


Continuous Education Center Process

Process Definition



© 2018 ISHIK UNIVERSITY ALL RIGHTS RESERVED

doi: [10.23918/qms.oprp3](https://doi.org/10.23918/qms.oprp3)

| | | | | |
|-----------------------------------------------------------------------------------|-------------------------------------------------------|-------------------|--------------------|----------------------|
|  | Continuous Education Center Process Definition | | Document No | IU.QM.PR.070E |
| | | | Issue Date | 01-011-2017 |
| | | | Revision No | 01 |
| | Unit | QMS Office | Page No | Page 2 of 5 |

1. SUMMARY

- 1.1. This document defines the Process of the Continuous Education Center in details.
- 1.2. The relationship between this process and the other processes within the Ishik University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM].

2. REVISION AND APPROVAL

This procedure is prepared, reviewed and approved as follows.

| Prepared by | Reviewed by | Approved by |
|------------------|--------------|--------------------|
| | | |
| Rasha Alkabbanie | Hasan Garbuz | Dr. Mehmet Ozdemir |

| # | Date of Issuance | Ver. | Validity | Description of Change | Prepared by | Reviewed by | Approved by |
|---|------------------|------|----------|------------------------------------------------------------------------|------------------|--------------|--------------------|
| 1 | 15/05/2015 | 0 | 3 years | Original Release | Rasha Alkabbanie | Hasan Garbuz | Dr. Mehmet Ozdemir |
| 2 | 01/11/2017 | 1 | 3 years | The format has been changed, other items has been added to the content | Rasha Alkabbanie | Hasan Garbuz | Dr. Mehmet Ozdemir |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

3. PROCESS DEFINITION

- 3.1. The purpose of this process is to provide educational services in different fields for the society.

4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in the "Quality Objectives of Ishik University" document.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the "Quality Objectives of Ishik University" document.

| | | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------|-------------------|--------------------|----------------------|
|  | Continouse Eduction Center Process Definition | | Document No | IU.QM.PR.070E |
| | | | Issue Date | 01-011-2017 |
| | | | Revision No | 01 |
| | Unit | QMS Office | Page No | Page 3 of 5 |

4.3. The targets of each objective are determined in October of every academic year.

4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

| Quality Objective | Key Performance Criteria (KPI) | Other process contributes to the final target |
|-------------------------------------------------------------------|--------------------------------|-----------------------------------------------|
| O3-Increasing number of applicants registering in the CEC courses | Number of registrars | None |
| O4-Increasing the popularity of CEC | Number of demanded courses | None |

5. PROCESS OWNERS AND RESPONSIBLE PARTIES

5.1. The owner of this process is the **Director of Ishik University Continues Education Center (IUCEC)**

5.2. **All Staff of IUCEC** will ensure proper fulfillment of the requirements of this process.

5.3. The **Vice-President for Academic Affairs** will ensure proper resources are provided for this process.

6. TYPICAL PROCESS INPUTS AND RESOURCES

6.1. Technical Information Needed:

- Demands for training courses.
- Market and academia needs (regarding training courses)

6.2. Resources/Facilities and Techniques needed:

- Professional Software (s) for the technical training courses (like Photoshop, 3dmax, AutoCAD....)

6.3. Resources/Personnel needed:

- Teachers.

6.4. Special training needed

- None.


7. SUP-PROCESSES WITHIN THIS PROCESS:

- Advertising The Courses
- Registration in The Courses
- Assigning Teachers for the Courses
- Issuing A Certificate In The Continuous Education Centre

8. TYPICAL PROCESS OUTPUTS

8.1. Service produced:

- Training Courses.

| | | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------|-------------------|--------------------|----------------------|
|  | Continouse Eduction Center Process Definition | | Document No | IU.QM.PR.070E |
| | | | Issue Date | 01-011-2017 |
| | | | Revision No | 01 |
| | Unit | QMS Office | Page No | Page 4 of 5 |

8.2. Documents produces :

- None.

8.3. Records produced:

- CEC Application Form (IU.QM.FR.385)
- Student Information Form (IU.QM.FR.387)

9. RELATED RISKS AND OPPORTUNITIES

| Risk | Likelihood | Severity | Assessment Method | Mitigation |
|------------------------------------------------------------|--------------------------|----------|-------------------|--------------------------------------|
| Reduction in the amount of demands for opening new courses | Somewhat likely to occur | High | None | More effective and smart advertising |


10. STEPS

10.1 For sub-process: Advertising The Courses

1. The Head of IUCEC asks the Courses Coordinator to prepare the text of announcement.
2. The Admin Assistant prepares the text in English, Kurdish and Arabic.
3. Courses Coordinator posts the announcements into University's Webpage and/or other media platforms.
4. For some cases, the coordinator of courses informs the staff about the opportunity to join the courses through internal communication.

10.2 For sub-process: Registration in The Courses

1. The applicant visits the Courses Coordinator Office and fills up the CEC Application Form (IU.QM.FR.385).
2. The applicant has to provide some Document (2 Personal Photos, copies of his/her ID Card or Passport).
3. The coordinator advises the applicant to fill up the Student Information Form (IU.QM.FR.387).
4. The applicant contacts the Accountant and pays the Course Fees; the Accountant gives them a Payment Notification Letter.
5. The applicant gives the Notification Letter to the Courses Coordinator who inserts the applicants name in the registration list.
6. The Course Coordinator informs the applicant to make the Placement Exam.
7. The teachers related to the course score the exams and determine the class levels according to the scores.

| | | | | |
|-----------------------------------------------------------------------------------|------------------------------------------------------|-------------------|--------------------|----------------------|
|  | Continouse Eduction Center Process Definition | | Document No | IU.QM.PR.070E |
| | | | Issue Date | 01-011-2017 |
| | | | Revision No | 01 |
| | Unit | QMS Office | Page No | Page 5 of 5 |

8. The Course Coordinator contacts the applicants and has a meeting with them to discuss the suitable time & date of their classes.

10.3 For sub-process: Assigning Teachers for the Courses

1. The Director of IUCEC contacts the Deans of Faculties in the university according to the needed specialization to ask for instructors that can teach in the planned courses (i.e..... if there is a need for an English Language Instructor; he/she contacts the Dean of Education Faculty).
2. The Dean of the Faculty contacts the Head of Department in his/ her faculty asking him/her to nominate a Teacher suitable for teaching in that course.
3. The head of department discusses the offer with the lecturer
4. If the lecturer accepts the offer, Head of Department sends his/her name to the Director of IUCEC.
5. The coordinator of IUCEC officially assigns the lecturer to be a course instructor.
6. In the case of lack of professionals in the area of the course, the center announces this as a job vacancy in the webpage and media platform.