



**INTERNAL
QUALITY
ASSURANCE
SYSTEM
(IQAS)
MANUALS**



**Universitas Brawijaya
Malang
2022**



RECTOR'S REGULATION OF UNIVERSITAS BRAWIJAYA

NUMBER 78 THE YEAR 2022

CONCERNING

INTERNAL QUALITY ASSURANCE SYSTEM MANUALS

BY THE GRACE OF GOD ALMIGHTY

THE RECTOR OF UNIVERSITAS BRAWIJAYA,

- Considering :
- a. Whereas to control the management of quality higher education with international standards, internal quality assurance system manual is deemed necessary in Universitas Brawijaya;
 - b. Whereas pursuant to the consideration mentioned in point a, it is deemed necessary to enact Rector's Regulation concerning Internal Quality Assurance System Manual;
- In view of :
1. Law Number 20 the Year 2003 concerning National Education Systems (State Gazette of the Republic of Indonesia the Year 2003 Number 78, Addendum to State Gazette of the Republic of Indonesia Number 4301);
 2. Law Number 14 the Year 2005 concerning Teachers and Lecturers (State Gazette of the Republic of Indonesia the Year 2005 Number 157, Addendum to State Gazette of the Republic of Indonesia Number 5336);
 3. Law Number 12 the Year 2012 concerning Higher Education (State Gazette of the Republic of Indonesia the Year 2012 Number 158, Addendum to State Gazette of the Republic of Indonesia Number 5336);
 4. Law Number 20 the Year 2013 concerning Medical Education (State Gazette of the Republic of Indonesia the Year 2013 Number 132, Addendum to State Gazette of the Republic of Indonesia Number 5434);
 5. Presidential Regulation Number 8 the Year 2012 concerning Indonesian National Qualification Frameworks (State Gazette of the Republic of Indonesia the Year 2012 Number 24);
 6. Government Regulation Number 4 the Year 2014 concerning the Administration of Higher Education and the Management of University (State Gazette of the Republic of Indonesia the Year 2014 Number 16, Addendum to State Gazette of the Republic of Indonesia Number 5500);

7. Government Regulation Number 57 the Year 2021 concerning Education National Standards (State Gazette of the Republic of Indonesia Number 6676) as amended to Government Regulation Number 4 the Year 2022 concerning Amendment to Government Regulation Number 57 the Year 2021 concerning Education National Standards (State Gazette of the Republic of Indonesia the Year 2022 Number 14, Addendum to State Gazette of the Republic of Indonesia Number 6762);
8. Government Regulation Number 108 the Year 2021 concerning State University as Legal Entity of Universitas Brawijaya (State Gazette of the Republic of Indonesia the Year 2021 Number 240, Addendum to State Gazette of the Republic of Indonesia Number 6732);
9. Regulation of the Minister of Education and Culture Number 73 the Year 2013 concerning Implementation of Indonesian National Qualification Frameworks in Higher Education (Official Gazette of the Republic of Indonesia the Year 2013 Number 831);
10. Regulation of the Minister of Education and Culture Number 109 the Year 2013 concerning Long-Distance Learning Administration for Higher Education;
11. Regulation of the Minister of Administrative and Bureaucratic Reform of the Republic of Indonesia Number 1 the Year 2015 concerning the Guidelines of Evaluations of Public Service Administration Performance (Official Gazette of the Republic of Indonesia the Year 2015 Number 25);
12. Regulation of the Minister of Research, Technology, and Higher Education Number 62 the Year 2016 concerning Higher Education Quality Assurance (Official Gazette of the Republic of Indonesia the Year 2016 Number 1462);
13. Regulation of the Minister of Education and Culture Number 3 the Year 2020 concerning National Standards of Higher Education (Official Gazette of the Republic of Indonesia the Year 2020 Number 47);
14. Regulation of Minister of Education and Culture Number 5 the Year 2020 concerning Accreditation of Study Programs and Universities (Official Gazette of the Republic of Indonesia the Year 2020 Number 49);
15. Rector's Regulation of Universitas Brawijaya Number 93 the Year 2021 concerning Organization and Work Scheme under Rector (The Gazette of Universitas Brawijaya the Year 2021 Number 122 as amended to Rector's Regulation of Universitas Brawijaya Number 1 the Year 2022 concerning Amendment to Rector's Regulation Number 93 the Year 2021 concerning Organization and Work Scheme under Rector (The Gazette of Universitas Brawijaya the Year 2022 Number 1);

HAS DECIDED:

To stipulate: Rector's Regulation concerning Internal Quality Assurance System Manuals

Article 1

In this Rector's Regulation:

1. Universitas, henceforth referred to as UB, means the university as a legal entity.
2. Rector means an organ of UB that leads the administration and management of UB.
3. Quality refers to the whole characteristics of products demonstrating the ability to fulfill the requirements set by stakeholders either in a contract or implied.
4. Quality Assurance refers to a process of enacting and consistently and continuously fulfilling quality standards of the management of higher education for the satisfaction of the parties concerned;
5. The internal Quality Assurance System, henceforth referred to as IQAS, serves as a system to set policies, objectives, and strategies to achieve the quality as set by the university.
6. IQAS manuals refer to written documents elaborating on practical guidelines of how to enact, implement, evaluate, control, and improve IQAS standards.
7. IQAS standards serve as written documents discussing criteria, benchmarks, measurements, and specifications of the matters that have to be achieved or fulfilled.
8. Policies refer to written statements stating thoughts, attitudes, and perspectives of an institution about a particular matter;
9. IQAS policies refer to written documents consisting of guidelines of IQAS that are enacted, implemented, evaluated, controlled, and improved in the administration of education to allow for quality achievement.
10. Quality Internal Audit involves the assessment of obedience that internally measures and evaluates the IQAS of UB by conducting analyses, assessments, and recommendations regarding IQAS activities performed by internal auditors of UB to investigate whether all the standards are achieved and fulfilled by each working unit of UB.
11. Recommendations are intended to make improvements formulated according to the process results of quality internal audit and these results are communicated to the units audited for follow-ups.
12. Effects represent the description indicating whether the action taken has led to transformation from an initial condition to a new condition as set previously.
13. The review refers to the analysis of findings and recommendations resulting from the internal audit as the basis for corrective actions for continuous quality improvement in the following cycles.
14. Benchmarking serves as an endeavor to continuously compare standards set by internal organizations and those of external standards for quality improvement.

Article 2

IQAS manuals as set forth in the Annex shall constitute an inseparable part of this Rector's Regulation.

Article 3

IQAS manuals shall apply to lecturers, academic staff, and students of UB.

Article 4

Upon the enforcement of this Rector's Regulation, Rector's Regulation Number 71 the Year 2018 concerning Internal Quality Assurance Manuals (The Gazette of Universitas Brawijaya the Year 2018 Number 72) shall be revoked and declared void.

Article 5

This Rector's Regulation is coming to force as from the date of its promulgation.

For public cognizance, hereby ordering the promulgation of this Rector's Regulation by its placement in the Gazette of Universitas Brawijaya.

Stipulated in Malang
On 9 September 2022

THE RECTOR OF UNIVERSITAS BRAWIJAYA

signed.

WIDODO

Enacted in Malang

On 9 September 2022

Ad Interim HEAD OF DIVISION OF LEGAL AND GOVERNANCE
UNIVERSITAS BRAWIJAYA

signed.

HARU PERMADI

THE GAZETTE OF UNIVERSITAS BRAWIJAYA THE YEAR 2022 NUMBER 83

ANNEX
RECTOR'S REGULATION OF
UNIVERSITAS BRAWIJAYA
NUMBER 78 THE YEAR 2022
CONCERNING
INTERNAL QUALITY
ASSURANCE SYSTEM MANUALS

IQAS MANUALS

CHAPTER I

INTRODUCTION

Each university is required to perform education quality assurance to fulfill or exceed the national standards of education. The legal basis of the quality assurance system for higher education is set forth in Law Number 12 of 2012 concerning Higher Education, specifically in Article 51 paragraph (2), stating that the government conducts a quality assurance system for higher education to provide quality education. In compliance with the Regulation of the Minister of Research and Technology of Directorate General of Higher Education Number 62 of 2016 concerning the Quality Assurance System for Higher Education, UB has set IQAS policies and the Regulation of Universitas Brawijaya Number 1 of 2017 concerning Quality Standards. Following the change of the status of UB to a State University as Legal Entity on 18 October 2021, the Rector's Regulation of Universitas Brawijaya Number 76 of 2022 concerning Risk-based Quality Standards was enforced; this regulation aims to improve the quality set forth in the Regulation of Universitas Brawijaya Number 1 of 2017 concerning Quality Standards.

To manifest and perform IQAS policies, manuals regarding the cycle consisting of enactment, implementation, evaluation, control, and improvement of IQAS are required, both in academic and non-academic scopes as outlined in the manuals of IQAS of UB. These manuals consist of written documents highlighting practical guidelines of stages or procedures of an IQAS cycle that is enacted, performed, evaluated, controlled, and improved in terms of its quality in all IQAS standards continuously by all parties in charge of the administration of higher education in UB according to the tasks and responsibilities of each unit concerned. Each stage of enactment, implementation, evaluation, control, and improvement of the IQAS standards takes into account the objectives, scopes, definitions of terms, steps, and qualifications of officials/staff in charge of the administration of IQAS standards.

CHAPTER II VISION OF UB

Setting vision, mission, and objectives of UB complies with Government Regulation of the Republic of Indonesia Number 108 of 2021 concerning State University as Legal Entity of Universitas Brawijaya. The university expects to serve as a pioneer and reformer with an international reputation in science and technology and to primarily support culture-based industries for the prosperity of the people.

The mission of UB 2022-2027 involves the following:

- a. administering education with international standards that yield graduates faithful and pious to God the Almighty and can demonstrate morality and noble value, independence, professionalism, and entrepreneurship quality.
- b. Administering research yielding science and technology significant to the people.
- c. Administering community service to improve the role of the university as a reforming and economic development agent of the state, adhering to the noble value of local wisdom.
- d. Administering and managing excellent, just, and sustainable higher education.

Universitas Brawijaya aims at becoming World Class Entrepreneurial University (WCEU). That is, there are two goals UB is aiming at: becoming a world-class university significant to the development (entrepreneurial university). Therefore, world-class may refer to the improvement of the quality of education, research, and community service, including the quality of the lecturers and alumni that are internationally recognized. The definition of an entrepreneurial university should also be elaborated through the tridharma of the university involving education, research, and community service. Tridharma highlights the university as an instrument to encourage development witnessed by society. As an entrepreneurial university, UB is attempting to yield alumni that demonstrate entrepreneurship quality with new knowledge and technology resulting from the research conducted by both lecturers and students giving significance to the development that leads to new entrepreneurial activities in society. Public service should also be directed to creating and developing small, micro, and medium businesses and big industries.

CHAPTER III

SCOPES OF IQAS MANUALS

University should fulfill the growing needs of stakeholders, meaning that IQAS in the university should conduct adjustments for continuous improvement. Regarding this matter, IQAS of UB embraces academic and non-academic scopes adopting several standards outlined in IQAS policies of UB. This is intended to ease the process of IQAS implementation and the accreditation of study programs as well as the evaluation of the implementation of IQAS UB.

IQAS of UB aims to:

1. Improve the management performance of working units within the scope of UB by (a) meeting the quality standards or quality goals as set to allow for the achievement of the vision and mission of UB; (b) improving services to meet the expectation or satisfaction of service users;
2. Improve institutional accreditation and study programs;
3. Gain external recognition by conducting ISO certification/ accreditation;
4. Expedite World Class Entrepreneurial University (WCEU).

To run IQAS, UB implements a “Quality Assurance Cycle” (Figure 1) called “OSDAT” consisting of the following:

- a. Managing quality assurance organization (O)
- b. Managing the system (IQAS policies, standards, manuals, SOP, IK, forms/self-assessment reports) (S)
- c. Do or implementing the system (introduction of the system and setting it as a reference) (D)
- d. Performing quality internal audit (a quality assurance cycle) (A)
- e. *Tindak lanjut* (T) or Follow-ups

The implementation of IQAS takes into account practical guidelines in IQAS manuals serving as the guide that indicates how IQAS standards are enacted, implemented/fulfilled, controlled, and developed/improved continuously by the administrators of the university along with Standard Operating Procedure (SOP) and forms. The implementation of IQAS requires continuous enactment, implementation, fulfillment, control, and development/improvement by referring to PDCA (plan, do, check, action) model that refers to the vision, mission, and objectives, strategic plan, and IQAS policies of UB within a cycle of one year or one academic calendar, and this cycle repeats in the following years.

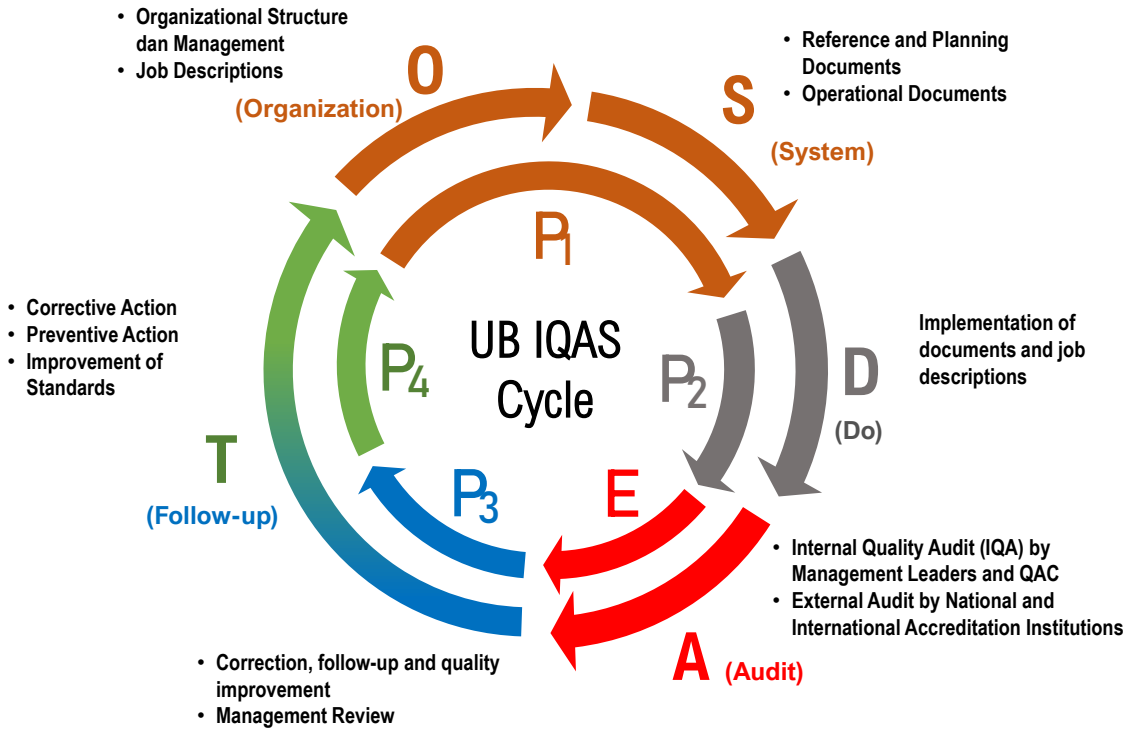


Figure 1. Implementation stages of IQAS of UB

CHAPTER IV
IQAS MANUAL FUNCTIONS

IQAS Manual documents of UB are intended to:

- a. serve as guidelines for designing and drafting, enacting, performing, evaluating, controlling, and improving the standards of IQAS.
- b. Serve as guidelines for structural officials and/or all working units in academic and non-academic scopes to implement IQAS that is parallel to the tasks, authorities, and responsibilities of each unit in order to create a quality behavior;
- c. Serve as the guidelines of criteria, standards, and objectives that are continuously enacted, performed, evaluated, controlled, and improved in terms of the quality in the standards of IQAS.

CHAPTER V

VARIETY OF IQAS MANUALS

Principally, IQAS manuals of UB require the stages ranging from enactment, implementation, evaluation, control, and improvement of IQAS standards that are implemented in UB.

5.1. Enacting IQAS Standards

Setting IQAS standards requires all the standards of IQAS in academic and non-academic scopes at the university level, designed, organized, and formulated by Quality Assurance Center (QAC) and recommendations from Internal Audit Unit (IAU), Performance Accountability Unit (PAU), Educational Organization, Institute of Research and Community Services, and validated by the Rector.

5.2. Implementation of IQAS Standards

This stage implements all the activities administered in education in the university, faculties, postgraduate programs, institutions, technical implementation units, directorate, and all structural officials, lecturers, academic staff, students, and alumni in terms of performing their tasks, authority, and responsibilities. The implementation of IQAS of UB refers to the management cycle of IQAS UB, preceded by one cycle of activities of IQAS in one academic calendar, and this cycle repeats in the following years.

5.3. Evaluation of Implementation of IQAS Standards

This stage requires the parties in charge (including PAU/QAC/IAU/monitoring and evaluation team/auditors/Ad-Hoc team) to perform an assessment and measurement of the achievement of the implementation of all standards of the administration of education in the university, faculties, postgraduate programs, institutions, technical implementation units, directorate along with structural officials, lecturers, academic staff, students, and alumni who perform their tasks, authority, and responsibilities. The evaluation of the IQAS implementation begins with one cycle of IQAS activities in one academic calendar and this cycle repeats in the following years.

5.4. IQAS Standard Control

This stage requires all the elements of standards done in the university, faculties, postgraduate programs, institutions, technical

implementation units, directorate along with all structural officials, lecturers and academic staff, students, and alumni. Their tasks, authority and responsibilities need to be supervised, checked, examined, and evaluated periodically and continuously. Both the supervision and monitoring of the activities of IQAS are conducted by PAU/QAC/IAU, and the monitoring and evaluation team, and quality internal auditors to ensure that the implementation of IQAS remains parallel to the IQAS standards planned. Supervision or monitoring is conducted along with the implementation/fulfillment of the standards of IQAS. The evaluation and assessment of IQAS implementation conducted by each working unit along with PAU/QAC/IAU are intended to measure the achievement and relevance of the results of the implementation of IQAS standards to those planned. These results are further reported to the management of the university.

5.5. Improvement of IQAS Standards

This stage requires the review of the implementation of the IQAS standards according to the academic calendar cycle. This review is intended to improve the quality and set IQAS new standards to be implemented in the following academic year. Setting the development/improvement of IQAS standards in the following years is conducted based on the results of the quality internal audit performed by PAU/QAC/IAU, monitoring and evaluation team, and quality internal auditors by conducting assessments and audit of the implementation of the standards of IQAS in all working units and benchmarking. Furthermore, these audit results are reported to the rector, and recommendations are addressed to the related units to get feedback for quality improvement and the enactment of new quality standards.

CHAPTER VI MANUALS/PROCEDURES

6.1. Manual of Setting IQAS standards

The Manual for setting IQAS standards involves the design, formulation, enactment, and validation by the Rector under the approval of the Senate of the University according to the University Regulation. The standards of IQAS consist of qualitative and/or quantitative statements with achievement and fulfillment that should be measured by all parties in charge of quality assurance in all working units of UB, consisting of four quality standards governed by Rector's Regulation of UB Number 76 of 2022 concerning Risk-based Quality Standards.

a. Definition of Terms

The terms used in the manual of IQAS are defined as follows.

1. Designing standards involves a brainstorming process that yields the standards of matters needed.
2. Formulating standards involves writing the content of each standard in question forms using these principles: A (Audience), B (Behavior), C (Competence), and D (Degree).
3. Setting standards involve the approval and validation of the standards.
4. The tracer study aims to obtain data from internal and/or external stakeholders. These data may serve as references to decide/design the standards.
5. Trial in public is a process of testing or introducing the standards to internal and/or external stakeholders of the standard blueprint before the standards apply publicly.

b. Objectives of the Manual of setting IQAS Standards

The manual for setting the IQAS standards is intended to serve as a reference to design, formulate, and set some standards in the university, faculties, postgraduate programs, and supporting units to continuously improve the quality and create a quality behavior in UB. These standards are needed as fundamental references for the implementation of IQAS to realize the vision and mission of UB. These fundamental references consist of the minimum criteria of all aspects regarding the administration of higher education in UB to improve the performance in providing services in education and to serve as an instrument to create a quality behavior in UB.

c. Extent of the Manual

The manual for setting the standards of IQAS involves designing, agreeing, and setting the standards before they are validated by the Rector, and this procedure applies to all standards.

Generally, the scopes of the manual involve all aspects of academic and

non-academic activities of higher education as the basis of the implementation of IQAS in all working units of education in UB. The IQAS standards set also cover qualitative and quantitative aspects with the achievement and fulfillment that can be measured by all working units as the administrators of quality assurance in UB. Moreover, indicators of achievement are also required by referring to the current laws.

d. Steps of IQAS Standard Setting

Setting IQAS standards involve the following steps and procedures:

1. setting the vision and mission of UB as a starting point and a goal. This step covers designing to standard setting.
2. Collecting and studying the substance of laws relevant to the aspects of IQAS standards.
3. Highlighting the norms of laws or requirements set forth in the laws that must not be violated.
4. Conducting self-evaluation by setting a SWOT analysis.
5. Conducting a tracer study regarding the aspects whose standards are to be set to run the education in UB.
6. Identifying risks that may emerge (risk exposure) in business processes and the alternative risk mitigation that may be needed to minimize and/or eliminate risk.
7. Formulating initial standards according to these principles: A (Audience), B (Behavior), C (competence), and D (Degree) and identifying risk exposure and actions that can reduce and/or eliminate risk.
8. Conducting a public trial by introducing the standards in a plenary session or a seminar within the scope of UB to get feedback.
9. Perfecting the standards and reformulating the standards by taking into account the feedback from working units in the environment of UB.
10. Controlling and verifying the statement of standards to ensure that there are no grammatical errors or mistyped words.
11. Validating it in Rector's Regulation.

e. Qualifications of Officials/Staff in charge of IQAS Standard Setting: parties involved in IQAS standard setting are:

1. University Academic Senate
2. Top management of UB
3. Internal Audit Unit
4. Performance Accountability Unit
5. Quality Assurance Center
6. Institute of Research and Community Services
7. Institute of Educational Development
8. Structural officials with the tasks governed according to the main tasks and their functions in the standards that apply.

6.2 Implementation Manual of IQAS Standards

This manual serves as a measurement of specification or a standard as set forth in the statement regarding the standards that have to be obeyed, performed, and achieved.

The fulfillment of IQAS standards results in an activity of all the contents of the standards that are performed by referring to Standard Operating Procedure (SOP and forms (Self-Assessment Reports)) enacted for the fulfillment of achievements, objectives, and goals of IQAS standards as set.

a. Definition of Terms

The definition covers all the terms referred to in this IQAS manual:

1. Standard implementation is defined as doing, obeying, and fulfilling standards, specifications, and rules as set forth in standard contents;
2. Standard Operating Procedure (SOP) is defined as an elaboration on the order or steps by which standards are achieved according to what has been set in a written form systematically, chronologically, logically, and coherently.

b. Objectives of the Implementation Manual of IQAS Standards

The implementation manual of the standards is required as a reference for fulfilling the implementation of IQAS standards planned in the administration of higher education in the university, faculties, postgraduate programs, institutions, Technical Implementation Units (TIU), and bureaus. Efforts to improve performance to apply good university governance, the process, and the improvement of quality are necessary to create a quality behavior in UB.

c. Extent of the Implementation Manual of IQAS Standards

In compliance with the enactment of IQAS standards, all the details of IQAS standards must be performed/fulfilled and obeyed and implemented in education administration in UB while adhering to the implementation of IQAS standards. implementation manual of IQAS standards is required when these standards are implemented in education administration by all working units in UB at the levels of the university, faculties, postgraduate programs, institutions, Technical Implementation Units, Bureaus, student and alumni organizations, or academic and non-academic resources.

d. Steps of the Implementation of IQAS Standards

The implementation of the standards is performed based on the following steps and procedures:

1. conducting technical and or administrative preparation for the implementation of IQAS standards according to the content of the standards.
2. preparing procedures/standard operating procedures (SOP),

instructions, or equivalent according to the content of the standards for the implementation of the standards as planned.

3. Periodically introducing IQAS standards implemented to all structural officials, lecturers, academic and non-academic staff (administrative staff, drivers, and security guards), students, and alumni).
 4. Conducting activities according to IQAS standards planned as the standards of achievement/fulfillment of IQAS standards by considering risk factors and minimizing or managing risks in every activity.
- e. Qualification of Officials/Staff in charge of the Implementation of IQAS Standards. The parties in charge of the implementation are:
1. University Academic Senate;
 2. Management of UB;
 3. Internal Audit Unit;
 4. Performance Accountability Unit;
 5. Quality Assurance Center;
 6. Institute of Research and Community Services;
 7. Institute of Educational Development;
 8. Structural officials with tasks governed according to the main tasks and functions of the standards that apply.

6.3 Manual of IQAS Standard Evaluation

This manual includes monitoring, evaluation, and measurement of results set forth in the statement of standards that have to be obeyed, performed, and achieved. The evaluation involves checking the realization of activities parallel to the standards outlined in the Standard Operating Procedure (SOP). The outcomes of the evaluation will show the percentage of achievement of an activity that refers to the SOP and the forms of self-assessment reports that have been set for the fulfillment, achievement, objectives, and goals of IQAS standards.

a. Definition of Terms

This definition covers all the terms used in this IQAS manual as follows:

1. Monitoring the standards is defined as supervising the achievement of planning parallel to the standard implementation.
2. Evaluating standards is defined as giving an assessment of standard implementation according to an assessing rubric set based on particular assessing standards.
3. Measuring standards is intended to measure the success of a standard.

b. Objectives of IQAS Standard Manual Evaluation

The manual of IQAS standard evaluation serves as a reference to monitor, evaluate, and measure several standards in the university,

faculties, postgraduate programs, institutions, Technical Implementation Units, and Bureaus in order to continuously improve the quality to create a quality behavior in UB.

Standards are required as fundamental references in the implementation of IQAS to realize the vision and mission of UB. These fundamental references involve the minimum criteria of several aspects regarding the administration of higher education in UB to increase service performance in education and as the instrument to create a quality behavior in UB.

c. Extent of IQAS Standard Manual Evaluation

The manual of IQAS evaluation standards consists of monitoring, evaluation, and measurement of standard implementation planning in order to find out the success or inappropriateness due to irrelevance between implementation and indicators that refer to the current laws in UB.

Generally, the scope of the manual of the standard evaluation covers all aspects of activities of higher education such as academic or non-academic quality assurance as the basis of IQAS in all working units in the administration of education in UB. IQAS standards that are set involve qualitative and quantitative statements with the achievements or fulfillment that can be measured by all working units that serve as quality assurance administrators in UB according to the indicators of achievement that refer to the current laws.

d. Steps of the Evaluation of IQAS Standard Implementation

The evaluation of IQAS standards is performed with the following steps and procedures:

1. Monitoring the planning and implementation of IQAS standards.
2. Assessing the planning and implementation of IQAS standards;
3. Measuring planning and implementation of IQAS standards according to the norms of laws or the requirements outlined in the current laws.
4. Identifying risk exposure in the process of evaluation of the implementation of standards and alternative of actions needed in risk mitigation in order to reduce and/or eliminate risks.
5. Formulating the initial standard planning by following these principles: A (Audience), B (Behavior), C (Competence), and D (Degree) and by registering the identification of risks that may appear or taking measures to reduce and/or eliminate risks.

e. Qualifications of Officials/persons in charge of implementing IQAS standard evaluation. Parties involved in IQAS standard setting are:

1. University Academic Senate;
2. Management of UB;
3. Internal Audit Unit;
4. Performance Accountability Unit;

5. Quality Assurance Center;
6. Institute of Research and Community Services;
7. Institute of Educational Development;
8. Structural officials with the tasks governed according to their main tasks and functions parallel to the standards set.

6.4. Manual of IQAS Standard Control

This manual represents the management of quality control consisting of activities to evaluate the fulfillment of IQAS standards by observing a process or activity of education in the entire working units to find out whether the process or activity concerned corresponds to the substance of the IQAS standards enacted.

a. Definition of Terms

The definition of these IQAS standard control manual covers all the terms used in this IQAS manual as follows

1. Control involves the corrective actions regarding the implementation of IQAS standards to fix any inappropriateness/ failure of the fulfillment of IQAS standards;
2. Monitoring is conducted by observing a process or activity of administering education to find out whether the process or the activity runs according to the IQAS standards set;
3. Evaluation is done by analytically and periodically checking or auditing all aspects of education administration to ensure that all aspects of education administration are performed according to the standard contents set;
4. Corrective action involves improvement to ensure that achievement/ failure of the fulfillment of the standard substance of IQAS can be referred to by the implementers of the IQAS standard content.

b. Objectives of the Manual of IQAS Standard Control

This control is intended to control the implementation of the substance of the standards and measure the relevance and achievement of the implementation of standards compared to the standards of IQAS that have been set to ensure that the standards are achieved or fulfilled.

This control of IQAS standards serves as an instrument to improve the performance of the process and improvement of quality and to create a quality behavior by conducting the administration of higher education in UB continuously.

c. Extent of Manual of IQAS Standard Control

The control of the IQAS standards is intended to evaluate the implementation of IQAS standards that need periodical and continuous monitoring and supervision, checking, and evaluation. This control is performed parallel to or simultaneously in an internal quality assurance

cycle at least once a year in an academic calendar year in all working units in UB. This control is done by conducting monitoring, evaluation, or quality internal audit.

This manual applies:

1. when the implementation of the substance of IQAS standards that have been evaluated at the previous stage needs control that takes into account correction to help fulfill the standards;
2. to all IQAS standards.

d. Steps of IQAS Standard Control

The control of IQAS standards requires monitoring, evaluation, or quality internal audit with the following steps:

1. Periodically monitoring the implementation of the substance of the standards of all aspects of education administration (daily, weekly, monthly, or every semester) according to the work programs set;
2. Recording all findings of inappropriateness, negligence, errors, and risks found during the identification of risks arising in all units in UB and recording new external risks that have been previously identified in the implementation of education administration compared to the substance of the IQAS standards;
3. Taking notes of all findings such as incomplete documents including work procedures and self-assessment reports of each standard implemented;
4. Assessing and studying the notes taken from the control process in a previous step and studying all the reasons or the causes of the inappropriateness of the contents of IQAS standards when IQAS standards are not fulfilled;
5. Taking corrective actions for irrelevance or failure to achieve IQAS standards;
6. Recording all corrective actions taken;
7. Continuously monitoring the effects of corrective actions to find out whether education administration can proceed according to the contents of the IQAS standards;
8. Making written reports periodically regarding all matters of standard control as elaborated above;
9. Reporting results in writing periodically regarding all matters of standard control as elaborated above.

e. Qualifications of Officials/Persons in charge of the implementation of IQAS standards. The parties responsible to conduct IQAS standards are:

1. Special units of IQAS according to main tasks and their function and/or;
2. Structural officials with their main tasks governed by related IQAS standards and/or those mentioned in the statement of related IQAS standards.

6.5. Manual of Improvement of IQAS Standards

The improvement of IQAS standards is the management of quality control consisting of innovative, effective, and efficient programs to meet IQAS standards. This improvement is performed according to the evaluation results of the success of a process or activity of the administration of education in the entire working units.

a. Definition of Terms

This definition covers all the terms used in the IQAS manual as follows:

1. Improvement is defined as an innovative, effective, and efficient transformation in the implementation of IQAS standards to create a continuous quality behavior;
2. Evaluation is defined as thoroughly checking or auditing all aspects of education administration in order to see whether the administration runs according to the contents of the standards set;
3. Corrective actions are intended for improvement to ensure that the achievement/failure of the contents of the standards of IQAS can be fulfilled by those implementing the standards of IQAS.

b. Objectives of IQAS Standard Improvement Manual

The improvement of IQAS standards is intended to execute the contents of the standards effectively and efficiently to ensure that the standards of IQAS are fulfilled or achieved.

This improvement also serves as the infrastructure for improving the performance of quality improvement and implementation and as an instrument to create a quality behavior in the administration of higher education in UB continuously and sustainably.

c. Extent of IQAS Standard Improvement Manual

The improvement of IQAS standards is generally intended to evaluate the implementation of the contents of the standards of all levels ranging from the university, faculties, postgraduate programs, institutions, technical implementation units, and bureaus. The standard improvement is deemed to be ineffective and inefficient. As a consequence, improvement is required. Standard improvement is performed parallel to or simultaneously in an internal quality assurance cycle at least once a year in an academic calendar year in all working units of UB through monitoring, evaluation, or quality internal audit.

This manual applies:

1. when the results of the implementation of standard contents are deemed to be less optimal and effective and efficient measures for improvement are required;
2. to all IQAS standards.

d. Steps of IQAS Standard Improvement Manual

The improvement of IQAS standards is performed according to the monitoring and evaluation results, or quality internal audit results with

the following steps:

1. Improving the implementation of IQAS standards that takes into account the improvement of IQAS programs periodically (daily, weekly, monthly, or every semester) regarding the implementation of the standard contents in all aspects of activities of education administration according to work programs set;
 2. Identifying risk exposure to improve the implementation of IQAS standards and the alternative actions needed for risk mitigation to minimize and/or eliminate risks.
 3. Formulating the initial design of the improvement of standard implementation by using these principles: A (Audience), B (Behavior), C (Competence), and D (Degree) by registering the identification of the risks that may appear and the actions that may be done to minimize and/or eliminate the risks.
- e. Qualifications of officials/persons in charge of the improvement of IQAS standard implementation. The parties involved in the implementation of IQAS standards are:
1. Special units of IQAS according to main tasks and their function and/or;
 2. Structural officials with their main tasks governed by related IQAS standards and/or those mentioned in the statement of related IQAS standards.

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signed.

WIDODO