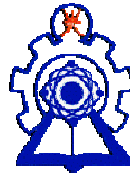


**HIGHER COLLEGE OF TECHNOLOGY**  
**Department of Applied Sciences**



**OPERATIONAL PLAN**

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**September 2009 – June 2010**

Approach			Deployment				Review	Improvement Action
			Key Performance Indicator (KPI)					
Goal	Subgoal	Strategies / Implementation Steps	Indicator	Measure	Target	Responsibility		
<b>Domain: Governance and Management</b>								
We will provide excellent governance and administration, and transparency and act at all times according to strong ethical principles	Help establish a College System for Strategic and Operational Planning by preparing a feasible Operational plan for the Department	Meet with the HoSes, Coordinators, Representative of the Lecturers, Representative of the Laboratory Technicians and QA Officer of the Department  Identify the critical issues in the department based on the areas and goals set in the Strategic Plan of the College,	A well prepared Operational Plan	80% of the Operational Plan has been implemented	100% implementation of the Operational Plan	HOD HOS		
	Establish framework that will govern the major activities of the department	Convene the HoSes and Coordinators  Discuss, deliberate, finalize the activities of the department for the academic year  Prepare a one year activity plan for the department	A well prepared activity plan of the department	Evaluation of the implementation of the activity plan	100% implementation of the activity plan	HOD, HoSes Coordinators		
	Establish policies and procedures concerning all	Require all HoSes and Coordinators to review, enrich and finalize the policies and procedures of	Policies and Procedures of each section are submitted	Approval of the Policies and Procedures by	A sub-manual or Office Manual that contains the	HoSes Coordinators		

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	aspects of the Department of Applied Sciences	<p>their section</p> <p>Establish the department's Policies and Procedures. Each section in the department must submit their policies and procedures to the QA Officer of the Department who will collate and seek approval from the HOD</p> <p>Prepare a submanual of the Department of Applied Sciences</p>	to the QA Officer of the Department	the HOD	policies and procedures of the Department of Applied Sciences. Pertinent information about the department may also be included in the sub-manual	QA Officer		
	Clearly set out roles and responsibilities	<p>A procedure on the designation of roles and responsibilities should be established and included in the submanual or Office Manual of the Department</p> <p>Designation given to anyone should be done officially with well-defined duties and responsibilities</p>	Procedure on designation of duties and responsibilities has been established	Designations given to staff members are coupled with well-defined duties and responsibilities	All staff given designation received clearly set-out roles and responsibilities	HOD		
	Help ensure information is	Review the policy and procedure on information	All staff members	Policy and procedure on	100% of the staff including	HOD		

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	documented and disseminated properly	documentation and dissemination of the College  Send to all staff the policy and procedure on information documentation and dissemination	receive in their e-mail and have read the policy and procedure on information documentation and dissemination	information documentation and dissemination is strictly followed by all staff	the head of sections and the Department follow the policy and procedure on information documentation and dissemination			
	Submit an annual self-assessment report to the Dean	Require all HoSes and Coordinators to submit an annual self-assessment report a month before the end of the academic year  Collate the assessment report of the HoSes and coordinators and prepare an annual assessment report to be submitted to the Office of the College Dean	Assessment Report is prepared and ready to be submitted	A well prepared Assessment Report is submitted to the Dean on time	Inform the Dean of the status and development in the Department of Applied Sciences	HOD		
	To study an income – generating scheme and	Conduct an inventory and evaluation of the material resources of the Department and of the	An inventory list of resources that can be used for	HoSes and some staff experts have identified	100% implementation of the income	HOD, HoSes		

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			<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
	apply such scheme as appropriate	professional expertise of the staff, respectively and identify possible means of sourcing out funds  Prepare an income generating project proposal	income generating projects has been prepared	possible income generating projects where the material and human resources can be tapped by preparing an income generating project proposal	generating project proposal			
	Help improve health and safety awareness among students and staff in the Department of Applied Sciences	Schedule a forum / seminar on health and safety policies to be attended by the DAS students and staff  Conduct fire and earthquake drill once in every semester	Level of awareness of students and staff on health and safety policies and issues is improved	Evaluation of the level of awareness of the students and staff on the health and safety policies and issues	Increase awareness of staff and students of the health and safety policy of the College	HoD, HoSes		

Approach			Deployment				Review	Improvement Action
			Key Performance Indicator (KPI)					
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<b>Domain: Student Learning by Coursework Programs</b>								
<p><b>Goal 1:</b> We will offer to all students high quality teaching and learning opportunities in line with the requirements of the market (needs).</p>	Devise and conduct student-focused assessment	<p>Review the matching of objectives, outcomes and the assessment tools and questions used by the lecturers</p> <p>Conduct a training or seminar on assessment and evaluation</p> <p>Require lecturers to prepare questions that are at the level of HOTS (Higher Order Thinking Skills)</p> <p>Lecturer teaching the same subject must develop / prepare a test item bank of the course.</p> <p>Final Examination Papers should be kept in a secured place and must be properly discarded after two years to avoid leakage of questions</p>	Questions in the tests and examinations are at the level of HOTS (Higher Order Thinking Skills)	Number of classes /subjects with Test Item Bank	90% of the courses offered at the Department of Applied Sciences has Test Item Bank	HOD, HoSes, Coordinators		

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	Encourage the use of technology that assists student self-directed learning	<p>Identify the courses in the Department of Applied Sciences that do not have learning modules in the e-learning portals</p> <p>Identify lecturers who can prepare the learning modules of the identified courses</p> <p>Reduce the teaching load of lecturers who signify their commitment to write and post e-learning modules in the e-learning portal</p>	A well-prepared and approved learning modules to be posted in the e-learning portal	Number of Learning modules prepared and posted in the e-learning portal.	70% of the lecturers and students in the department are using the e-learning portal in the teaching and learning process	HOD (Approval), HOSes (Checking and endorsement), Lecturers (preparation of module)		
	Collect and critically analyze student feedback on the quality of learning experience	<p>Review and revise, if needed, the student evaluation instrument used for quality teaching and learning by the College</p> <p>Float the instrument to at least 70% of the student population of the department</p>	A valid and reliable evaluation tool is constructed	Number of students who answered / used the evaluation instrument	At least 70% of the student population has answered / used the evaluation tool	HOD, HOS		

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		Analyze the result of the evaluation and prepare an action plan for the critical issues identified						
	Improve teaching quality	Encourage lecturers to attend professional development trainings, seminars, workshops  Conduct regular classroom observation  Conduct periodic faculty appraisal	Teaching performance of lecturers is improved	Result of HoD, HoS and student appraisal of the lecturer's teaching performance	Good to great teaching performance of lecturers as reflected in the evaluation and staff appraisal	HoD, HoS		
	Foster a culture of continues training and value for education	Identify universities, colleges, private and public agencies that give scholarship to graduate students who are willing to take master's or doctoral courses  Identify local and national industries that give training for possible employment  Information dissemination	List of Colleges and universities and other funding agencies that give scholarship grants to graduate students who are willing to take master's	No. of HCT graduates of Baccalaureate Technology (B.Tech.) who are qualified in the scholarship grants	At least 50% of the B. Tech graduates go to graduate school to finish their graduate studies	HoD, HoSes		



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		of scholarships for graduate students and of industries that give training for possible employment	or doctoral course					
	Improve OJT and EPT	<p>Prepare an evaluation tool for OJT and EPT</p> <p>Validate the evaluation tool</p> <p>Float / Administer the evaluation tool to students, industry owner/manager, OJT/EPT coordinators</p> <p>Analyze the result of the evaluation</p> <p>Prepare and implement an action plan if necessary</p>	A well prepared evaluation tool	Result of the evaluation	An appropriate action is taken based on the result of the evaluation of OJT and EPT	HOD, HoSes and OJT / EPT Coordinators		
	Design a program of activities for student presentation of project output	<p>Brainstorm on the activity that the department can conduct to give opportunity for students to present their project output</p> <p>Prepare an activity plan</p>	A feasible or viable activity plan	Result of the evaluation	Activity plan on student presentation of project output is fully implemented	HoD, HoSes		

Approach			Deployment				Review	Improvement Action
			Key Performance Indicator (KPI)					
Goal	Subgoal	Strategies / Implementation Steps	Indicator	Measure	Target	Responsibility		
		Monitor and evaluate the implementation of the activity plan						
	Monitor graduate destination and direct student loads to significant areas of demand	<p>Prepare an evaluation tool that will be answered by employers of the graduates of the Department of Applied Sciences, in assessing their performance</p> <p>The evaluation tool should also be answered by the alumni of the department Result will be analyzed and action plan that will ensure skills of DAS graduates meet the market-demand or industry requirements should be prepared and implemented.</p>	Action Plan on critical issues and concern identified in the monitoring and evaluation of graduate performance in their place of work	Employment rates and feedback of supervisors in major sectors of employment	<p>Good feedback from employers about the graduates of the DAS</p> <p>Increase employment rate of the graduates of DAS</p>	HoD, HoSes, OJT and EPT Coordinators		
	Include work related skills in curriculum and assessment	<p>Review the curriculum of the different programs particularly the practical activities or experiments</p> <p>Check if the practical activities or experiments</p>	Experiments / activities in the Practical classes require work-related skills	Feedback of supervisors and company owners on the skills of OJT / EPT students	Work – related skills are given priority in the different practical classes	HoS		

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		<p>are practical application of the theory and if they are work-related</p> <p>Identify the skills that can be learned in the different practical activities or experiments</p> <p>Enrich the practical handouts if necessary</p>						
	Enhance employment opportunities gained from student training	<p>Conduct training needs analysis before a student is allowed to exit from a program before they will undertake EPT or OJT</p> <p>A student should be assigned to a training institution or industry that will improve or address the result of the training needs analysis</p>	Performance of the student in the industry where he / she is assigned	Feedback of employers and the training officer of the industry where graduates of DAS are working and students who are undergoing OJT or EPT	Employment opportunity of graduates is significantly increased	HoSes, OJT/EPT Coordinator		
<b>Domain: Student Learning by Coursework Program</b>								
<b>Goal 4:</b> We will keep up with modern developments in	Subscribe to journal on technology and education	Submit a list of journal on Science Technology and Science Education that will be used by students and	Availability of the journals in the Library	Number of users of the journals	At least one journal in Science Technology	HoD		

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technology through analysis of market needs in curriculum review process		lecturers, to the College Library  Require lecturers to include the journals as references in the courses where they could be used  Make an inventory of journals			and one journal in Science Education will be available in the Library and the number increases annually			
	Conduct seminar and invite guest lecturer	Conduct a seminar / training needs analysis  Design a seminar/workshop based on the result of needs analysis  Invite a guest lecturer to conduct the seminar/workshop  Evaluate the impact of the seminar	Seminar / workshop design on Special Topics or concern	Majority of the Lecturers attended the seminar / workshop	At least one seminar / workshop is sponsored by the Department of Applied Sciences every semester	HoD , HoSes		
	Collaborate with the data and statistics unit of the	Prepare a research proposal on the market needs and trends for Applied Sciences graduates	Data gathered from the Data and Statistics Unit of the	Data are used in planning and as well as in curriculum	Maximize the data available at the Data and Statistics Unit	HoD, HoSes		

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	Ministry of Manpower to identify market needs and trends	<p>Prepare a letter address to the Data and Statistics Unit of the Ministry of Manpower to formally request them of the data that are needed</p> <p>Obtain the needed data</p> <p>Analyze the data gathered and consider this as input in the next planning session and curriculum revision</p>	Ministry of Manpower	revision	of the Ministry of Manpower			
	Collaborate with the industry (survey, Invited talks, job fair etc) to conduct relevant activities and studies	<p>Plan an activity that could be collaboratively implemented with industries where DAS students are having their OJT / EPT</p> <p>Present and discuss the activity with the concerned personnel of the industries</p> <p>Finalize the plan</p>	A well prepared activity plan approved by both parties	Involvement of both parties in the implementation of the activity plan	Strengthen the collaborative relationship of the Department of Applied Sciences with its partner industries	HoD, OJT / EPT Coordinator		

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		Monitor and evaluate the implementation of the plan						
	Seek alumni feedback on the programs of the department in relation to market needs	<p>Prepare a program evaluation tool intended for alumni as respondents</p> <p>Check the validity and reliability of the evaluation tool</p> <p>Float the evaluation tool to alumni through the HCT website</p> <p>Interpret, analyze the results</p> <p>Consider the result of the evaluation as important inputs in the program review and enrichment</p>	A well prepared evaluation tool	Result of the evaluation	Feedback of alumni on the program evaluation are given primary consideration in the review / enrichment of the different programs of the department	HoD, HoSes		
	Collect student and teacher feedback on courses or programs	<p>Brainstorm on the Program Evaluation Tool</p> <p>Finalize and validate the Evaluation Tool</p> <p>Float the evaluation tool to</p>	A well prepared action plan on the issues and concern about the program or courses in the	Result of the evaluation	Enrich / Improve the programs / courses offered by the Department of Applied	HoD, HoSes		

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		<p>the students and teachers</p> <p>Collate and analyze the result of the evaluation</p> <p>Design an action plan that will address the issues and concern pointed out in the evaluation</p> <p>Implement the action plan</p>	Department of Applied Sciences		Sciences based on the result of evaluation conducted			
	<p>Establish a system of external examination reviewers</p> <p>Seek partnership for examination and peer review and benchmarking</p>	<p>Identify institutions that could partner with the department in terms of peer, curriculum and assessment review</p> <p>Organize an activity or meeting to initiate the establishment of partnership</p> <p>Establish a Memorandum of Agreement in terms of peer review of academic</p>	Memorandum of Agreement or Memorandum of Understanding	Number of reviews and benchmarking conducted	Improve courses or program through peer review, benchmarking and exchange of information about best practices	HoD, HoSes		

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		matters such as curriculum and assessment tools and exchange of information about best practices						
	Establish a curriculum review and development structure and mechanisms at HCT	<p>Organize a curriculum review and development committee in the Department composed of HoSes, coordinators, subject area specialist in Biology, Chemistry and Environmental Sciences</p> <p>Formulate a procedure or policy on curriculum review and development for the department</p> <p>Include the policy / procedure in the Department submanual</p>	A policy / procedure on curriculum development and review	Number of curriculum develop and reviewed following the policy and procedure established in the submanual	Improve the different curricula in the department	HoD, HoSes, Coordinators, Subject Area specialist		
	Increase and facilitate the direct involvement of the profession and industry in program and	<p>Identify professionals and industries who can critique / review the courses or programs that are to be opened or established</p> <p>Request the Ministry of</p>	Active involvement of professionals and industry in the development and evaluation	Number of programs / courses in the department that is evaluated or reviewed by	HoD			



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	course development and delivery	Manpower to convene a review and evaluation committee composed of professionals and individuals from industries to review evaluate and suggest if necessary, on the program and courses developed by the department.	of the delivery of the program or courses	experts based on their profession and experience in the industry.				
	Plan for program accreditation by reputed professional accreditation bodies in liaison with the Ministry of Manpower	<p>Discuss with the HoSes the possibility of undergoing program accreditation</p> <p>Identify an accreditation body that can accredit the programs of the Department of Applied Sciences</p> <p>Identify the requirements and the process that one will have to go through if one will undergo program accreditation</p> <p>Included in the next operational plan the initial</p>	Minutes of Meeting that will show the plan of the department on program accreditation	Inclusion of program accreditation in the next operational plan	Include program accreditation on the next operational plan	HoD, HoSes		

Approach			Deployment				Review	Improvement Action
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		undertakings for program accreditation						
<b>Domain: Student Learning by Coursework Programs</b>								
<b>Goal 6:</b> We will provide society with graduate who are equipped with appropriate technological knowledge and personal / professional skills according to international standards	Conduct comparative study of attributes against similar programs	Identify other technological colleges in the gulf region  Compare the graduate-attributes of the technological colleges with the graduate-attributes of HCT  Propose some changes if necessary	Result of Benchmarking	Result of comparative analysis on graduate attributes	Help improve the graduate attributes of HCT	HoD, HoSes		
	Ensure national standards (Oman Qualification Framework) are met through curricular and pedagogical process	Review the Oman Qualification Framework  Check if the curricula of the different sections and the pedagogical process in the classroom are aligned to the requirements or standards of Oman Qualification Framework  Enrich the curricula if	Minutes of the Review of curriculum and results of classroom observations	Enrich curricula and improved pedagogical processes	100% implementation of the Oman Qualification Framework	HoD, HoSes, Coordinators		

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		needed  Implement some measures to ensure application of pedagogical framework in the classrooms						
	Link graduate attributes with teaching, learning and assessment processes	Align the learning outcomes, objectives and assessment tool to the graduate attributes by including in the matrix of course syllabi or delivery plan a column of graduate attributes and assessment tools	Revision of course syllabi or delivery plan to include graduate attributes and assessment tool	Number of revised course syllabi or delivery plan	Align graduates attributes to the learning outcomes, objectives and assessment	HoSes, Coordinators, subject area specialists		
	Employ specialized skill test to graduating students	Convene a team of specialists who will prepare the skill test for Chemistry, Biology and Environmental Sciences based on the market demand  A skill test will be prepared for each year level since each year level is an exit program	Valid and reliable skill test for each level	Number of students who took the skill test  Result of the test	A valid and reliable skill tests for students who are graduating or exiting any of the program	HoSes, Specialists		

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		Subject the tests to reliability and validity tests  Finalize the skill tests  Administer the skill test to student/s who will be exiting in any of the programs.  Use the result of the test as basis in determining if the student needs an EPT. Before a certificate is given						
	Seek industry (trainers/employers) feedback on graduate attributes	Convene a team who will prepare an evaluation tool on graduate attributes to be answered by trainers / employers  Administer the evaluation tool to the OJT / EPT trainers / employers  Analyze the result of the evaluation  OJT / EPT supervisor	An evaluation tool on graduate attributes	Number of trainers / employers who answered the evaluation tool	An evaluation tool on graduate attributes to be answered by all trainers / employers of OJT / EPT students	HoS		

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		prepares a report of the result of the evaluation  HoD / HoSes considers the report as input in the next curriculum review and revision						
	Conduct soft skill workshop for students	Prepare an activity plan for soft skills workshop  Invite competent speaker / facilitator for the soft skills workshop  Conduct the workshop  Monitor and evaluate the proceedings of the workshop	A workshop plan for soft skills	Number of participants in the workshop	100% attainment of the objectives of the soft skill workshop	HoD, HoSes		
	Design and run a personality development program for students	Design a personality development program for students which could be done per year level  Invite a competent speaker who will run / facilitate the program	A program designed for personality development	Number of participants who attended the program	A well planned and implemented program on personality development	HoD, HoSes		

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		Monitor and evaluate the implementation of the program						
	Conduct co-curricular activities managed and run by the students	<p>Organize a planning session of student leaders in the department</p> <p>Ask the student leaders to prepare co-curricular activity plan that will ensure maximum student participation</p> <p>Monitor and evaluate the implementation of the co-curricular activity plan of the department</p> <p>Ensure that all the support needed by the student leaders are given by the department</p>	A well planned co-curricular activities for the department that ensures maximum student participation	Evaluation of the co-curricular activities	Co-curricular activities that ensure student maximum participation	Student leaders, HoSes, HoD		
	Recognize student leadership potential	<p>Organize Student Body Organization</p> <p>Allow the students to elect their officers and year-level representative</p>	List of officers and year level representatives	Number of student leaders involved in the implementation of the co-curricular	Train students with leadership potential to become good leaders	HoD, HoSes		

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		Involve the student leaders in co-curricular activity planning  Allow the students to implement their co-curricular activity plan  Monitor and evaluate the implementation of the plan		activity plan				
	Encourage and foster student engagement in community services	Advise student leaders in their co-curricular activity planning to include community services activities  Coordinate with concerned authorities for the community service that will be conducted by the students and staff  Monitor and evaluate the community service activity	Inclusion of community service plan in the co-curricular activity plan of the students	Result of evaluation on the community service activities of the students	Maximum participation of students in community service	HoD, HoSes		

**Domain: Industry and Community Engagement**

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
We will foster an open and fruitful relationship with public and private sector organizations and with the community at large	Participate actively in the conduct of Open Day and Career Fair at HCT	Brainstorm on the activity/activities that can be spearheaded by the Department of Applied Sciences during the Open Day and Career Fair  Coordinate with the College-wide committee who is in-charge of the open day and career fair  Implement, monitor and evaluate the planned activity	Active participation of DAS during the Open Day and Career Fair	Result of Evaluation	Active participation of the students and staff of DAS in the Open Day and Career Fair	HoD, HoSes, Student Leaders		
	Create awareness about professional bodies among staff and students	Make a list of professional bodies and their e-mail addresses  Provide each staff a copy of the list  Encourage the staff to join or be a member of the said professional bodies	List of professional bodies with their e-mail addresses	Number of staff members who become members of professional bodies	At least 80% of the staff are members of professional bodies	HoD, HoSes		
	Encourage the participation with College	Identify lecturers and students who can present their research papers in	List of lecturers and students who	Lecturer or student presented their	At least two lecturer or students have	HoD, HoSes		



<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
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	research and sharing of College experience in educational conference	educational conference  Encourage the said lecturers and students to present their researches in appropriate educational conference	have published researches and are capable and willing to present their research paper	research papers	presented a research paper in national or international conference			
	Encourage student societies in HCT to affiliate with peer societies in other HEI	Identify societies in other HEI's or in the Sultanate of Oman to which the student organizations / societies in the Department of Applied Sciences can affiliate  Advice the officers of the student organization / society to affiliate with the societies or organization in other HEI's or in the Sultanate that have been identified  Give full support to the organizations / societies in their endeavor to affiliate with society or organization in other HEI or in the Sultanate	List of societies to which the department's societies or organization can affiliate	Number of societies to which the department's student societies / organizations are affiliated	HoD, HoSes, Student leaders			

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
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	Create an alumni database and alumni body for the department that provide network group for new graduates	<p>Create a website that is dedicated to the tracking of alumni of the Department of Applied Sciences</p> <p>Prepare a list of DAS graduate based on the records available in the Department</p> <p>Write a letter to the alumni and request them to fill-up the attached Information Sheet</p> <p>Send the letter through snail mail or e-mail.</p> <p>Prepare a database of Alumni based on the information gathered</p>	<p>A website for Alumni of DAS</p> <p>List of Alumni</p>	Database of alumni	Create a complete database of DAS alumni	HoD, HoSes		
	Publish a department /newsletter featuring DAS events, staff, students and alumni	<p>Identify among the staff who can be the adviser for the department's newsletter</p> <p>The identified staff should be de-loaded of one to two teaching loads</p>	Published newsletter of DAS	Number of regular issues	Publish DAS Newsletter	HoD, DAS Newsletter adviser		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Key Performance Indicator (KPI)</b>					
			<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
		<p>Request the newsletter adviser to identify among the students who has the ability in news writing, feature writing both in English and Arabic</p> <p>Organize the Editorial Board</p> <p>Monitor and evaluate the activities of the editorial board</p>						

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
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<b>Domain: Academic Support Services</b>								
We will provide excellent student services that support learning in technological education	Help improve the quality and quantity of educational and reference materials in the library	<p>Request the HoSes and Coordinators to list the books and other reference materials that are available in the DAS Bookstore which can be turned over to the library</p> <p>Require HoSes and Coordinators to list the books and other references that must be in the library for students to use</p> <p>Collate the lists and submit the general list of the department to the Head of Library</p> <p>Turn over the books and other reference materials to the Head of Library</p>	<p>General List of books and reference materials that are needed to be purchased</p> <p>General List of books and references that were turned over to the College Library</p>	Number of books and references turned over and requested	The quality and quantity of books in the library are improved	HoD, HoSes		
	Submit requests of academic units for learning resources as an	Include in the annual report the list of books and other references that are needed by the students and staff for the following academic	List of books and references needed by the department for the next	Number of books and references requested are purchased	Books and references needed by the students and staff are	HoD		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
	annual standardized procedure	year Provide a copy of the list to the Head of the Library	academic year is included in the annual report		provided on time			
	Provide and improve training for staff on the use of educational technology	Organize and schedule a workshop on e-learning for new lecturers and old lecturers who are interested  Invite a competent staff of ETC who will give or facilitate the workshop  Encourage the lecturers to prepare learning and teaching modules in the e-learning portal and to maximize the portal  Include in the appraisal of staff the number of course materials posted in the e-learning	Conduct of the workshop / training on the use of the e-learning portal	Number of courses on line and lecturers who are using e-learning portal	To maximize the use of the e-learning portal	HoD, HoSes		
	Provide Advisor's training	Identify among the old advisers who can conduct training for the new advisers	Schedule of the training workshop for advisers and the list of	Result of evaluation	100% of the new advisers have attended and actively participated in	HoD, HoSes		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
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		<p>Schedule a training workshop for new advisers which will be facilitated by old and capable advisers</p> <p>Monitor and evaluate the conduct of the training workshop</p>	participants		the adviser's training / workshop			
	Improve advising environment and provide customized advising to students with special needs	<p>Allot a one-hour session of advisers with their advisees every week in order for he advisers to trace / track the problems of their advisees</p> <p>Require the advisers to prepare a list of advisees who are under probationary status and with special needs and a consultation slip to be kept by the adviser</p> <p>Monitor and evaluate adviser's performance through student feedback which will be done formally and informally</p>	Student's satisfaction on the performance of the advisers as reflected in the evaluation	Compiled Feedback survey	100% of the advisees are satisfied with how they treated by their advisers	HoD		
	Encourage	Schedule a general	Utilization of	Number of	Maximum	HoD,		

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	students to utilize the electronic services	<p>assembly for students every start and towards the end of the semester. This could be done per year level</p> <p>Discuss during the general assembly the rules and regulations of the Department and the electronic services that they can avail</p> <p>Encourage the students to use or avail the electronic services</p> <p>Encourage the lecturers to maximize the electronic services of the College and require their students to use or avail the said electronic services</p> <p>Monitor and evaluate the utilization of the electronic services by the students and staff</p>	the electronic services by the students and staff	DAS students and staff using the electronic services	utilization of the electronic services of HCT by the DAS students and staff	HoSes		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
	Prepare learning support staff for learning support task	<p>Conduct a training needs analysis for laboratory technicians</p> <p>Analyze the result of the training needs analysis</p> <p>Prioritize the training needs</p> <p>Schedule the most urgent trainings needed by the laboratory technicians</p> <p>Monitor and evaluate the conduct of the trainings</p>	Training provided to the laboratory technicians	Number of laboratory technicians receiving the training	100% attendance of laboratory technicians of the scheduled trainings	HoD, HoSes		
	Develop a policy for the utilization and maintenance of physical resources	<p>Require the property custodian of the department to prepare an inventory of the physical resources of the department</p> <p>Require the Head of the Laboratory Technician to prepare an inventory of the materials, equipment, chemicals and fixtures of</p>	Policies and procedures on the utilization and maintenance of physical properties are implemented	Result of periodic evaluation	Maximum utilization and maintenance of physical properties	HOD, HoSes, Head of Laboratory technicians, Pro-		



<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Key Performance Indicator (KPI)</b>					
			<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
		<p>the different laboratories of the department</p> <p>Develop and establish a policy and procedure in requesting, accepting and documenting physical properties that are turned over or given to the department</p> <p>Develop and establish a procedure for borrowing, returning, booking, reserving the said physical properties</p> <p>Include the policies and procedures in the submanual of the department</p> <p>Disseminate and discuss the policies and procedures with the students and staff during the induction / orientation</p>				perty custom -dian		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
		Monitor and periodically evaluate the implementation of the policies and procedures						
	Conduct regular training of Staff on the use of learning resources	<p>Include in the annual activities of the department the periodic training of the use of learning resources like smart board, equipment and materials in the laboratories.</p> <p>Conduct the training as scheduled</p> <p>Request for a competent speaker / trainer to conduct the scheduled training</p> <p>Monitor and evaluate the conduct of the training</p>	Schedule of the trainings on the use of learning resources	Percentage of Staff receiving training on the use of learning resources	80% of the staff received the training	HoD, Hoses		
	Create specialization groups in the department based on the actual	<p>Identify specialization groups that could be created in the department</p> <p>Require each specialization group to plan activities that</p>	Evidence of specialization group with different activities	Number of specialization group created in the department	Create specialization group within the department who are actively			

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	specialization of staff to support faculty	will help the new lecturers most especially the Omani lecturers who have just finished their graduate program			helping the faculty			
	Improve the assignment of teaching moderation responsibility to staff based on specialization	Identify 3 lecturers in each specialization group who are capable based on training or experience to moderate the exams prepared by the lecturers  Procedure and policy on moderation should be implemented, monitored and evaluated	Procedure and policy on moderation are included in the submanual	Result of evaluation on the implementation of moderation procedure and policy	Policy and procedure on moderation are included in the Department's submanual	HoD, HoSes		
	Maintain and own content for all courses provided by HCT in hard and electronic format	Require all lecturers in the department to review and update the course content and prepare course file both in a hard copy and soft copy (e-file)  Lecturers must submit the soft copy to their HoS for data and document control  Prepare a master list of	List of updated course files	e-copy of course files are submitted to HoSes	100% of the course file has e-copy	HoSes		

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		course file prepared by the different lecturers						
	Encourage the staff to use the e-learning portal	Account the courses that are already in the e-learning portal  Require the lecturers who have not used the e-learning portal to use it  Monitor and evaluate the use of the e-learning portal in the teaching and learning process	List of courses that are in the e-learning portal	Utilization rate of the e-learning by the lecturers	Annual increase on the maximization of the e-learning	HoSes		
	Control the use of printing and material reproduction	Design a policy and procedure on the requisition and approval of printing and material reproduction  Require all HoSes of the department to discuss and fully implement the policy and procedure  Document and give sanction to any violation of the policy and procedure	Policy and procedure on printing and material reproduction are in place	Result of evaluation on the implementation of the policy and procedure	100% compliance of the policy and procedure	HOD, HoSes		

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<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
		Monitor and evaluate the implementation of the policy and procedure						
<b>Domain: Student and Student Support Services</b>								
We will provide excellent student services that support learning in technological education	Provide opportunities for students to become involved in student services planning and management	<p>Invite student leaders of the department in the planning session for student services conducted by the department</p> <p>Allow the students to verbalize their concern and participate actively in the planning session</p> <p>Involve students in the implementation of the plan</p>	Student leaders are involved in the planning session for student services in the department	Number of student leaders involved in the planning session and implementation of the plan	Maximize the involvement of students in the planning sessions	HoD, HoSes		
	Display Honor List in academic departments every semester and Dean's List every Year and students with exemplary behavior	<p>Identify students who should be in the Honor List and dean's List and Student's with exemplary behavior based on a set of criteria</p> <p>Display the list in Bulletin Boards</p>	List of students with good academic performance and exemplary behavior are posted in strategic places within the department	Feedback of students and parents	Give encouragement and motivation to students who excel in academics and students with exemplary behavior			

Approach			Deployment				Review	Improvement Action
			Key Performance Indicator (KPI)					
Goal	Subgoal	Strategies / Implementation Steps	Indicator	Measure	Target	Responsibility		
		If time and logistics warrant, recognition day for the said students in the lists should be scheduled and conducted.						
	Use intrusive advising with some students as needed	<p>Require advisers to identify advisees who need intrusive advising</p> <p>Advisers must schedule advising session once a week</p> <p>Evaluate and get feedback from advisees</p> <p>Collate the result and inform the concerned advisees of the result of evaluation</p>	List of advisees that require intrusive advising	Result of evaluation	100% of the advisees that require intrusive advising are attended to by the advisers	HoD, HoSes, Academic advisers		
	Address observation in student behavior in College events and support	<p>Schedule a seminar / workshop on personality development and proper decorum</p> <p>Invite competent speaker</p>	Schedule of the seminar/workshop and the name of speaker or	Result of the evaluation	Decrease in the number of misconduct cases	HoD , HoSes		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
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	programs through lecture and workshops	who can discuss the topic  Require all students to attend  Monitor and evaluate the conduct of the seminar/workshop	facilitator					

Approach			Deployment				Review	Improvement Action
			Key Performance Indicator (KPI)					
Goal	Subgoal	Strategies / Implementation Steps	Indicator	Measure	Target	Responsibility		
<b>Domain: Staff and Staff Support Services</b>								
We will develop staff, offering opportunities for professional and personal growth and development, rewarding hard work and fostering leadership skills and innovative thinking	Identify potential Omani faculty given the decline in their population	Identify among the graduating B. tech students who have the potential to become a teacher  Encourage them to apply as lecturer or technician Give recommendation if necessary	List of B. Tech graduating students who have the potential to teach	Number of Omani who are applying for a teaching position or technician	Increase in the number of Omani staff	HoD, HoSes		
	Establish clear job description and requirement for candidates	Include the job description of the different key positions and staff in the department, in the submanual  Review and discuss the job description during the orientation / induction of the staff  Provide the Human Resource Officer a copy of the job description for future reference	Job descriptions have been established	Each staff and people with key positions have the scope of their job and their duties and responsibilities	100% of the staff are aware and practice their job description	HoD		
	Design and	Include in the program of	Program of	Number of	100% of the	HoD		



<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
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<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
	implement comprehensive induction program to new staff with proper emphasis to the different categories of employees	<p>activates of the department the induction of new staff</p> <p>Procedure of the induction activity of new staff should be included in the submanual</p> <p>Monitor and evaluate the implementation of the induction program</p> <p>Improve and revise the program if necessary</p>	activates on the induction of staff is established	staff that have undergone the induction program	new staff have undergone induction program	HoSes		
	Review staff individual plan to ensure proper professional development	<p>Require each staff member to prepare a training road map</p> <p>Collate and review the training road maps of staff and prioritize the training needs based on their relevance and availability of logistics</p> <p>Submit a copy to the Human Resource Officer of the College</p>	Training road maps of staff have been collected and reviewed	Result of the evaluation	100% of the staff have prepared their training road map	HoH HoSes		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
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		<p>Prepare a schedule for the trainings that are identified and prioritized</p> <p>Conduct the training as scheduled</p> <p>Monitor and evaluate the conduct of the trainings</p>						
	Improve the questionnaires used in the performance evaluation to focus on the needs of the College and those of individuals within it	Participate actively in the improvement of the questionnaire used in performance evaluation	Attendance in the meeting	Questionnaire for Program Evaluation has been reviewed, revised and finalized	Valid and reliable performance evaluation questionnaire is used during performance evaluation	HoD		
	Establish performance target for staff	<p>Review the College Plan</p> <p>Establish the performance target of the staff based on the result of the review of the College Plan</p>	Performance target of staff has been established	Result of the monitoring and evaluation	80% of the performance target is achieved	HoD HoSes		

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		<p>Inform the staff of the performance target</p> <p>Monitor and evaluate the degree or level of achievement as far as performance target is concerned</p>						
	Exploit the power of non financial incentives such as recognition and appreciation	<p>Identify staff members with exemplary performance in teaching and professional development</p> <p>Give due recognition which can be done during the Recognition of exemplary students</p> <p>Certificate of recognition could be awarded. Name and photo of the model employee will be posted in strategic places in the department.</p>	Exemplary staff members have been identified	Exemplary staff member has been awarded and given due recognition	Give due recognition to deserving staff members	HoD HoSes		
	Link appraisal with professional	Points for professional development attended / achieved by staff should be	Professional development is included in the	Number of appraisal reports that	Give due merit to professional development	HoD HoSes		

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			<b>Key Performance Indicator (KPI)</b>					
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	development	included in the appraisal tool  Inform the staff of the inclusion of professional development in the appraisal of staff	appraisal of staff	include professional development as an item	that each staff member has achieved			

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
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<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
<b>Domain: General Support Services and Facilities</b>								
We will ensure the College facilities are well managed and effectively used and developed innovatively	Ensure that the department facilities, equipment and work practices comply with Oman Law and with the College Health and Safety Policy	<p>Check if all the laboratories are following the standard operating procedures and comply with the basic requirements of Health and Safety Standards</p> <p>Monitor the implementation of the SOP (standard operating procedures) and compliance to Health and Safety Standards</p>	SOP and Health and Safety Standards are included in the submanual of the department	Result of the monitoring of the implementation of SOP and Health and safety Standards	100% compliance to Omani Law and the College Health and safety Standards	HoD HoSes		
	Conduct regular audit of classrooms, workshops / laboratories, lecture theaters assigned to DAS to check the need for replacement or repair of	<p>Request the QA Officer to conduct spot audit and regular internal audit of the classrooms, laboratories and other facilities assigned to DAS</p> <p>Request the QA Officer to prepare an Audit Report to be presented to the HoSes and staff</p>	Conduct of spot and regular internal audit	Audit Report	80% of the activity plan proposed as an immediate action to the audit report is implemented	HoD, QA Officer of the Department		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
			<b>Key Performance Indicator (KPI)</b>					
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
	furniture or maintenance work	Implement the activity plan proposed based on the audit report  Monitor the implementation of the activity plan						
	Formulate a policy governing communication in the department	Establish a paperless communication policy for the department by maximizing the intranet and internet  Inform the staff of the policy  Implement the policy	Communication policy of the department has been established	Implementation of the policy	100% of the staff are aware of the communication policy	HoD HoSes		
	Periodic training of the staff and student on effective communication	Schedule a training for staff and for students on effective communication  Invite competent speaker to facilitate the training  Implement the scheduled training	Training provided to staff and students on effective communication	Number of attendees to the training	100% of the staff and 80% of the students have attended the training	HoD HoSes		

<b>Approach</b>			<b>Deployment</b>				<b>Review</b>	<b>Improvement Action</b>
<b>Goal</b>	<b>Subgoal</b>	<b>Strategies / Implementation Steps</b>	<b>Key Performance Indicator (KPI)</b>					
			<b>Indicator</b>	<b>Measure</b>	<b>Target</b>	<b>Responsibility</b>		
		Monitor and evaluate the implementation of the training						

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