



Jubaiha Center

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INTERNAL QUALITY ASSURANCE (IQA) POLICY

1. INTRODUCTION

Jubaiha Center is committed to ensuring the integrity, fairness, and transparency of all examinations and assessments. This policy outlines procedures, responsibilities, and expectations associated with the planning, delivery, and evaluation of exams.

2. PURPOSE

The objectives of this policy are to:

- Establish consistent standards for the management of assessments.
 - Ensure the security and validity of examination content and results.
 - Uphold principles of equity and academic integrity.
 - Provide clear guidance to staff and students on exam procedures.
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3. SCOPE

This policy applies to:

- All summative and formative examinations administered by Jubaiha Center.
 - All modes of assessment (in-person, online, open book, timed tests).
 - Academic staff, learners, invigilators, and administrative personnel.
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4. TYPES OF ASSESSMENT

Jubaiha Center conducts various forms of assessment including:

- Written exams

- Oral presentations
 - Practical demonstrations
 - Online timed assessments
 - Coursework and assignments (linked to exam periods)
 - Each assessment type follows specific marking and verification protocols.
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5. RESPONSIBILITIES

Principal:

- Holds ultimate responsibility for compliance with exam policies.

Academic Director:

- Oversees examination strategy and ensures alignment with curriculum objectives.

Examinations Officer:

- Manages the exam calendar, venue booking, invigilation, and distribution of materials.
- Maintains examination records and coordinates secure handling of scripts.

Quality Assurance Manager:

- Ensures internal and external assessment integrity.
- Monitors standardisation and appeals processes.

Invigilators:

- Ensure compliance with regulations during exams.
- Complete incident reports and verify attendance.

Tutors:

- Provide learners with appropriate exam preparation guidance.
- Submit assessments and marks within agreed timeframes.

Learners:

- Must adhere to exam conduct requirements.
 - Present valid identification and follow instructions.
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6. EXAM PLANNING AND SCHEDULING

- An exam schedule is published each term and distributed to students and staff.
 - Students are notified of assessment type, duration, materials allowed, and submission methods.
 - Special arrangements (e.g., extra time, separate room) are provided for students with approved learning support needs.
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7. SECURITY OF MATERIALS

- Exam content is stored digitally in encrypted files with limited access.
 - Printed papers are kept in locked storage and only released to authorised staff.
 - Remote exams are administered via secure proctoring tools with login tracking.
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8. DELIVERY OF EXAMINATIONS

- In-person exams are conducted in quiet, controlled environments.
 - Online exams are monitored through identity verification and activity tracking.
 - Attendance is recorded, and late arrivals are logged by invigilators.
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9. BREACHES AND MALPRACTICE

- Examples include cheating, collusion, impersonation, or possession of unauthorised materials.
 - All suspected incidents are recorded and referred to the Quality Assurance Manager.
 - Disciplinary outcomes follow the Jubaiha Center Malpractice Policy.
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10. MARKING AND FEEDBACK

- All assessments are marked against pre-published criteria.
 - Internal verification ensures consistency across assessors.
 - Feedback is provided within **10–15 working days** from submission or exam date.
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11. RESULTS AND APPEALS

- Results are released after verification and quality assurance checks.
 - Students may request a review or appeal within **5 working days**.
 - Appeals are resolved through the Jubaiha Center Enquiries, Complaints and Appeals Procedure.
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12. RECORD KEEPING

- Exam scripts, attendance logs, and moderation records are retained for **three years**.
 - Digital backups are maintained for online submissions.
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13. MONITORING AND REVIEW

- The Exams Officer and Quality Assurance Manager review assessment procedures annually.
- Student feedback is used to enhance future processes and scheduling.

Approved by:

Director General, **Jubaiha Center, Jordan**

Date: 28 October 2025