**INTERNAL QUALITY ASSURANCE**

1. Describe the internal quality management arrangements to assure and ensure the quality of the programme and its delivery:

* Include procedures for the monitoring and evaluation of learning and teaching and assessment.
* Indicate how staff will be included and capacitated in the quality assurance process.
* Explain how programme review will be conducted and discuss how feedback (received through moderation, student surveys, etc.) will be incorporated in the programme review process.
* Describe the mechanisms in place to evaluate programme impact and effect improvement.

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2. Discuss policy implementation for this programme / qualification and the quality assurance mechanisms in place with regard to:

* Assessment
* Internal and external moderation
* Include the processes for selection / appointment of moderators and the roles and responsibilities of academic staff and external parties.
* Student appeals / disputes regarding assessment results.

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3. For postgraduate programmes, explain how the institution will quality assure the supervisory process, progress of students and internal grievance procedure.

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