ensuring accessibility of services; overseeing the appropriate use of the Internet and virtual learning environments by staff and students; and monitoring software copyright. Students and staff are supported in their use of information and learning technology services. These services are appropriate for the HEI's student body.	
Commentary	

Criterion 6.5: Academic Advising	Rating
The HEI implements systems and processes for academic advising which provide effective advice and support to students and assist them in achieving their educational goals.	
Commentary	

Criterion 6.6: Student Learning Support	Rating
The HEI provides a range of extracurricular learning support services which ensure students are effectively and appropriately assisted in their learning and achievement of their educational goals.	
Commentary	
Criterion 6.7: Teaching and Learning Resources	Rating
The HEI ensures that teaching facilities, equipment and materials are appropriate and adequate for the effective delivery of its programmes.	
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 6.1: Academic Support Services Planning and Management	
Criterion 6.2: Registry (Enrolment and Student Records)	
Criterion 6.3: Library	
Criterion 6.4: Information and Learning Technology Services	
Criterion 6.5: Academic Advising	
Criterion 6.6: Student Learning Support	
Criterion 6.7: Teaching Resources	
Standard 6: *Academic Support Services*	

Standard 7: STUDENTS AND STUDENT SUPPORT SERVICES	**Rating**
The HEI implements a planned, well-managed approach to its provision of non-academic student support services. These services are appropriate and adequate for the HEI's student body. Students benefit from a positive and constructive climate in which they have a range of opportunities to express their views. The HEI's regulations specify expectations for student behaviour and are readily accessible; effectively communicated to stakeholders; and implemented consistently and fairly. Student support services are adequately resourced and effectively monitored.	
Commentary	

Criterion 7.1: Students and Student Support Services Planning and Management	**Rating**
The HEI implements a strategic approach to the planning and management of non-academic student support services that is aligned to its Mission and the particular requirements of students. Student support services are adequately resourced and monitored. They support and enhance the student experience and facilitate students' academic achievement.	
Commentary	

Criterion 7.2: Student Profile	**Rating**
The HEI undertakes ongoing analysis of the profile of its student population to inform decision making and the longer-term planning and development of student academic and support services and facilities.	
Commentary	

Criterion 7.3: Student Satisfaction and Climate	**Rating**
The HEI maintains a positive and constructive student climate guided by its Values. There are formal mechanisms which facilitate student representation on appropriate HEI decision-making bodies and there is a range of opportunities for students to convene and make their views known. Analysis of student satisfaction feedback results in the improvement of services, facilities and learning opportunities for students and these improvements are communicated to students.	
Commentary	

Criterion 7.4: Student Behaviour	**Rating**
The HEI has regulations, policies and procedures to govern student behaviour which are readily accessible, effectively communicated to stakeholders and are implemented consistently and fairly. The regulations, policies and procedures are used to guide appropriate student behaviour. Students are provided with a Code of Conduct or equivalent which specifies students' rights and responsibilities.	
Commentary	

	Rating
Criterion 7.5: Career and Employment Services The HEI provides a range of well-planned, appropriate career and employment services which assist students in preparing for employment and planning their future careers.	
Commentary	

	Rating
Criterion 7.6: Student Finances The HEI provides all relevant financial information to prospective and current students. It implements a systematic approach to receiving and managing fees and managing administrative functions associated with students receiving external scholarships. Financial advice is available to students and, where applicable, internal scholarships or financial support for students are governed by soundly-based and fairly implemented policies and procedures.	
Commentary	

	Rating
Criterion 7.7: Accommodation, Catering and Transportation Where applicable, the HEI ensures that students have access to adequate and culturally appropriate accommodation, catering and transportation. The HEI implements policies and procedures which result in these services and facilities being effectively managed, ensures provision complies with national health and safety requirements and meets the needs of the student body.	
Commentary	

	Rating
Criterion 7.8: Medical and Counselling Facilities The HEI implements systems and processes for ensuring all students have access to adequate and appropriate medical and counselling facilities and services which meet the needs of the student body.	
Commentary	

	Rating
Criterion 7.9: International Student Services Where applicable, the HEI ensures that appropriate support services are provided for international students during their period of study in Oman and that these are tailored to meet their particular needs.	
Commentary	

	Rating
Criterion 7.10: Social and Recreational Services and Facilities The HEI's social and recreational services and facilities are well planned and managed and are appropriate for the student body. Cultural, social and recreational services and facilities are equitable, readily accessible and support students' well-being and personal development.	
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 7.1: Students and Student Support Services Planning and Management	
Criterion 7.2: Student Profile	
Criterion 7.3: Student Satisfaction and Climate	
Criterion 7.4: Student Behaviour	
Criterion 7.5: Career and Employment Services	
Criterion 7.6: Student Finances	
Criterion 7.7: Accommodation, Catering and Transportation	
Criterion 7.8: Medical and Counselling Facilities	
Criterion 7.9: International Student Services	
Criterion 7.10: Social and Recreational Services and Facilities	
Standard 7: *Students and Student Support Services*	

Standard 8: STAFF AND STAFF SUPPORT SERVICES	Rating
The HEI implements a strategic approach to the planning and management of staff and staff support services which enables the effective provision of its academic and non-academic activities. The HEI implements systems and processes for staff recruitment, professional development, performance planning and review and takes deliberate steps to ensure a positive organisational climate and to support staff retention. The HEI endeavours to recruit and retain Omani academic and non-academic staff in order to support national goals for Omanisation in the higher education sector.	
Commentary	

Criterion 8.1: Human Resources Planning and Management	Rating
The HEI implements a strategic approach to the planning and management of human resources which is aligned to its Mission and strategic objectives. The HEI implements formally approved regulations, policies and procedures which guide all aspects of human resources management. Human resource activities are adequately resourced and monitored.	
Commentary	

Criterion 8.2: Staff Profile	Rating
The HEI ensures that its staffing profile supports the achievement of its Mission and strategic objectives, including those for scholarship and research. Staff qualifications and staffing levels are adequate to deliver the HEI's academic programmes and efficiently administer its activities.	
Commentary	

Criterion 8.3: Recruitment and Selection	Rating
The HEI implements systems and processes which are successful in selecting and recruiting appropriately qualified and experienced staff sufficient to adequately support the full range of its academic and administrative functions.	
Commentary	

Criterion 8.4: Staff Induction	Rating
The HEI implements a systematic approach for the induction of all newly appointed staff to ensure their familiarity with the HEI's academic and administrative systems and processes which enables them to successfully fulfil their roles and responsibilities.	
Commentary	

Criterion 8.5: Professional Development	Rating
The HEI implements a systematic approach for the professional development of academic and non-academic staff which is adequately resourced and enables all staff to successfully fulfil their roles and responsibilities. Professional development opportunities align with needs identified in performance planning and review.	
Commentary	

Criterion 8.6: Performance Planning and Review	Rating
The HEI implements a systematic approach to performance planning and review which is supported by performance planning policy and procedures that are readily accessible and communicated to staff. The approach enables the review of staff performance, the setting of staff performance objectives, and the identification of professional development needs.	
Commentary	

Criterion 8.7: Promotion and Other Incentives	Rating
The HEI implements systems and processes for the promotion of staff and provision of other rewards and incentives. The approach is transparent and appropriate and supported by policies and procedures for the recognition of staff achievement.	
Commentary	

Criterion 8.8: Severance	Rating
The HEI implements a systematic approach to managing staff severance which is fair and transparent.	
Commentary	

Criterion 8.9: Staff Organisational Climate and Retention	Rating
The HEI creates and sustains a positive organisational climate for staff through the implementation of appropriate mechanisms and activities. There are formal systems which support staff representation on appropriate HEI decision-making bodies and there are a range of opportunities for staff to convene and make their views known. Staff grievance policies and procedures are implemented and readily accessible by all stakeholders. There is evidence of the positive organisational climate supporting retention of good quality staff.	
Commentary	

Criterion 8.10: Omanisation	Rating
The HEI has an appropriate strategy for the Omanisation of its staff which is informed by Omanisation policies where applicable. This strategy is implemented through a planned approach for the recruitment and retention of Omani academic and non-academic staff at all levels in the institution and supports national goals for Omanisation in the higher education sector.	
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 8.1: Human Resources Planning and Management	
Criterion 8.2: Staff Profile	
Criterion 8.3: Recruitment and Selection	
Criterion 8.4: Staff Induction	
Criterion 8.5: Professional Development	
Criterion 8.6: Performance Planning and Review	
Criterion 8.7: Promotion and Other Incentives	

Criterion 8.8: Severance	
Criterion 8.9: Staff Organisational Climate and Retention	
Criterion 8.10: Omanisation	
Standard 8: *Staff and Staff Support Services*	

Standard 9: GENERAL SUPPORT SERVICES AND FACILITIES	Rating
The HEI implements a planned, well-managed approach to the provision of general support services. Public relations and marketing effectively promote the HEI to external stakeholders and the wider community. Communication services support effective internal and external information sharing. General facilities are effectively managed and adequately meet the needs of students, staff and other stakeholders.	
Commentary	

Criterion 9.1: General Support Services and Facilities Planning and Management	Rating
The HEI implements a strategic approach for the planning and management of general support services and facilities which is aligned to its Mission and strategic plan. General support services and facilities comply with all relevant national codes and regulations and meet the needs of stakeholders.	
Commentary	
Criterion 9.2: Public Relations and Marketing The HEI implements systems and processes to accurately and truthfully promote its activities to external stakeholders. Public relations and marketing activities are used to maintain and enhance the HEI's reputation.	Rating
Commentary	
Criterion 9.3: Communication Services The HEI implements systems and processes for the facilitation of internal and external communication which support efficient and effective communication with stakeholders.	Rating
Commentary	
Criterion 9.4: Facilities Management The HEI implements a strategic approach to facilities management and ensures that all facilities are well-maintained, meet the needs of staff and students, and satisfy the requirements of all relevant national laws. Where services are outsourced, the HEI maintains oversight of these to ensure that they are appropriate and effectively delivered.	Rating
Commentary	

Ratings against each Criteria leading to overall Standard rating

Criterion	Rating
Criterion 9.1: General Support Services and Facilities Planning and Management	
Criterion 9.2: Public Relations and Marketing	
Criterion 9.3: Communication Services	
Criterion 9.4: Facilities Management	
Standard 9: *General Support Services And Facilities*	

6. List of Supporting Materials

Refer to ISAM section 11.3.7 for information on how to index supporting materials. All supporting materials should be sequentially numbered and clearly labelled. SMs used as evidence against several standards may be cross-referenced. Each SM is only to be submitted once.

SM #	Description of Supporting Material	Criterion Reference	Item Submitted[3]
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
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			☐ Yes ☐ No
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			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No

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[3] If an SM cannot be submitted electronically indicate how it will be made available to the Panel. Please ensure all Supporting Materials are included in this list. Continue to add lines as required.

SM #	Description of Supporting Material	Criterion Reference	Item Submitted[3]
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
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			☐ Yes ☐ No

SM #	Description of Supporting Material	Criterion Reference	Item Submitted[3]
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No
			☐ Yes ☐ No

6. ISA Checklist

Please ensure the application is complete prior to its submission to the OAAAQA. Incomplete submissions will be returned to the HEI. The Standards Assessment will commence upon the receipt of a complete application.

Number	Item	Completed
Section 1	Official Declaration	☐ Yes ☐ No
Section 2	HEI Details	☐ Yes ☐ No
Section 3	HEI Overview	☐ Yes ☐ No
Section 4	Self-Assessment Results	☐ Yes ☐ No
Section 5	Commentary against all relevant standards	☐ Yes ☐ No
	Rating against all relevant standards	☐ Yes ☐ No
	Commentary against all relevant criteria	☐ Yes ☐ No
	Rating against all relevant criteria	☐ Yes ☐ No
SMs	All Supporting Materials referenced in the ISAA	☐ Yes ☐ No
SM001	Institutional establishment and licensing information (such as Decree establishing the HEI or similar)	☐ Yes ☐ No
SM002	Official licenses for all programmes offered	☐ Yes ☐ No
SM003	Sample copies of terminal (end) and exit award certificates for programmes	☐ Yes ☐ No
SM004	Current Affiliation Agreement(s) (where applicable)	☐ Yes ☐ No
SM005	Current catalogue (prospectus or similar)	☐ Yes ☐ No

SM006	Most recent Annual Report	☐ Yes ☐ No
SM007	Campus map	☐ Yes ☐ No

Appendix A

SUMMARY DATA TEMPLATES

Table 1: Number of students by programme, year of study and gender

Field of Study[4]	Award[5]	Year of study	20__		20__		20__		20__		20__ [6]	
			F	M	F	M	F	M	F	M	F	M
General Foundation		Year 0										
Accountancy *(example only)*	Diploma	Year 1										
		Year 2										
	Adv. Dip	Year 3										
	Bachelor	Year 4										
Economics *(example only)*	Bachelor	Year 1										
		Year 2										
		Year 3										
		Year 4										

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[4] Accountancy and Economics are included as examples only
[5] Nested awards, such as a Diploma leading to an Advanced Diploma leading to a Degree, should all be listed under the same group.
[6] The table should show a five-year trend ending in whatever is the most recent year of available data

Table 2: Number of students by programme, year of study and mode

Field of study	Award	Year of study	Mode of Study			
			Internal (face-to-face)	Distance /online	Mixed	Other
General Foundation		Year 0				
Accountancy *(example only)*	Diploma	Year 1				
		Year 2				
	Adv. Dip	Year 3				
	Bachelor	Year 4				
Economics *(example only)*	Bachelor	Year 1				
		Year 2				
		Year 3				
		Year 4				

Table 3: **Attrition, progress and completion rates**[7]

Pro-gram name	Year 1 (insert year)			Year 2 (insert year)			Year 3 (insert year)		
	Attrition	Progression	Completion	Attrition	Seression	Completion	Attrition	Progression	Completion

Table 3 (continued): Attrition, progress and completion rates

Programme name	Year 4 (insert year)			Year 5 (insert year)		
	Attrition	Progression	Completion	Attrition	Progression	Completion

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7   HEIs must provide details on how they have calculated student attrition, progression and completion rates.

Table 4: Number of staff by department, year, employment status and gender

Dept.[8]	Status	20__[9]		20__		20__		20__		20__	
		F	M	F	M	F	M	F	M	F	M
Dept. A	Full-time										
	Part-time										
	Total										
Dept. B	Full-time										
	Part-time										
	Total										
Dept. C	Full-time										
	Part-time										
	Total										

Table 5: Number of staff by academic department, year, employment status and nationality

Academic Dept.	Status	20__[10]		20__		20__		20__		20__	
		Omani	Expat	Omani	Expat	Omani	Expat	Omani	Expat	Omani	Expat
Dept. A	Full-time										
	Part-time										
	Total										
Dept. B	Full-time										
	Part-time										
	Total										
Dept. C	Full-time										
	Part-time										
	Total										

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[8]   Includes all academic and administrative departments.

[9]   The table should show a five-year trend ending in whatever is the most recent year of available data.

[10]   The table should show a five-year trend ending in whatever is the most recent year of available data.

Table 6: Number of staff by academic department and highest qualification held

Academic Department	Bachelor	No. staff with highest qualification			No. staff holding an additional teaching qualification
		• Bachelor (Hons) • Graduate • Postgrad Dip	• Master • Master (Hons)	• Doctorate	
Department A					
Department B					
Department C					

Table 7: Number of staff by administrative department, year, employment status and nationality

Academic Dept.	Status	20__[11]		20__		20__		20__		20__	
		Omani	Expat	Omani	Expat	Omani	Expat	Omani	Expat	Omani	Expat
Dept. A	Full-time										
	Part-time										
	Total										
Dept. B	Full-time										
	Part-time										
	Total										
Dept. C	Full-time										
	Part-time										
	Total										

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[11] The table should show a five-year trend ending in the most recent year of available data.