

## INTERNAL QUALITY ASSURANCE CELL IN HIGHER EDUCATION INSTITUTIONS - A LEGAL STUDY

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### ABSTRACT

*Is quality diminishing day by day in the Civil Society the answer perhaps is yes? Do you know the reason? A study reveals the truth. The quality of education, the quality of teaching styles, the quality of the products available in the educational institutions. The quality of honesty and sincerity of the people who involve in higher education. What is the necessity to give emphasis on higher education? The teacher is the cause for the growth of the children. If the teacher has some good qualities then children under him also learn the good qualities which result in the growth of the nation. The Nations of the people have good qualities then the country is going to become an international standard and role model in the world.*

*The Students are copying in the examination, projects submitted have almost had a similarity, and Ph.D. thesis will contain plagiarism. To curb this, the government initiated the quality of education. Turnitin and many other plagiarism checkers are implemented to check the similarity and permitted to accept if it is less than 20%. The products cannot be identified by this plagiarism checker and it is to be found with its functions and durations followed by appearance and total satisfaction of the consumer. Usage of Standard English words and sentences, continuous flow, and sequences has a significant role in determining the quality of education. Hence quality assurance is essential.*

**KEYWORDS:** Quality of Work in Education - Examination - Products – Writing

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### INTRODUCTION

Once upon a time the quality and the work were inseparable but there is a paradigm shift that leads to a clear demarcation of quality verses with that of work or product makes people think on the product quality in all dimensions. It is observed that there is no quality of work in many areas. For example, Teachers in the Schools or Colleges will be appointed based on quotas like SC/ST/Category 1, OBC Category 2, Category 2A, and Category 2B and Category 3A, Category 3B. And they come under reserved category with poor quality. In order to follow the government norms, one has to appoint for the purpose of obtaining employment, quality should not suffer from the teachers and shall not spoil the future of the young generation. They should be away from the education field.

Then real prosperity of the nation will start and total satisfaction will be there or otherwise, they can produce the only substandard quality of students and hence the government has forced to concentrate on the quality of education and insisted in the higher education an Internal Quality Assurance Cell (IQAC). This is at the government level and it spreads at the root level and made it compulsory to start this unit otherwise government has restricted permission. And hence quality is ensured in recent days.

The Central government have established the Quality Assurance Cells in each and every state Quality means in contracts of sale and supply implied. The Sale of Goods Act, 1979 and Amended in 1994 clearly implies the meaning of quality and states that the products sold to the entire satisfaction of the customer are called as having good quality. This may be standard quality or implied quality. Everybody needs standard quality and the best quality.

### DEFINITION OF QUALITY ASSURANCE

- **Sara Devi:** Explains the quality assurance as the quality as stated in the specification is satisfied by the customer. It means as assured the standard of the product is maintained by the seller to the complete satisfaction of the customer or the buyer is guaranteed. The book titled "Satisfied Quality" which is printed and published at Sara Printers & Publishers Pvt. Ltd., France, the year 1985 Page No. 4 in 1<sup>st</sup> Edition.
- **Sharanya Mathaji:** Defines the Internal Quality Assurance Cell as the quality is to be checked before removing the products from the manufacturing place to the warehousing with an intention to sell the products to the customers. The employee of the manufacturing company will test each and every product as specified in the specification and entire satisfaction of the customer and puts his seal of certification. This can be done only by the quality measurement person and mentions that quality is checked and ready for dispatch.

Once the quality check is completed customs officer will come and inspect the Genuine of the products and put the seal on the covering wire and cannot be removed or open the box once again. The Ashoka Stambha (Pillars of Ashoka) 4 headed lion symbols will remain till to reach the required destiny and no tampering of the box and its content during the transit. Indicated on her book published and printed at Prasant Tarafdar Printers and Publishers "How Internal Quality Assurance Cell Works" the year 1989, at North Pargana in West Bengal 9<sup>th</sup> Edition Page No. 28.

- **Vishwanath K:** Explained in his book "Deteriorated Qualities in Education" explained that the present teachers on many occasions are unable to explain what they want to explain and the same is to be taught to the student's community. The communication gap widens the meaning of deteriorated quality of teaching. For example, subtract minus 2 from minus one a mathematics question is not answered by many teacher and students also. They want to use only calculators. The basic quality disappears from the teachers and memory power and its process is not known to many people.

It appears that the quality suffers and could not get answers instantaneously. Many teachers give the answer as minus into minus is plus and starts answer and put +3 some will give the answer as -3 somebody will say -1 and some will say +1. If you ask once again think it over and give an answer definitely many people will change their answers. This is clear information that they do not know which the correct answer is and which is not. The faculty or the student is not firm in their answers. How they can teach to the new younger generations when the tutor he/she not firm with answers the learning community definitely will lose its grip on the mathematics. And they

will avoid the teaching position. It is published and printed at Soumyanatha Swamy Printers & Publisher Pvt. Limited, Narada Maharishi Town, Nandalur, Karnataka State in the year July 2017 Page No. 30.

- **The Indian Statistical Bureau** is maintaining the quality and its tools will be applicable to the entire nation. The Quality Assurance and the Quality control department will work for hand in hand. The quality will be measured in terms of weight, and measures, smoothness, functions, and elegant appearance work-study and methods were studied by an industrial engineer in the industrial engineering department. He is the person responsible for the quality control. In the subject statistics Quality measuring tools not yet included for the study purposes.
- **The Websites** Clearly define the quality and the life on quality leads to guaranteed assurance in any field irrespective of Medical software or general software and hardware or its products which are tangible or intangible is measured with some tools for determining the standard and norms in the particular field or sector.
- **Swamy Vivekananda** Slogan “Why does not the nation move”? First education nation even for social reforms. Nations progress is depending on the literacy of the people and hence educating all the citizens of India is a priority.
- **As Laid Down in the Constitution of India Article 21 (A)** Ensures the Right to Education is mandatory. And hence RTE Act, 2009 was commissioned by the parliament of India on 4<sup>th</sup> August 2009 it ensures free and compulsory education for children aged between 6- 14 years in India.

### **Disaster Management 2005 also Demands Primary Objective is to give Education for All**

Right to Education was first coined in India in 1906 by Maharaja of Baroda about 100 years back and he introduced free education for children in the age group of 6 – 12 in his province then Gopal Krishna Gokhale forced the British government to accept the principles of free and compulsory education.

Further, Mahatma Gandhi, Subhas Chandra Bose, and others tried with Wardha Scheme of Basic education which is utterly failed in implementing the same but in India, it is effectively implemented by commissioning the RTE Act, in the year 2009.

The British government in the year 1813, introduced the Charter Act, and 1835 Macaulay’s Minute Act, 1854 Wood Despatch Act emphasis on the compulsory basic education, 1870 Elementary Education Act, brought. Free means free only for payment for education, attendance, writing examination, etc is the sole responsibility of the government and monitors the student’s progress.

Sarva Shikshana Abhiyanais effectively implemented in government schools and 25% of reservation in unaided and private schools as per Sections 12 (1) (c) for which the expenditure will be borne by the government. The government has set some standards and norms for the authorities to run the school and colleges.

- The Act prohibits donation
- No capitation fees
- Screening test for children
- Interview for admission to children and her parents

- Physical punishment or mental harassment
- Private tuition by teachers
- Running schools without recognition
- Reservation of 25% seats by Unaided & Non-Minority schools for Underprivileged children of society.
- No seat shall vacant under this quota will be penalized
- There shall not be any discrimination who joined under this quota at par with others
- The distance is a major concern and everybody wants the best schools
- To mix up the economically weaker section children and financially sound children will get a high-quality education.
- No child can be held back in schools, expelled, compulsory to pass the board examinations till elementary education.
- Appointment of appropriately trained teachers with relevant qualifications and standards.
- Infrastructures of building, seating arrangements
- Establishments of required laboratory for experiments and required teaching aids such as computers and smart board teaching.
- Library books, computers, newspapers, journals both print, and soft copies
- Students and teacher's ratio requirements
- School working hours, and days, teacher working hours
- Suitable portable drinking water facilities and toilets separately for both male and female children
- Salary for the staff through digital mode
- Fire safety measures
- Existence of Grievance cells, SC/ST Cells internal complaint committee compulsory
- Scholarship provisions, talent events, etc
- Examination reforms
- Placements for higher education's students
- Interactions with company officials with that of collages in higher education
- Prohibition of Child working and child marriages
- Sufficient space for the playground and other sports activities

The government has appointed certain agencies to monitor whether the said standard and norms are effectively implemented or not it is known as Quality Assurance. Since this is within the organization it is called Internal Quality Assurance cells. The same is measured by the external agency is said to be the Quality Auditors.

Monitoring authorities at the school level lies with NCPCR The National Commission for Protection of Child Rights and universities will send local inspection committee, AICTE All India Council for Technical Education including MBA and MCA, UGC University Grants Commission, and Ministry of Human Resource Development at the state and central level is the authorities to check the real quality of education in Higher Education Institutions.

Children are going to work on one side due to starvation. They need food for survival later education.

I saw a family member who arranged a child marriage of age 17.5 years. He has expressed inability and said the following reason. The girl is aged 17 years 6 months. Her mother met with an accident and her father died of a heart attack. She was the only daughter of the parents. And they are of a poor family. Here on the other side, one family has come forward to take her and to protect her. She agreed for the same. The civil society has commented and murmuring some none sense words and used abusive words to bring her to the family. This leads to humiliation and forced him to organize a child marriage to his son. And she was protected completely. In an extraordinary circumstance, society creates an environment to do child marriage. Otherwise, she would have waited for another 6 months.



**Figure 1**



**Figure 2**

The AICTE will delegate the team to check the quality in the higher education institutions. Whether they are maintaining the said norms and standards to run the higher education institutions in case any deviation is found or any discrepancy found the approval to run the institution will not be granted. AICTE has a stronghold on Engineering, MBA and PGDM institutions both graduation and master's level. They also check and observe the video and online verification.

### **The Teacher's Quality will be Measured in Higher Education on the Following Parameters**

- Journals published
- Conference
- Research activities
- Subject knowledge
- Extra activities/fieldwork

### **Journals Published**

- To check whether the journal is having an impact Factor or not
- Depending upon the International and National journal will be given more marks in the Academic Performance Index maintained by UGC Regulations
- Whether it is indexed journal/non-indexed journal
- Indexed at Copernicus Value or Scopus Indexed Journal
- Whether the published journal is having ISSN number or not
- What is the value of indexed Copernicus value and what is the NAAS rating?
- What is the strength of Uniqueness in this journal content?
- Whether he/she is the only author or any co-authors are there for the journal
- Whether it is a peer-reviewed double peer-reviewed journal, is the author having any accreditation of any editorial member in the national and international journals?
- Whether the author is a chairperson in any journal of national or international journal finally it shall contain the Journal Name, National or International in nature, period, volume issue, ISSN No. and Article name is to be depicted in the tabulation format as a ready reference.
- This also helps to obtain the NAAC/NBA accreditation. Further in rating the institution and number of scholarly teachers are also counted.

### **Conferences**

Whether the teacher presents a paper at the conference of National and International nature, the teacher is participated only in the conference as a delegate. What is the value of the organizers in the market? Any conferences organized in his administration or from the support of the institution. How many days conference, who are all the speakers where this teacher is invited as a resource person?

Finally, how many events he has presented papers, participated in, organized will have a count in a reasonable period with a clear demarcation of national and international conferences is taken into account for calculating the quality in a quantifiable way. Further to continue to this is applicable even for workshops. The number of day's workshop conducted/organized or participated venue, the theme of the workshop. How many people have participated, Dates on which workshop is being organized or participated is to be accounted for properly.

### **Research Activities**

The teacher after his Doctor of Philosophy (Ph.D.) he stops his research activities normally few are exempted. In order to obtain his Ph.D. has to publish at least two articles in the journal and has to follow the said procedures and standards of 2009 Norms or Ph.D. Regulations imposed by the University Grants Commission (UGC) what it means? The candidate who prefers to obtain the Ph.D. he has to attend the Ph.D. entrance examination conducted by the individual university whether it is state legislation approved Private University, Deemed University, State University or Central University other than this CSIR or K-SET/SET/SLET OR UGC NET examination has to pass or M.Phil.

The examination has to pass to get an exemption to appear for the entrance examination. One who qualifies in the entrance examination has to opt for the guide in the relevant subject for example Management or Commerce/Engineering or any other field or discipline. He has to obtain the permission and acceptance letter from the preferred guide in the viva and further he has to undergo the Course Work for a duration of 6 months and to clear the subjects then he will be enrolled as a Ph.D. Scholar or Doctoral Student one has to go through the Literature survey and identify the GAP in his field of study. And create the statement of the problem.

Prepare the structured questionnaire and collected the primary DATA, in addition to the secondary DATA. Analyse the data and get the answers. And then you may give a suitable suggestion for the policy matters for effective implementation of the study and submit with a colloquium presentation your synopsis for further examination by the evaluators which consists of foreign and Indian panel members. This is clearly maintained in the University for Quality Purposes. Finally, the research scholar has to defend his thesis for the final award of Ph.D. inured to monitor universities has set up the Internal Quality Assurance Cells.

### **Subject Knowledge**

The teacher shall cultivate the habit of continuous reading and upgrading his knowledge otherwise what he has studied in his school/colleges might have a void and useless information's to download only from Google and teaching is not the good quality of a teacher. The students might have downloaded the same. Hence there will not be any value-added information to the students' knowledge to produce a good standard quality.

### **Extra Field Activities**

The Teacher has to accept the work of 16 hours per week and with a clear allocation of research activities and filed work which may consist of student's excursions, examination reforms, preparing the students for the examination. Not leaving the dull students. Preparing from the point of employment. One has to acquire how to grow from academics to corporates to increase financial stability and to lead a quality life.



## CONCLUSIONS

The author is of the opinion that the Internal Quality Assurance Cells must for the Higher Education Institutions otherwise management education institutions may not fully extend the facilities which are required for the overall growth of the students and indirectly help the National growth. And by observation, many institutions only for the namesake show the Quality Cells and not in practice.

The objective of the government is excellent but implementation is not up to the required standard. There should not be any reservation in employment, especially with the teaching fraternity. If they found good, they may get selected.

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