



Leading the Modern
Quality Movement in Pakistan

PROFESSIONAL DIPLOMA QUALITY MANAGEMENT IN EDUCATION

Four months weekend based live and instructor led online course
Two evening per week classes from 6:30 - 9:30 pm



This Professional Diploma is beneficial for personnel working in Quality Enhancement Cells (QECs), faculty engaged as Quality Coordinators and Quality Circle Heads in universities, registrars, interested faculty members, institutional directors of public & private universities and Colleges, management staff and research associates and individuals who wish to excel their career in the field of educational Quality Management.



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PROFESSIONAL DIPLOMA

QUALITY MANAGEMENT IN EDUCATION

Introduction

The Professional Diploma in Quality Management in Education is designed to provide comprehensive knowledge and practical skills to academicians and management staff to enhance the quality of educational institutions, particularly in higher education. This program covers key aspects of teaching and learning taxonomies, academic quality assurance (QA), accreditation models, and continuous quality improvement (CQI), preparing participants to lead quality improvement initiatives in educational institutions, especially the higher education institutions.

Course Objectives

- Introduce fundamental concepts and principles of educational quality management, covering tools of Academic Quality Assurance (QA), Continuous Quality Improvement (CQI) and Lean Management.
- Provide practical and experiential knowledge on internal quality assurance practices and accreditation processes using frameworks such as ISO 21001 EOMS, Washington Accord, Outcome-Based Education (OBE), and HEC's Self-Assessment Models.
- Prepare participants to lead quality initiatives and drive institutional excellence with Quality Management Models and Frameworks.
- Provide insights on using academic and analyzing academic data and using Artificial Intelligence (AI) to manage academic performance of students and faculty.

Learning Outcomes

By completing this program, participants will gain the abilities to:

1. Apply fundamental principles, practices, and frameworks of educational quality management in their institutions.
2. Lead continuous quality improvement (CQI) programs using practical and popular tools of quality and lean management.
3. Appraise academic quality standards for accreditation, such as ISO 21001, Washington Accord, and HEC's Self-Assessment.
4. Understand fundamentals of educational learning taxonomies and assessment methodologies.
5. Develop key performance indicators (KPIs) and analyze them using statistical tools and dashboards.

Target Audience

- Personnel leading or managing Quality Enhancement Cells (QECs) of colleges and universities.
- Faculty involved in colleges and universities as Quality Circle Heads or Quality Coordinators in different departments.
- Support departments personnel, e.g. registrar's office and HR departments.
- Faculty members interested in improving their quality management perspectives.
- Policymakers and educational consultants.

Course Project

Every participant will be guided for implementing selected Quality Management Tool in his/her institution. Diploma will be awarded on the completion of the project and its presentation.

Course Instructors

The course is delivered by highly qualified experienced university academicians and HODs and experienced professionals with extensive expertise in educational leadership and quality management, ensuring a comprehensive and enriched learning experience.



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Course Contents

Module 1: Fundamentals of Quality Management: Quality Management life cycle in educational institutions, student learning outcomes, quality management maturity levels, Quality Management Frameworks, Outcome Based Education (OBE) and its challenges in colleges and universities.

Module 2: Quality Management Policies, Standards, and Accreditation Models: HEC Framework - Self-Assessment System and Accreditation Policies, Review of Institutional Evaluation Processes (RIPE), Program Review of Effectiveness and Enhancement (PREE), HEC Revised QA Framework – Pakistan Precepts, Standards & Guidelines for Quality (PSG – 2023), ISO 21001 EOMS - Structure & Clauses, Implementation and Certification Process, Washington Accord (WA) and EQUIS/SAQS, International UN SDG 4, Quality Education Ranking Systems – QS & THE, and Reviewing the Effectiveness of Quality Assurance & Accreditation Bodies (REQAAB).

Module 3: KPIs, Performance Measurement & Analysis Tools: Developing Key Performance Indicators (KPIs) and Balanced Scorecard in colleges and universities for Measuring and Analyzing Quality Performance of Students, Faculty, and Academic Systems, Practical Exercises to Analyze Data and Develop Dashboards with MS Excel, Data Analytics Exercises on Statistical Tools, Introduction to Six Sigma Problem Solving Methodology.

Module 4: Lean Management and Special Topics: Student Quality Circles - Concept and Benefits, Examples of Successful Implementation, Principles of Lean Management Tools and Techniques, Seven Types of Wastes (Muda) in Education, 5S and Infrastructure Safety Frameworks and Methodology applicable in educational institutions.

Module 5: Quality in Teaching and Learning: Concepts of Outcome-Based Education, design of Students Learning Outcomes in line with different learning domains (Bloom's Cognitive and Affective Domains; Dave's and Simpson's Psychomotor domains), fundamentals of teaching and learning, teaching methodologies, students' engagement, lesson planning, classroom management, case study, challenges of Quality in Online education (Virtual Learning), concepts and application of Artificial Intelligence (AI) in Education, e.g., Application of Chat GPT principles, norms, and challenges.

Module 6: Quality in Assessments and Exams: Fundamental principles of Assessment, Formative and Summative Assessments, designing effective assessments and aligning with the Bloom's Taxonomies.

Module 7: Educational Leadership & Management: Educational Leadership - Leadership Theories and Practices in Higher Education, building effective Leadership skills, case studies, university management systems and structures in Pakistan universities, integration with academic and administrative functions, nuts and bolts of Strategic Planning in Higher Education, Human Resource and Performance Evaluation Systems - Tools and Techniques, students' counseling and career planning, managing Change in turbulent times and complex educational environments, Institutional and Program Audits in Higher Education, Frameworks and Code of Ethics.



PIQC - Center for Excellence

Leading Institute in Pakistan providing academic programs, professional diplomas and certifications, short courses and corporate development in Quality Control (QC), Quality Assurance (QA) and Total Quality Management (TQM), Human Resource Management (HRM) and Health, Safety and Environment (HSE). Celebrating the 32nd year of its establishment, PIQC vision is to see Pakistan a hallmark of Quality in the national and global environments. With its leadership and team of specialists, it has provided academic education and professional courses to more than 50,000 students and professionals. It is the pioneer and authentic training resource in the field of Quality Management.

PIQC is registered as Professional Engineering Body (PEB) in Pakistan Engineering Council (HEC) and has professional collaborations and linkages with various local and foreign organizations including NUST College of EME, NED University of Engineering and Technology, Dow University of Health Sciences, Superior University, IQCS Certification, Singapore Quality Institute International (SQII), and Quality and Productivity Society of Pakistan (QPSP).

Professional Diploma

PIQC Diplomas/
Certifications in
Quality Management
Project Management
Health Care
Quality Management
Logistics Management
HR Management
Supply Chain
Management
Labor Laws & IR
DfS Management
Quality
Mgt. in Education

International Certifications

Internationally
Recognized
Certifications

IRCA (UK)
Accredited
Certified ISO 9000
Lead Auditor

Certified
Lean Six Sigma
Green Belt &
Black Belt

Corporate Courses

Nation-wise
seminars &
workshops on
Total Quality
Management, Six
Sigma, ISO 9000
Quality Assurance in
Manufacturing,
Services, Education and
Healthcare, Total
Productive
Maintenance

International Conventions

PIQC has organized
13 International
Conventions
on Quality
Improvement
and
5 National
Conferences on
Quality Education
in Pakistan
since 1991



Pakistan Engineering Council
(PEC)



Superior University
A Govt. Chartered University



NUST College of EME



NED University of
Engg. & Technology



DOW University
of Health Sciences



Shaukat Khanum Memorial
Cancer Hospital



APPROVED TRAINING PARTNER



Implemented by



Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH



Dialogue for Sustainability

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