## OFFICE OF THE CHANCELLOR

24 April 2025

MEMORANDUM NO. ECLV-25-017

| | | |
|---|---|---|
| FOR | : | Deans, Directors, and Heads of Units |
| SUBJECT | : | Revision of the Policy on the Selection, Tenure, Terms of Reference, and Entitlements of Quality Assurance Officers in UP Diliman |

---

The approval of the Board of Regents of the Quality Assurance (QA) Policy of the UP System during their 1370th meeting affirms the commitment of the university to meeting standards of academic excellence in higher education.[1]

Degree-granting units (DGUs) are enjoined to participate in QA activities to improve academic performance and assure the stakeholders of UP that our educational program offerings remain relevant and that support services are responsive to academic program requirements.

The findings from these QA activities also serve as a basis for the UP administration to evaluate requests for additional resources and to grant institutional incentives and awards. A mechanism to implement these QA activities is institutionalized through the UP QA System. This system includes the engagement of QA Officers at the College and DGU-level[2] who will be principally responsible for assisting their respective unit heads in planning, executing, monitoring, and evaluating QA activities.

In view of their evolving role and with the intention of being consistent with the revised Administrative Load Credits (ALC) approved last October 2022, the policies and terms of reference for QA Officers stated in Memorandum No. FRN-23-007 are revised accordingly. Please refer to the attachment for guidance.

EDGARDO CARLO L. VISTAN, II
Chancellor

*Attachments:*
*-Revised Policy on the Selection, Tenure, Terms of Reference, and Entitlements of Quality Assurance Officers in UP Diliman*
*-Memorandum No. FRN-23-007*

---

[1] Memorandum No. OVPAA 2022-66: The UP Quality Policy. An electronic copy of the memorandum may be accessed here.
[2] For the purpose of this policy, DGU-level pertains to academic units under the guidance of the lead academic unit head. (e.g. departments, institutes, centers, and/or programs reporting directly to a Dean)

**Policy on the Selection, Tenure, Terms of Reference, and
Entitlements of Quality Assurance Officers in UP Diliman**
*(2nd revision, effective January 1, 2025)*

1. **Policy on the selection of QA Officers**

   In recognition of the duties and responsibilities of QA Officers, a tenured faculty member or a faculty member on the tenure track with a minimum rank of Assistant Professor shall be appointed to the role.

2. **Policy on the tenure of QA Officers**

   The appointed QA Officer serves a term of one year to three years, co-terminus with the appointing Dean or Department Chairperson/Institute Director. They may be reappointed to the position per the determination of the current Dean or Department Chairperson/Institute Director.

3. **Terms of Reference for QA Officers**

   3.1. **Terms of Reference for College QA Officers**

   3.1.1. In coordination with the Dean, set a mechanism for formally engaging college administrators and QA Officers in the Departments and/or Institute/s in QA activities such as, but not limited to:

   3.1.1.1. Collection of data for QA reports

   3.1.1.2. Identifying resources that can be pooled for QA activities

   3.1.1.3. Coordination for external review/assessment/accreditation activities

   3.1.1.4. Documentation and sharing of good practices for QA among all college stakeholders

   3.1.2. In coordination with the Dean and relevant college stakeholders, set QA goals for the term of the college administration that are consistent with the strategic directions of UP Diliman and the UP System.

   3.1.3. In coordination with the Dean and relevant college administrators, lead in planning and implementing QA activities that are responsive to the QA goals identified at the college level.

   3.1.4. Spearhead the monitoring and evaluation of QA activities, including existing measures of effectiveness (i.e. Performance Budget Management System, UP Feedback Survey results, UPD Client

Assistance and Response System) impacting defined QA targets, and others identified by the College, UP Diliman, and the UP System;

3.1.5. Identify funding sources for QA-related initiatives at the college level and assist departments/institutes in accessing funds from other sources in the university, as appropriate.

3.1.6. Lead college-level Institutional QA activities (IQA) including, but not limited to:

    3.1.6.1. The collection, consolidation, and maintenance of college-level data necessary for the completion of IQA reports from relevant offices of the college.

    3.1.6.2. Ensure the Department/Institute's compliance with the IQA reportorial requirements such as but not limited to:
- Internal Assessment and Development System (iAADS) Report
- Post-iAADS Report
- Self-Assessment Report (SAR)
- Benchmarking Reports

    3.1.6.3. Review of IQA reports from Departments/Institutes to identify opportunities for improvement and assist Departments/Institutes in identifying activities to address gaps.

3.1.7. Lead in Program-level QA (PLQA) activities including, but not limited to:

    3.1.7.1. The collection, consolidation, and maintenance of college-level and university-level data necessary for the completion of External QA (EQA) module submissions to the QA Portal[3].

    3.1.7.2. Ensure timely submission of Department/Institute of EQA module reports in preparation for external review/assessment/accreditation.

    3.1.7.3. Review results of post-external review/assessment/accreditation activities of Departments/Institutes and assist these units in crafting improvement plans that are responsive to the

---

[3] OVPAA Memorandum No 2024-22 with subject, "Launch of the External Quality Assurance (EQA) Module of the new QA Portal" describes the QA Portal as a centralized online platform that integrates the UP IQA (iAADS) and EQA Modules. Access an electronic copy of OVPAA Memorandum No 2024-22 here. The QA Portal may be accessed through this URL: https://qaportal.up.edu.ph/

recommendations of the external reviewers/assessors/evaluators.

3.1.8.    Disseminate all QA-related information, memoranda, and announcements released by the UP System QA and UPD Quality Assurance Office throughout the College.

**3.2.    Terms of Reference for Department/Institute QA Officers**

3.2.1.    In coordination with the Department Chairperson/Institute Director, set a mechanism to formally identify internal and external stakeholders of the Department/Institute and engage them in QA activities such as, but not limited to:

3.2.1.1.    Collection of data for QA reports (e.g., feedback surveys, employer surveys, etc.)

3.2.1.2.    Identifying resources for QA activities

3.2.1.3.    Sharing of good practices for QA among all Department/Institute stakeholders

3.2.2.    Serve as the Department/Institute point person for all QA activities.

3.2.3.    In coordination with the Department Chairperson/Institute Director and other relevant administrators, prepare QA reports for prompt submission to the appropriate QA reporting mechanism.

3.2.4.    Coordinate all QA-related activities in the Department/Institute including, but not limited to:

3.2.4.1.    Collection and consolidation of relevant data for the accurate and timely submission of QA reports (PBMS, Rankings Data, iAADS, post-iAADS, SAR, etc.) in coordination with the Department Chairperson/Institute Director and other relevant stakeholders.

3.2.4.2.    Implementation of EQA activities including the periodic assessment/review/accreditation of degree programs at the undergraduate and graduate level in coordination with the Department Chairperson/Institute Director and College QA Officer.

Approved:

Edgardo Carlo L. Vistan, II
Chancellor
April 24, 2025

3.2.5.    Assist the Department Chairperson/Institute Director in the conduct of post-IQA and post-EQA activities to craft, implement, and monitor measures and activities to address areas of improvement identified from the different QA programs, activities, and projects (PAPs).

3.2.6. Disseminate all QA-related information, memoranda, and announcements released by the UP System QA, UPD Quality Assurance Office, and College to all members of the department/institute.

## 4. Entitlements of QA Officers

4.1. The following recommendations shall guide the determination of entitlements of QA Officers:

4.1.1. In compliance with Memorandum No. OVCAA MTTP 22-077: Guidelines on Administrative Load Credits[4], College QA Officers shall be given three (3) units of administrative load credit (ALC). Note that only the combined TLC + ALC units (the latter to be covered by an official appointment) in excess of 12 units is subject to overload pay.[5]

4.1.2. If the faculty member appointed to the QA role holds another administrative position, the total ALCs granted to the faculty for all administrative positions should not exceed six (6) units.

4.2. The Department Chairperson/ Institute Director may appoint up to three (3) Department/Institute QA Officers. The three-unit ALC shall be allotted pro-rated based on the level of effort among the appointed Department/Institute QA Officer/s.

Approved:

Edgardo Carlo L. Vistan, II
Chancellor
April 24, 2025

---

[4] Pursuant to Memorandum No. OVCAA MTTP 22-007: Guidelines on Administrative Load Credits. The memorandum may be accessed from the Office of the Vice Chancellor for Academic Affairs website here.

[5] Please see 'Section A. Faculty Load Credit' of the Administrative Load Credits Committee Progress Report as of 23 December 2021 here. A link to this report can also be found in Memorandum No. OVCAA-MTTP 22-077.

**UNIVERSITY OF THE PHILIPPINES**
DILIMAN                    QUEZON CITY

VoIP TRUNKLINE: 981-8500  LOCAL: 2558, 2556
DIRECT LINE: (632) 929-5401, (632) 927-1835
FAX: (632) 928-2863
E-MAIL: chancellor.updiliman@up.edu.ph

## OFFICE OF THE CHANCELLOR

17 February 2023

MEMORANDUM NO. FRN-23-007

TO          :        Deans, Directors, and Heads of Units

SUBJECT     :        Policy on the selection and Terms of Reference for Quality Assurance
                     Officers for UP Diliman

_____

The approval of the Board of Regents (BOR) of the Quality Assurance (QA) Policy of the UP System affirms the commitment of the university to meeting standards of academic excellence in higher education.[1]

Degree-granting units (DGUs) in the university are enjoined to participate in internal quality assurance (IQA) and external quality assurance (EQA) activities that will help improve the DGUs academic performance and operational efficiency. These IQA and EQA activities also serve as a basis for the UP Administration to evaluate requests for additional resources and grant institutional incentives and awards.

A mechanism to implement these IQA and EQA activities is now institutionalized through the UP QA System. This system includes the engagement of QA Officers at the College and DGU levels who will be principally responsible for assisting their respective unit heads in implementing QA activities.

Appended in this email is the policy for the selection of QA Officers and their respective Terms of Reference for QA Officers for your compliance.

Thank you for your continued support for QA initiatives of UP Diliman.

FIDEL R. NEMENZO, D.Sc.
Chancellor

---

[1] Memorandum No. OVPAA 2022-66: The UP Quality Policy

**Annex 1: Policy on the Selection and Tenure of QA Officers**

In recognition of the duties and responsibilities of College QA Officers and Department/Institute QA Officers, it is recommended that a tenured faculty with no appointed administrative position be designated for the position. This will also protect the faculty from having any conflict of interest while enforcing the QA mandates of the position.

The appointed College QA Officer and Department/Institute QA Officer shall serve a term of three (3) years and will each be given a 3-unit Administrative Load Credit (ALC) that is not subject to overload. This entitlement will be computed against the maximum ALC allotted to the college, and the annual ALC allowed for a faculty member. The College Dean and Department Chairperson/Institute Director may appoint more than one QA Officer. The 3 unit ALCs will be allotted pro-rated based on level of effort among the appointed QA Officers.

In the event that the ALCs to be granted to the College QA Officers and Department/Institute QA Officers exceed the allotment of the College and/or the faculty member, as vetted by the Vice Chancellor for Academic Affairs (OVCAA), the Dean of the College may request for honoraria for the concerned College QA Officer and/or Department/Institute QA Officer in the amount of Php 2,500.00 per month for 3 ALC units or pro-rated according to ALC units assigned to more than one QA officer. This request shall be addressed to the Chancellor and coursed through the UP Diliman Quality Assurance Office Director. The request will be reviewed and granted subject to the availability of funds.

APPROVED:

FIDEL R. NEMENZO, D.Sc.
Chancellor 17 February 2023
U.P. Diliman

**Annex 2: Terms of Reference of College QA Officers**

1.  Set college-level QA goals for the short-term (3 years), medium-term (6 years) and long-term (9 years) in line with the goals set by the College QA Unit/Committee;

2.  Spearhead the implementation of the System, UPD, and College QA initiatives;

    2.1. Identify funding sources for QA-related initiatives at the College level and assist Departments/Institutes in accessing funds from other sources in the university (e.g., Academic Program Improvement Fund, etc.)

    2.2. Lead college QA committee-level IQA activities:
        2.2.1. Enforce Department/Institute compliance with the Internal Assessment and Development System (iAADS) Report submissions.
        2.2.2. Consolidate and review results of the iAADS Report and the Self-Assessment Report (SAR) of Departments/Institutes to identify opportunities for improvement and assist in the planning of activities to address gaps.[2]
        2.2.3. Enforce Department/Institute compliance to the submission of the Post-IAADS Report or 3-year Strategic Plans

    2.3. Lead in the college committee-level EQA activities
        2.3.1. Enforce Department/Institute compliance with SAR submissions
        2.3.2. Review Department/Institute SAR in preparation for external assessment.
        2.3.3. Consolidate and review results of post-external assessment activities of DGUs and assist DGUs in planning and executing improvement plans as suggested by the external assessment bodies

3.  Disseminate all QA-related information, memoranda, and announcements released by the System QA and UPD-Quality Assurance Office throughout the College.

APPROVED:

FIDEL R. NEMENZO, D.Sc.
Chancellor 17 February 2023
U.P. Diliman

---

[2] Assistance can come in the form of referring DGUs to offices within UPD (e.g., the UPD Quality Assurance Office, the Diliman Information Office, offices of the Vice Chancellors and their sub-offices, etc)

**Annex 3: Terms of Reference for Department/Institute QA Officers**

1. Serve as the Department/Institute point person for all QA activities.;

2. Enforce compliance with QA submissions, activities, and other QA programs;
   2.1. Ensure the adoption of the UPD Quality Management System in the Department/Institute. Document policies, processes, and procedures of the Department/Institute in the QA Manual and ensure that this is regularly updated and disseminated to all stakeholders.
   2.2. Coordinate and document all QA-related activities in the DGU and ensure that the degree program/s are quality-assured.
   2.3. Work with the Department Chair/Institute Director and other stakeholders in drafting, consolidating data, and timely submission of iAADS, SARs, and other QA-related submissions.
   2.4. Assist the DGU Chairperson/Director in the conduct of post-assessment activities (internal and external), and propose measures to address areas of improvement identified through the assessment activities they carried out.

3. Implement QA initiatives and disseminate all QA-related information, memoranda, and announcements released by the System QA, UPD-QAO, and College Unit/Committee to all members of the Department/Institute.

APPROVED:

FIDEL R. NEMENZO, D.Sc.
Chancellor 17 February 2023
U.P. Diliman