



澳門城市大學
Universidade da Cidade de Macau
City University of Macau

Academic Quality Assurance Manual

Executed upon approved by University Academic Committee on
29th June, 2022

Chapter 1 Vision and Mission

Vision

The City University of Macau wishes to pursue the core value of “big data-driven social sciences, digital humanities and interdisciplinary programmes” and strives to be a metropolitan university that emphasises Macao Characteristics, Chinese Soul, and Global Vision.

Mission

The City University of Macau endeavours to adhere to the philosophy of “serving Macao, integrating into the Greater Bay Area”, align with the Macao SAR Government’s long-term strategies and major measures for economic and social development, focus on city initiative, further develop market-driven disciplines and courses, and nurture application-oriented and practical advanced talents.

Objectives of the Academic Quality Assurance System

- To support the mission of the City University of Macau by ensuring the high quality of the programmes and teaching and learning support services;
- To facilitate and coordinate the continuous enhancement of the quality of programmes and teaching and learning support services;
- To ensure consistency and effectiveness in academic quality assurance activities;
- To establish the roles and functions of all parties in academic quality assurance activities.

Academic Quality Assurance Mechanisms and Manual

The development of the QA Manual aims to provide a university-wide reference and understanding of the ways and means to carry out QA activities. The procedures and activities in the Manual have all undergone consultation with colleagues and have been approved by the University Academic Committee. Whatever procedures are applied, the specific needs and circumstances of the programmes are always taken into account. In case of disagreement on interpretation of the contents of the Manual, the Chinese version shall prevail.

Chapter 2 The Structure of the Academic Quality Assurance System

The City University of Macau (CityU Macau) has developed an academic quality assurance system to facilitate the smooth functioning academic quality assurance (QA) activities. The system is built on the basis of existing good practices, has consolidated these into a hierarchy of actions and procedural guidelines. It deals with degree programmes and foundation programmes. Appendix A depicts the structure of the QA system.

1) Responsibility of University Academic Committee to Academic Quality Assurance

According to the Order of the Secretary for Social Affairs and Culture No. 111/2019 – Charter of the City University of Macau, the University Academic Committee is responsible for all academic affairs of the University, including academic quality assurance activities. The academic quality assurance activities include:

1. To make recommendations on the formulation, revision, and revocation of academic regulations of the University and submitting them to the University Council for approval;
2. To make recommendations on the establishment, merger, modification, and revocation of the academic units of the University and submit them to the University Council for approval;

3. To make recommendations on the establishment, modification and revocation of programmes offered by the University and submit them to the University Council for approval;
4. To approve the recommendations by the academic units of the University to award degree and academic certificates of the offered programmes;
5. To approve regulations of academic programmes offered by the University, including the duration of academic programs, the review of doctoral and master's dissertations, the calculation of credits and the regulations of quality assurance on teaching and learning, and analyse relevant execution reports, after listening to the opinions of necessary authorities as required by law;
6. To make recommendations to the Rector on the submission and defence time of doctoral theses, master's theses, project reports, or internship reports of which submission and defense is suspended;
7. To approve the recommendations on the University's quality assurance assessment, academic development, academic title recognition and promotion, and be briefed on the implementation reports;
8. To grant equivalence to programs, periods of study, subjects or curricular units of the study plan of higher education programs for the purpose of pursuing further studies;
9. To give opinions on any university affairs at the request of the University Council, its Standing Committee or subcommittees;
10. To approve the draft revision of the Charter of the City University of Macau in accordance with the provisions of Article 29 of the Charter;

11. To exercise other functions conferred by the Charter of the City University of Macau and regulations adopted in accordance with the Charter.

1. Task Force on Teaching and Learning Ad Hoc Group

The Task Force on Teaching and Learning Ad Hoc Group is responsible to the University Academic Committee and strictly carries out the tasks authorized by the University Academic Committee.

1.1 Areas of Responsibility:

- To review and approve the teaching reform plans by academic units;
- To review the teaching rules and regulations in force and propose amendments or additions;
- To perform the duties of the Examination Committee and review dispute cases concerning examination related activities;
- To perform the duties of the Teaching Disciplinary Committee and review teaching incidents and disciplinary-related cases;
- To Take overall responsibility for the training related to teaching and learning, and teaching and learning reform.
- To undertake other matters required by the University Academic Committee.

1.2 Members:

Leader (one person): the university leader in charge of teaching and academic affairs;

Members: selected amongst the members of the University Academic Committee;

Secretary (one person): appointed by the group leader, but not eligible to vote.

2. Joint Committee on Application Review for New/Revised Programmes

The Joint Committee on Programme Establishments and Amendments is the executive body of the University Academic Committee, assisting in reviewing in advance the application documents for new programme establishments or amendments of existing programme from faculties and institutes for the purpose of programme quality assurance.

2.1 Areas of Responsibility:

- To review the application documents for new programme establishments or amendments of existing programme, and make recommendations to the University Academic Committee;
- To consider the applications for new programme establishments or amendments of existing programmes.

2.2 Members:

Chairman (one person): the university leader in charge of teaching and academic affairs;

Members: the university leader in charge of admissions affairs, the university leader in charge of human resources, the university leader in charge of financial affairs, the university leader in charge of resources and facilities, the head of the Academic Affairs Office/Graduate School, the director of the Office for Quality Assurance of Teaching and Learning, and the dean or head of the faculty/institute to which the new programme establishments/amendments belongs;

Invited participants: if necessary, the chairman may invite members to attend meetings, who may speak but without the right to vote;

Secretary (one person): appointed by the university leader in charge of academic affairs, but not eligible to vote.

2) Responsibility of Faculties and Institutes in regard to Academic Quality Assurance

Faculties and institutes are expected to play an important role in different processes in the academic quality assurance system. The Deans of faculties and institutes are responsible for all academic quality assurance in the faculties/institutes through their leadership role. Each dean or head of faculty/institute should nominate at least one faculty member at the level of associate dean of the respective faculty/institute to monitor and oversee the implementation of the academic quality assurance activities and procedures in the faculty/institute.

1. Faculty/ Joint Academic Committee

The Faculty/Institute Academic Committee and the Joint Academic Committee are mainly responsible for monitoring and supervising the implementation of academic quality assurance activities governing development and management of programmes and courses delivered by the faculty/institute.

1.1 Areas of Responsibility:

- To review and approve the content of teaching and academic development and related rules, regulations, policies, and reform measures in the faculty/institute's development strategy;
- To review the establishment, admendment, or revocation of programmes offered by the faculty/institute;
- To review applications for the appointment of new full-time teachers, renewal of appointments and promotion of teachers in the faculty/institute;

- To review the qualifications of part-time teachers appointed by the faculty/institute;
- To review the qualifications of part-time postgraduate theses supervisors of the faculty/institute;
- To review the qualifications of visiting professors, advisory professors, and honorary professors to be appointed by the faculty/institute;
- To review and approve the qualifications of graduates of degree/diploma programmes at all levels.

1.2 Members:

Chairman (one person): Dean or Head of the faculty/institute;

Members: Associate Dean/ Executive Associate Dean, Programme Coordinators of the faculty/institute, Head of the faculty/institute/centre, Heads of related institutions, and teacher representative at the level of assistant professor or above (appointed by the Dean);

Invited Participants: if necessary, the chairman may invite up to three members to attend meetings, who may speak but without the right to vote;

Secretary (one person): an administrative staff member of the faculty/institute, who is not eligible to vote.

2. Responsibility of the Faculty/Institute Programme

Quality Assurance Committee

The Faculty/Institute Programme Quality Assurance Committee is a branch of the Faculty/Joint Academic Committee, mainly assisting the committee in programme development and quality assurance.

2.1 Areas of Responsibility:

- To discuss the suggestions and opinions of students, faculty members and academic and external industry representatives on programme quality assurance;
- To implement the teaching quality assurance policies of the faculty/institute and analyse the monitoring results;
- To evaluate the teaching quality of faculty members;
- To recommend candidates for programme quality assurance to the faculty/institute.
- To provide necessary training on job content and regulations for the external industry representatives, student representatives and the faculty academic staffs who are participating in the committee for the first time.

2.2 Members:

Leader (one person): Dean or Head of the faculty/institute;

Ex-officio members: Associate Dean/Executive Associate Dean, Programme Coordinators of the Faculty/Institute, Head of the Faculty/Institute/Centre, Heads of related Institutions, teacher representative of the Faculty/Institute, industry representatives, external

academic representatives of similar programmes, and student representatives from all programmes;

Secretary (one person): an administrative staff member of the faculty/institute, who is not eligible to vote.

The Faculty/Institute Programme Quality Assurance Committee should hold a meeting at least once a year as required and discuss the following 9 topics at the meeting of the Faculty/Joint Academic Committee held at each academic year:

- (1) Student Enrolment;
- (2) Teachers and Teaching Quality;
- (3) Programme Structure and Curriculum;
- (4) Programme Management;
- (5) Student Assessment and Performance;
- (6) Learning Environment, Teaching Resources, and Support Services of Learning Centres and/or Laboratories;

In the same committee meeting, the Faculty/Joint Academic Committee will discuss and approve (if applicable):

- (7) Follow-up Action taken;
- (8) Action Planned;
- (9) Good Practices.

3. Responsibilities of Office for Quality Assurance of Teaching and Learning

The Office for Quality Assurance of Teaching and Learning is the main department that oversees quality assurance in teaching and learning at the University. It serves as the secretariat for quality assurance, such as the

Institutional Quality Audit (IQA). It assists the University in developing initial proposals concerning academic quality assurance policies and mechanisms of programmes.

3.1 Areas of Responsibilities

- To assist in the “Institutional Quality Audit” (IQA) for the University and the ”Programme Review” for faculties;
- To organise activities such as the “Subject External Review” of degree programmes and the student satisfaction survey;
- To provide interpretation services and organize necessary training for staff in relevant departments in terms of regulations and procedures related;
- To assist the Faculty/Institute Programme Quality Assurance Committee to carry out relevant training.

Chapter 3 Programme Monitoring

The academic quality assurance procedure of CityU Macau aims to ensure and enhance the quality of teaching and learning through careful assessment of all programme proposals, regular monitoring of the delivery and academic standards of programmes and disciplines, and periodic review of programmes.

1) Overall Objectives

Once a programme is offered to students, the faculty is required to systematically monitor the quality of programme delivery and the learning outcomes achieved by students. Programme monitoring includes continuous review, consolidation and analysis of feedback from students, teachers and external parties and, in case of programme amendments (major or minor), the advice from the University Academic Committee. After confirming the results of the analysis, the faculty shall promptly follow up on the relevant work with a view to enhance the strengths, address the weaknesses, update the programme's content on time, and strengthen support for teaching. The Faculty/Joint Academic Committee shall closely monitor the programme's operation to ensure that the quality of delivery and learning outcomes is maintained at a high level and that problems are dealt with promptly and effectively.

1. Faculty/ Joint Academic Committee and Faculty/Institute Programme Quality Assurance Committee

The University is responsible for regularly monitoring the quality of each degree programme to monitor the academic quality of the programmes

continually. The Faculty/Joint Academic Committee and its Faculty/Institute Programme Quality Assurance Committee should pay special attention to the monitoring of each programme and provide academic advice and recommendations as appropriate.

Terms of Reference

1. To ensure the maintenance of overall academic standards of the programmes generally, and to review and give advice on the teaching and learning processes regularly, with particular in the following aspects:
 - the admission criteria and selection procedures;
 - the programme structure, content, delivery and assessment;
 - the criteria for appointment of teacher(s) on the programme (under the University's criteria for appointment of teachers);
 - the criteria for appointment of external examiner(s);
 - the student and teacher feedback on the programme quality and the teaching and learning processes;
 - any other matters of academic concern.
2. To consider and give approval the “Programme Amendment Proposal”, which proposes to amend the content of a former/existing programme, and the “Programme Establishment Proposal”, which proposes to establish a new degree programme.
3. To consider and give approval or otherwise for programme modification on subject-related issues.
4. To discuss the monitoring activities of the programmes for the previous/current academic year and for each programme coordinator to report to the Faculty/Joint Academic Committee. The following categories shall be standing items on the agenda:
 - (1) Students enrolment;

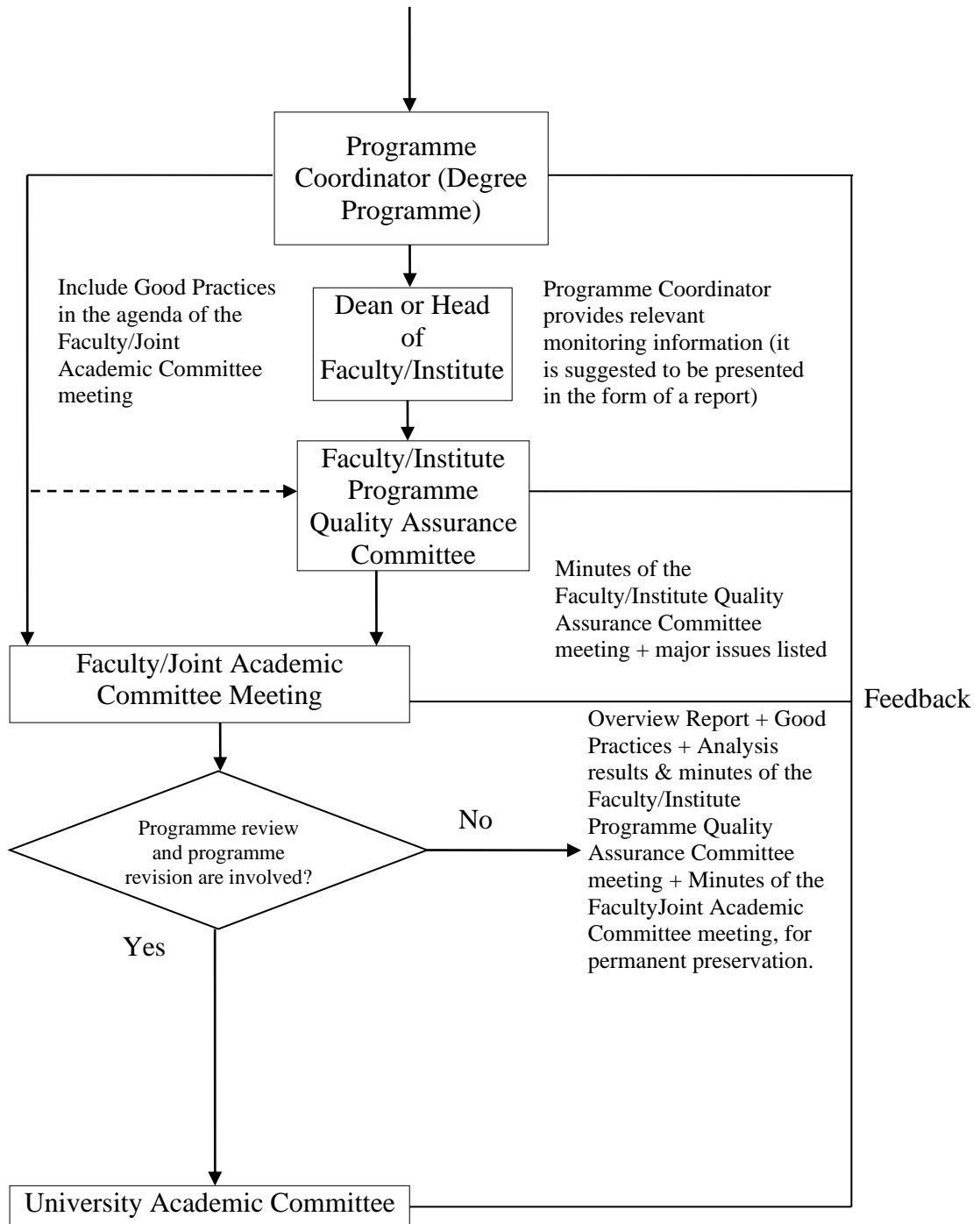
- (2) Teachers and teaching quality;
- (3) Programme structure and curriculum;
- (4) Programme management;
- (5) Collection of a full set of teaching materials for courses in the academic year (including course outline, teaching material, teaching schedules, PowerPoint slides and video materials, assignments for students, samples of exam papers, etc.);
- (6) Student assessment and performance;
- (7) Evaluation of teachers' teaching;
- (8) Learning environment, teaching resources, and support services of learning centres and/or laboratories;
- (9) Follow-up action taken;
- (10) Action planned;
- (11) Good practices.

2) Monitoring Activities

Faculties/Institutes are responsible for regularly monitoring programme management, quality of teaching and learning, and student achievements. It is recommended that multiple formal and informal ways can be gathered students' and teachers' views, and monitor the programme delivery and the programme's academic standards accredited by external accreditation during the academic year. The programme coordinator should collate the collected data, and the Faculty/Institute Programme Quality Assurance Committee should analyse this data and report to the Faculty/Joint Academic Committee. If a major incident is identified in programme operation and a decision needs to be made, it should be reported to the university leader in charge of academic affairs in the first instance. If further decision-making is required, the dean or head of the

faculty/institute shall send a representative to make a presentation and the University Academic Committee will vote on the decision.

Reporting Procedures for Programme Monitoring



Chapter 4 Programme Review

Programme review is of great significance for the University to ensure that programmes remain up-to-date and understand their strengths and weaknesses, which can continue to enhance and develop effectively to ensure the quality of higher education. It is a quality assurance mechanism that shall be implemented in conjunction with programme monitoring.

1) Overall Objectives

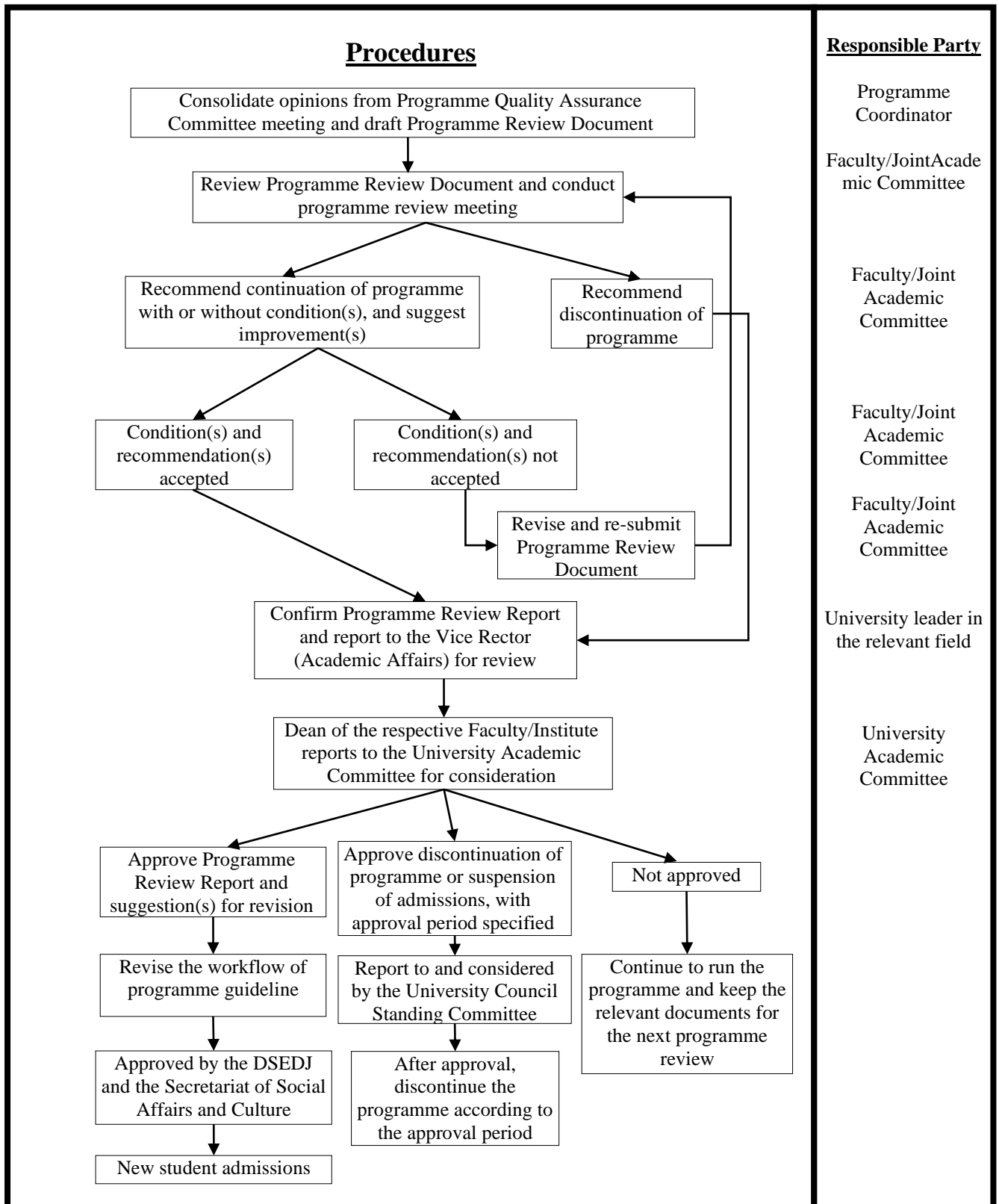
The programme review is an opportunity to integrate outstanding issues and revisions to the programmes, and provide the University with an overview of its programmes to examine the effectiveness of programme monitoring and conduct a full-scale evaluation of the programmes for further development and quality improvement.

2) Timing of Programme Review

The first review for degree programmes shall normally be completed within at least seven years after the programme is launched, before the end of the seventh academic year at the latest. It is reviewed every seven years after that. The process for programme review shall begin one year before the end of a 7-year review cycle or one year before the end of the approval period, whichever is earlier. The review report shall be submitted to the University Academic Committee at least six months before the end of the review cycle, in order to allow sufficient time for revision of the programme after the review and before the admission of students. If necessary, the review may be brought forward. The programme review shall be considered completed upon the completion of

the Macao Higher Education Quality Evaluation Programme Review
before the review cycle expires.

Procedures for Programme Review



During the programme review, if the programme proposed changes involve re-titling of the programme, discipline, study plan, study mode and credits, mode of delivery, and medium of instruction, they shall be implemented in accordance with the “City University of Macau’s Guidelines for Programme Establishments and Amendments”.

The detailed procedures are as follows:

Programme Review Document

The Programme Review Document should summarise the following key points:

1. An overall evaluation and highlights of academic and professional values and merits, including:
 - (1) A summary of programme monitoring activities during the review period;
 - (2) Statistical data analysis report on student admission application, students admitted, student assessment and graduation, placement and teaching quality of faculty member.
2. Review of the revisions made since the last review/ within a 7-year review cycle, including:
 - (1) students’ and teachers’ and/or employers’ feedback, and the corresponding follow-up report;
 - (2) A summary of the external review report, and the corresponding follow-up report;
 - (3) A summary of the opinions of the Faculty/Joint Academic Committee and faculty staff, and the corresponding follow-up report;

- (4) Significant developments in the professions or industries related to the discipline that may have an impact on the programme;
- (5) A critical evaluation of the syllabus, key issues and developments of the programme.

Appendix A Structure of the Academic Quality

Assurance System

