

**Accreditation & Quality Assurance Commission for Higher
Education Institutions**

**Guide for Quality Assurance Criteria for the
Shari'a (Islamic Studies) Program**

2021

Preface

This Guide for quality assurance criteria and procedures for the Shar'a Sciences program presents guidelines for the Jordanian faculties of Shari'a which apply for the Quality Assurance Certificate issued by the Jordanian Accreditation and Quality Assurance Commission for Higher Education Institutions. It encompasses the approved set of quality assurance criteria for the Shari's Sciences Program and the guidelines issued by the Commission in this respect. This will help the Jordanian faculties of Shari'a conduct the self-assessment study, which is an important part of the procedures for obtaining the Jordanian Quality Assurance Certificate.

Furthermore, Jordanian faculties of Shari'a can get further information about quality assurance by participating in workshops that are periodically held by the Commission for those in charge of the self-assessment study, or through communicating with the Commission's Quality Assurance Directorate.

It is our hope that those in charge of the self-assessment at the Jordanian faculties of Shari'a will provide the Commission with their comments and suggestions on the content of this Guide to enable the Commission to modify and update it in future editions.



His

Majesty King Abdullah II Bin Al Hussein



His Royal Highness Prince Hussein Bin Abdullah II

Table of Contents

Preface

Table of Contents

Quality Assurance Criteria for the Shari'a Sciences and Islamic Studies Program

1. Criterion One: Strategic Planning
2. Criterion Two: Governance at Faculties of Shari'a
3. Criterion Three: Academic Programs
4. Criterion Four: Scientific Research, Scholarships, and Innovations
5. Criterion Five: Human, Physical and Financial Resources
6. Criterion Six: Student Services
7. Criterion Seven: Community Service and External Relations
8. Criterion Eight: Quality Assurance

1- Criterion One: Strategic Planning

Strategic planning is one of the most important priorities of educational institutions. The Faculty of shari'a must have a clear, approved and declared mission that reflects its educational vision which is in line with the vision and mission of the university, and which must be translated/ reflected into achievable strategic goals, and must be used in planning activities and processes and in identifying implementation mechanisms and priorities to achieve the Faculty's vision, mission, and objectives within a clear time frame.

1-1 Sub-criterion One: The Vision, Mission, Objectives and Values

1-1-1 Elements of Sub-criterion One:

1. The Faculty's vision
2. The Faculty's mission
3. The Faculty's goals and objectives
4. The Faculty's values

1-1-2 Indicators of Sub-criterion One:

1. Clarity, coherence and accuracy of the Faculty's vision, objectives and mission
2. Availability of principles and criteria upon which the Faculty's vision, objectives and mission are based.
3. The methodology of joint preparation of the Faculty's vision, mission and objectives with the participation of the Faculty council, department councils and representatives of religious institutions such as Endowment, Fatwa, the sharia / Islamic judiciary and religious media.
4. Compatibility between the Faculty's mission and that of the University.
5. Compatibility and harmony between the Faculty's physical and human potential and its mission and objectives.
6. Means of raising awareness, publicity and guidance and counseling
7. Means and tools for review, evaluation, and development in light of changing circumstances

1-1-3 Evidence and Documents Required for Sub-criterion One:

- √ Minutes of meetings, decisions, recommendations and questionnaires related to drawing up the Faculty's vision, mission, and goals;
- √ The committees, forms, and procedures followed in preparing the Faculty's vision, mission, and objectives;
- √ Data on consistency of the vision, mission, and objectives;

- √ The training courses, seminars, lessons and lectures suitable for achieving the vision, mission, and objectives;
- √ Dissemination of the Faculty's vision and mission through various means (and in a friendly manner) such as the Friday sermons, teaching at schools, and mosques, etc.
- √ Minutes of meetings, questionnaires, and tools followed for the purpose of review and evaluation;

1-2 Sub-criterion Two: The Strategic Plan of the Faculty

1-2-1 Elements of Sub-criterion Two:

1. Analysis of the Faculty's internal and external environment and follow-up of related changes;
2. The Faculty's strategic plan domains;
3. The Faculty's strategic goals;
4. The Faculty's implementation plan (plan of action);
5. The Faculty's risk and opportunity management plan;
6. The Faculty's performance indicators;
7. Benchmarking with comparable faculties at the national, regional and global levels

1-2-2 Indicators of Sub-criterion Two:

1. Consistency of strategic analysis and relevance of its results to the Faculty's vision, mission, and goals;
2. The Faculty's strategic objectives coverage of its goals and aspirations;
3. Results of benchmarking at the local, Arab and global levels
4. Accuracy, clarity, measurability and verifiability of objectives;
5. Completions of the Faculty's implementation plan elements;
6. Availability of a risk management plan (at the Faculty)
7. Adherence to the review and evaluation mechanisms and means at the Faculty to ensure achievement of its vision, mission, and goals;
8. Conducting an evaluation of the study plan and the degree of its realizing the Faculty's strategic objectives

1-2-3 Evidence and Documents Required for Criterion Two:

- √ The mechanism for identifying the internal and external elements of the environment
- √ The Faculty's strategic plan for the next five years

- √ Evidence showing how the Faculty's staff participate in preparing its strategic plan.
- √ Minutes of the meetings held by the Faculty and its departments and means of following up the implementation of the faculty's strategic plan
- √ The faculty's measures and improvement plans based on review, benchmarking and self-assessment

2- Criterion Two: (Governance at Faculties of shari'a)

The Faculty must have an effective leadership for directing its activities and programs in the service of the whole faculty, and the interests of its students. Its activities shall achieve high levels of integrity and ethical practice, and shall be implemented within a framework of legislations and laws that ensure accountability and assigning clear roles to the Faculty's staff, and that also help in making decisions and taking actions on the basis of a high level of transparency and monitoring to achieve quality and excellence in the Faculty's performance.

2-1 Sub-criterion One: Legislations

2-1-1 Elements of Sub-criterion One:

1. Policies
2. Laws and by-laws
3. Regulations
4. Principles, procedures, and standards

2-1-2 Indicators of Sub-criterion One:

1. Adherence to the regulations, by-laws, and laws of the university to which the Faculty belongs.
2. There shall be declared policies on various aspects of Faculty's work (interaction) with students, teaching staff members and other employees.
3. Compatibility of the principles, procedures, and standards adopted by the Faculty with the University's by-laws and regulations

2-1-3 Evidence and Documents Required for Sub-criterion One:

- √ The University's laws, by-laws, and regulations, and legislation manuals pertinent to the Faculty
- √ Files and minutes of meetings related to the development and implementation of legislations especially those related to the Faculty
- √ Documents on the Faculty's policies and educational plans, including the policies, regulations, and procedures related to the affairs of teaching staff members, and administrative staff, together with the basis of their appointment.
- √ Evidence of publicizing and declaring the Faculty's legislations to all concerned through the university's website and other means of publication

2-2 Sub-criterion Two: Leadership and Management

2-2-1 Elements of Sub-criterion Two:

1. The Faculty's organizational charts
2. The Faculty council, and department councils
3. The functions and responsibilities of the Faculty's different councils and committees
4. The job descriptions for the Faculty's staff
5. Evaluating the performance of the Faculty's staff and holding them accountable

2-2-2 Indicators of Sub-criterion Two:

1. The Faculty shall have academic and administrative organizational structures (charts)
2. The Faculty shall have a clear mechanism for reviewing its organizational structures.
3. The various councils authorities, responsibilities and duties shall be specified.
4. There shall be a clear mechanism for forming the Faculty's committees and those of its various departments, and also for specifying/ identifying their responsibilities, authorities, and duties.

5. The academic leadership shall promote work and cooperative relations between the Faculty's various departments and units, and shall encourage dialogue and open communication between them

2-2-3 Evidence and Documents Required for Sub-criterion Two

- √ The organizational structure for the Faculty and its departments, and the changes made to it
- √ Evidence of the Faculty's Administration's commitment to directing activities toward developing the Faculty and serving its employees
- √ Minutes of meetings of the Faculty's Council, and the councils of its various departments and committees
- √ Documents, letters, and decisions that show the functions, responsibilities, and authorities of the councils, committees and faculty staff, including the dean, heads of departments and other faculty personnel
- √ Performance and accountability files (actual case records at the faculty)

2-3 Sub-criterion Three: Institutional Integrity

2-3-1 Elements of Sub-criterion Three:

1. Transparency
2. Fairness
3. Incentives and disciplinary penalties

2-3-2 Indicators of Sub-criterion Three:

1. Applying transparency in implementing all governance criteria at the Faculty
2. There shall be measures for achieving fairness and equal opportunities for faculty members and other staff
3. Laying down principles and procedures for granting incentives and issuing disciplinary sanctions, especially with respect to the Faculty's students
4. Grievance procedures followed at the Faculty and the degree of fairness / impartiality in addressing them.

2-3-3 Evidence and Documents Required for Sub-criterion Three:

- √ Files of appointment, upgrading, promotion, and termination of services of the Faculty's administrative, technical, and teaching staff members
- √ Evidence of following up cases of grievance, and bringing justice to students and staff

- √ Files of sabbatical leaves
- √ Files of furloughs, scholarships, training courses and conferences

3. Criterion Three: Academic Programs

The Faculty must have an effective system that ensures compatibility of all its academic programs with the highest standards of learning and teaching. Student learning outcomes must be identified in a manner consistent with work requirements and professional standards. The learning outcomes must be clearly evaluated against external benchmarks.

3-1 Sub-criterion One: Teaching and Learning Policies

3.1.1. Elements of Sub-criterion One:

1. Introducing and developing new academic programs
2. The Faculty's admission, equivalence and transfer policies
3. The Faculty's learning and teaching methods

3.1.2. Indicators of Sub-criterion One

1. The Faculty's policies on introducing, developing or terminating academic programs
2. The Faculty's policies and procedures related to admission and graduation from its academic programs
3. Policies and procedures on the transfer of students to the Faculty (from other faculties) and equalizing their courses
4. On-going improvement of the Faculty's teaching and learning methods, and linking theoretical aspects to applied/ practical ones.
5. Integration in the relationship between teaching staff members and library and databases staff.
6. The role of the councils and their responsibility for implementing and following up teaching and learning policies.
7. Dissemination of intended learning outcomes of all academic programs offered by the Faculty.

3-1-3 Evidence and Documents Required for Sub-criterion One

- √ Procedures and evidence used for introducing, developing, and terminating the Faculty's academic programs
- √ Forms and files of student admission, graduation, transfers, and equivalence of courses of study
- √ Studies and surveys on the Program's effectiveness from the points of view of students, graduates and their employers
- √ Minutes of meetings of the Faculty's committees and councils
- √ Correlation matrix of the goals and learning outcomes of the Faculty's various programs
- √ Evidence of disseminating the learning outcomes

3-2 Sub-criterion Two: Study Plans

3-2-1 Elements of Sub-criterion Two:

The study plans include two key elements:

1. A Bachelor's program
2. A Graduate program

3-2-2 Indicators of Sub- Criterion Two

3-2-2-1 Indicators in respect of the Bachelor Program/Programs:

1. There shall be a faculty committee to review the study plans. This committee shall be empowered to design curricula and study plans in a manner that complies with the Faculty's vision, mission, and objectives
2. The faculty' study plans committee shall design the curricula and study plans in cooperation with department and faculty councils, taking into consideration feedback received from the teaching staff members, students, graduates, employers and other parties concerned with the educational and professional field in order to utilize it in modifying and improving the curriculum.
3. The courses included in the study plans shall be comprehensive, deep and logically sequenced. Each course shall have a comprehensive syllabus comprising its content, aims, strategies, learning – teaching resources, methods for evaluating its outcomes, and required course references.

4. The study plans and teaching methods shall include techniques that enable the student to bear responsibility for his/ her learning and that prepare him/ her for life-long learning through continued self-learning, bearing in mind graduating highly competent / qualified students as required by the needs and planning of the workforce, and national and international policies.
5. The Faculty shall adhere to the national and global educational standards and professional and organizational practice requirements when carrying out program planning and design, through making available educational, human, physical and financial resources, and effective technology for program implementation, to facilitate the student's task of attaining the learning and teaching outcomes required of him/ her.
6. There shall be policies and procedures for periodic evaluation and development of the study plans
7. The Faculty shall provide the students with a guidance plan that provides them with the necessary information when needed. Such a plan shall be implemented by specialized members of the teaching staff in a manner that ensures the provision of consultancy and academic advice at a high professional level.
8. The degree of the programs' meeting the requirements of the labour market

3.2.2.2 - Indicators in Respect of the Postgraduate Program/Programs

(In addition to indicators of the Bachelor's programs)

1. There shall be specific policies and procedures for admission into the Higher Diploma, Master's and Doctoral programs that ensure a high degree of competitiveness according to criteria of merit and qualification
2. The courses of study included in the programs offered by the Faculty shall be inclusive, modern, deep and logically sequenced.
3. There shall be specific policies and requirements for graduation at the Higher Diploma, Master's and Doctoral programs such as: the qualifying examination / prelims for the Doctoral programs and the comprehensive examination for the Master's programs, and any other requirements.
4. The Faculty shall provide a sufficient number of full-time qualified teaching staff members commensurate with the number of students in the programs offered, and with the levels of those programs
5. Adherence to the time schedule specified for the offered programs.

6. The Faculty's programs and study plans shall be regularly reviewed so that they keep pace with scientific developments in the field of Shari'a and Islamic studies, the requirements for students future learning, and the professional roles expected of them, focusing on the needs of the community and the labour market, in order to keep the programs at a high level of quality.

3.2.3 Evidence and Documents Required for Sub-criterion Two:

3-2-3-1 Evidence and Documents Required in Respect of the Bachelor's Program / Programs:

- √ The study plans of each of the Faculty's programs, and its objectives and outcomes
- √ Tools and procedures used for developing the Faculty's programs' study plans
- √ Student guides and regulations for getting a Bachelor's degree
- √ Minutes of meetings of committees and councils concerned with study plans
- √ Statistics on the numbers of teaching staff members, their scientific ranks, and specializations, number of students and the student: teaching staff members ratio
- √ Regulations on, and procedures for, tests, samples of tests, and distribution and review of grades
- √ Forms used in student academic guidance
- √ Evidence of the follow-up of the quality assurance of offered programs
- √ Files of courses of study and plans for their development
- √ Minutes of meetings of committees on which institutions concerned with the outcomes of the Faculty of Shari'a are represented.
- √ Indicating labour market opportunities for program outcomes

3-2-3-2 Evidence and Documents Required in Respect of the Graduate Program

(In addition to the above-mentioned evidence related to the undergraduate program)

- √ Guides related to the graduate programs:
- √ Guides for the preparation of dissertations and theses

√ Proofs of, and procedures for, conducting qualifying/ prelims and comprehensive examinations, samples thereof and documenting their results

√ Policies on admission into the Master's and Doctoral programs

3-3 Sub-criterion Three: Evaluation of Learning Outcomes

3-3-1 Elements of Sub-criterion Three:

1. Evaluation of the performance of the Faculty's students
2. Evaluation of the performance of the Faculty's teaching staff members
3. Faculty graduates and the labour market

3-3-2 Indicators of Sub-criterion Three:

1. Policies on student performance evaluation processes and procedures
2. The Faculty shall publish the intended learning outcomes of each of the programs it offers, and shall provide proofs and evidence that indicate that the students who graduated from its programs have achieved these outcomes to a great extent.
3. The faculty shall make students, teaching staff members and relevant sectors involved in evaluating the educational program on a regular basis.
4. The Faculty shall use standard measures and procedures to identify the learning outcomes achieved by the its graduates.
5. Policies and procedures for evaluating teaching staff members.
6. Compatibility and consistency between the educational outcomes of the Faculty's programs and the requirements of the labour market
7. Cooperation agreements concerning field training for the Faculty's students concluded with relevant and specialized institutions
8. Creating channels of communication to get feedback from concerned institutions about the effectiveness of the Faculty's outcomes

3-3-3 Evidence and Documents Required for Sub-criterion Three

√ Surveying the views of the Faculty's students concerning the educational process and the degree of their satisfaction with it.

- √ Surveying the views of the Faculty's teaching staff members concerning the learning outcomes
- √ Studies on the labour market and satisfaction of graduates and employers
- √ Plans for on-going improvement
- √ Samples of agreements and partnerships with other faculties and educational institutions
- √ Documents on academic programs outcomes evaluation
- √ A Sample of students' transcripts of grades showing sequence of courses of study in accordance with the reference study plan
- √ Reports on the self-assessment study conducted by the Faculty or reports on the external evaluation outcomes obtained by the Faculty within the previous five years

4. Criterion Four: Scientific Research, Missions, and Innovations

All faculty teaching staff members shall effectively participate in conducting and publishing research in their respective fields of specialization. This activity must reflect on their performance in teaching and supervising graduate students. Their research contributions shall be included (and given weight) in the criteria for evaluation and promotion. The Faculty shall also provide an environment that encourages innovations and entrepreneurship.

4-1. Sub-criterion One: Scientific Research

4-1-1 Elements of Sub-criterion One:

1. Scientific research projects
2. Scientific conferences, seminars, and workshops
3. Publication of research and books
4. Incentives, rewards, and prizes

4-1-2 Indicators of Sub-criteria One

1. Policies, by-laws, regulations, and procedures related to the support and publication of scientific research

2. The Faculty shall give academic freedom to teaching staff members to conduct studies and scientific research. The Faculty shall significantly support these activities in a manner that serves the Faculty's vision, mission, and objectives and reflects on the planning, development, and improvement of its programs.
3. Cooperation with faculties, ministries of endowment(s) (and religious affairs), education, as well as related institutions, and research centres inside and outside Jordan
4. Teaching staff members shall publish books and research papers in specialized scientific journals, conferences, and indexed journals.
5. Defining of the roles and responsibilities of committees and councils concerned with scientific research
6. The extent of benefit obtained by post-graduate students from subsidized scientific research projects
- 7- The Faculty shall strive to promote scientific research
8. Teaching staff members researchers shall make research contributions in the service of the community and its humanitarian and practical needs
9. Holding, and participating in, international conferences to introduce Islam and acquaint people with the shrines of the Companions of the Prophet in Jordan
10. The Faculty shall have scientific chairs and research teams / groups
11. Achievement of research priorities in the fields of Shari'a and Islamic Studies

4-1-3 Evidence of Sub-criterion One

- √ Annual statistics of teaching staff members' supported scientific research projects and their expenditure
- √ Annual statistics of the number, nature, and areas of the Faculty's teaching staff members' research papers published in refereed and specialized journals and conferences
- √ Annual statistics of published research projects copied / taken from higher education dissertations
- √ Scientific research projects that fulfill the development needs of the local community and the various educational sectors

- √ Statistics of the number of scientific conferences, seminars, and workshops in which the Faculty's teaching staff members participated
- √ Minutes of meetings of the Faculty's committees and councils concerned with scientific journals and means of publication
- √ Samples of teaching staff members' research projects and books published or accepted for publication, together with the mechanisms for documenting them within the Faculty
- √ The criteria and procedures used for evaluating teaching staff members in respect of published research papers

4-2 Sub-criterion Two: Missions

4-2-1 Elements of Sub-criterion Two:

1. Missions for getting Master's and Doctoral degrees
2. Research and development training courses

4-2-2 Indicators of Sub-criterion Two

1. The Faculty's shall have clear policies and well-defined procedures on scholarship and missions, and shall be committed to applying them.
2. The Faculty's policy shall include clear texts/ statements supporting scholarship, missions, and educational exchange.
3. The Faculty's teaching staff members shall take part in professional development programs through obtaining higher degrees, and development of research capabilities.
4. There shall be by-laws and regulations on missions
5. Transparency and fairness shall be applied in selecting people for scholarships
6. Follow-up of students sent on missions / scholarships
7. Regulations and procedures related to conducting, and participating in training courses
8. Extent of consistency of training courses with teaching staff members' teaching and research needs
9. The role of committees and councils concerned with missions and training

4-2-3 Evidence and Documents Required for Sub-criterion Two

- √ Annual plan for missions/ scholarships
- √ Criteria and forms used in the mission process
- √ Mechanisms for following up persons on missions/ scholarships and evaluating their performance
- √ Annual statistics of the number of persons on missions, their exact specializations, the universities they are attending and their progress
- √ Annual expenditure of missions and training courses
- √ Agreements concluded with universities and other institutions for getting scholarships
- √ Annual statistics on the number of persons participating in training courses inside and outside the university

4-3 Sub-criterion Three: Innovation(s)

4-3-1 Elements of Sub-criterion Three:

1. Innovations in the Shari'a sciences field
2. Pilot projects

4-3-2 Indicators of Sub-criterion Three

1. Regulations and procedures related to supporting innovation(s) in the field of Shari'a sciences, and mechanisms for their documentation and publication
2. The Faculty shall demonstrate a clear commitment to the policies and procedures related to encouraging innovation(s), and it shall support participation in joint projects and research work with local and global strategic partners
3. Teaching staff members shall compete for getting local, regional and global prizes
4. There shall be patents registered to the names of the Faculty's teaching staff members in partnership with researchers or teaching staff members from other faculties
5. Policies and procedures on pilot projects
6. The role of committees and councils concerned with innovation(s)

7. Participation in global academies and leading societies and institutions in the field of Shari'a sciences
8. Achieving global or national / local distinguished or advanced levels in areas related to the Sharia sciences.

4-3-3 Evidence and Documents Required for Sub-criterion Three:

- √ Criteria and forms used in documenting innovation(s)
- √ Annual statistics of documented or published innovations
- √ Annual statistics of innovations submitted for prizes in national, regional or global competitions.
- √ Samples of the Faculty's teaching staff members' innovations
- √ Mechanisms for following up the implementation and evaluation of innovations of all kinds
- √ Minutes of meetings of the Faculty's committees and councils concerned with innovations

5. Sub-criterion Five: Financial, Physical and Human Resources

The financial and physical resources available to the Faculty shall be adequate for offering the programs in an effective manner. These resources shall also help in creating an environment that supports human resources including students, academicians, researchers and administrative and services staff. The focus shall be made on the human resources' efficiency and experience to achieve the academic or research functions, community service and ensuring its quality, on-going updating of the physical resources or upgrading or development of human resources. The educational resources and their related services shall be adequate for meeting the Program's requirements and courses of study offered by the Faculty, and shall be available to students when needed. The Faculty shall also provide all facilities and supplies necessary for the teaching and learning requirements.

5-1 Sub-criterion One: Financial Resources

5.1.1. Elements of Sub-criterion One:

1. Financial Planning and Budgeting
2. Financial Management and Budgeting

5.1.2. Indicators of Sub-criterion One:

1. The Faculty shall identify the financial required resources through its various councils and shall include them in the University's budget. Such resources shall cover the Faculty's needs including implementation of the study plan.
2. The Faculty shall fully control all its expenditures, and the Faculty's Dean shall submit regular reports to the University's governance board about the Faculty's future expenses and needs.
3. Budget preparation policies and procedures
4. Financial allocation policies and procedures
5. Policies for attracting financial support for research or teaching at the Faculty

5-1-3 Evidence and Documents Required for Sub-criterion One

- √ Financial planning and budgeting records
- √ Proofs of financial allocation for the budget items
- √ Financial forms (in financial planning and budget calculation)
- √ The Faculty's financial allocation within the University's budget for many previous years
- √ Agreements and endowments related to attracting financial support for the Faculty

5-2 Sub-criterion Two: Physical Resources

5-2-1 Elements of Sub-criterion Two

1. Academic elements
2. Research elements
3. Administrative elements
4. General services elements
5. Sources of information

5.2.2. Indicators of Sub-criterion Two

1. The Faculty shall provide appropriate resources, buildings and facilities for the staff and students, such as modern buildings, classrooms, practical training facilities, laboratories, and workshops.
2. Quality and convenience
3. Safety and security policies and procedures
4. Designing facilities shall take into consideration providing / allowing easy access for persons with special needs. Facility management, operation, and maintenance shall be adequate for ensuring sustainability of quality and safe use in support of the educational programs and their teaching services.
5. The laboratories and workshops shall have the necessary tools and equipment, and shall be furnished as required by the nature of their work, and the requirements of the study plan's courses. They shall also meet the needs of scientific research, which may be carried out / conducted by the Faculty's students, faculty members, and staff.
6. The Faculty shall provide appropriate equipment and modern means of communication (Worldwide Web), computers, seminar rooms, data shows, teaching support equipment (electronic or technical), adequate notice boards (whether conventional or electronic) and a photocopying machine at every academic department to serve its administrative work and teaching staff.
7. The Faculty shall provide some appropriate statistical programs and a computer for each teaching staff member.
8. The Faculty shall make available on the University's intranet a website covering all academic, educational and administrative information related to the Faculty and its departments.
9. The University shall provide books, periodicals, dictionaries, encyclopedias and other resources as necessary for the programs offered at the Faculty and in adequate quantities.
10. Improvement and development plans and procedures
11. Quality management of facilities and services, and monitoring, improving and maintaining them.
12. Degree of the Faculty's teaching staff, students, and employees satisfaction with its facilities
13. Diversity of learning resources such as books, databases, and periodicals

5-2-3 Evidence and Documents Required for Sub-criterion Two:

- √ Files of physical resources
- √ Follow-up and supervision records
- √ Security and general safety regulations and guidelines
- √ Guides for persons with special needs
- √ Annual statistics and surveys of satisfaction with facilities and services, and their follow-up and improvement
- √ Internet subscription contracts
- √ Subscription contracts in respect of electronic global libraries and journals
- √ Annual statistics of the use of the library and information resources and media
- √ Annual statistics on the use of the internet and electronic portals
- √ Specialized research laboratories and equipment
- √ Maintenance request forms and records

5-3 Sub-criterion Three: Human Resources

5-3-1 Elements of Sub-criterion Three:

1. Academic staff
2. Research staff
3. Administrative staff
4. General services staff
5. Information resources staff

5.3.2: Indicators of Sub-criterion Three:

1. The Faculty shall ensure attracting and appointing an adequate number of full-time professionally competent teaching staff members who cover the fields and programs offered by the Faculty in a manner that is commensurate with the fields of specialization courses of study included in the study plans and their levels (at least one teaching staff member for each of the basic fields of specialization, but in special cases overlapping between two fields or more may be taken into consideration.) The number of teaching staff members appointed shall be commensurate with program requirements (Bachelor's and graduate studies).

2. The faculty shall adopt a policy based on a balance between the teaching staff members' abilities in teaching, training and guidance and community service, and shall give them opportunities to show their talents and innovations, and also provide them with adequate time and support as necessary for their professional development and continuing learning.
3. Teaching staff members salaries and incentives shall be appropriate for attracting and keeping them at the Faculty. These salaries and incentives shall be applied in a fair and impartial manner, and in accordance with clear and declared policies in the tenure and promotion process.
4. The Faculty shall have clear principles for promotion and sabbatical leaves for its teaching staff members. Regulations shall address retirement age and its procedures, policies for benefiting from retired teaching staff members, if necessary (without affecting the appointment of young teaching staff members), and shall also address maternity benefits. Furthermore, there shall be published regulations, by-laws and policies concerning teaching staff members.
5. The Faculty shall provide an adequate number of well-qualified technical and administrative staff to support the implementation of the educational programs and co-curricular activities. These staff members shall be selected, promoted, tenured and terminated in accordance with transparent principles of merit and fairness.
6. There shall be professional and career development of all categories of human resources through the provision of all paper and electronic scientific and information resources which facilitate human resources access to all new and beneficial developments.
7. There shall be an accountability system applied at the Faculty's academic and administrative units, and the Faculty shall perform an official and regular evaluation of the performance of its technical and administrative staff.
8. Support and services offered to human resources
9. Staff satisfaction with provided services: (appointment, training, and certification, services and privileges)
10. Nurturing and disseminating the culture of moderate Islam, which is based on a balance between moderation and freedom of expression
11. Participation in the Islamic Fiqh academies and forums of thought and Da'wah (conveying the message of Islam) in many countries and following up their developments.

5-3-3 Evidence and Documents Required for Sub-criterion Three:

- √ Documents showing the Faculty's recruitment policies and procedures
- √ Training workshops and staff development records: (statistics of holding and attending workshops, and participant feedback forms)
- √ Service and support committee files and statistics of the number of their beneficiaries
- √ Surveys of measuring and following staff satisfaction
- √ Records and statistics of benefits offered (housing, savings ...) and their beneficiaries
- √ Samples of teaching staff members files and CVs
- √ Evaluation and leave forms and other forms
- √ Data on the salaries of teaching staff members, technical and administrative staff, incentives and financial allowances
- √ Statistics of teaching staff members working at the Faculty in respect of specializations, academic ranks, the universities from which they graduated, number of males and females, numbers of those working on a full-time basis and those on a part-time basis, number of years of academic service, academic qualifications and the scientific output / achievements of each of them in the previous three years
- √ Documents showing the degree of satisfaction of students and graduates with the performance of the Faculty's teaching, technical, and administrative staff

6. Criterion Six: Student Services

The Students shall be provided with clear information about the requirements of the Faculty's various programs and about admission and graduation criteria. Student dispute settlement mechanisms shall be clearly indicated, known to all and managed in a fair manner. Student guidance and counselling shall be provided, and the Faculty shall keep in touch with its graduates. There shall be mechanisms for providing academic advice, counselling and support services. These mechanisms shall be responsive to student needs, who shall be aware of their rights and duties.

6-1 Sub-criterion One: Student Guidance and Counselling

6-1-1 Elements of Sub-criterion One:

1. Raising student awareness
2. Psychological and social counselling
3. Professional guidance and training

6-1-2 Indicators of Sub-criterion One:

1. The Faculty shall make available for students an appropriate awareness-raising and guidance program that enables them to take academic decisions through providing relevant information.
2. Training courses directed toward students
3. The role of the committees and councils in student guidance and counselling
4. The guidance program shall be developed on the basis of evaluation outcomes and feedback.
5. The Faculty shall provide students with a paper or electronic guide explaining its programs and matters related to students' rights and responsibilities. This guide shall be published on the University or faculty website.

6-1-3 Evidence and Documents Required for Sub-criterion One:

- √ There shall be organizational units or offices concerned with student guidance and counseling
- √ Regulation of on student guidance and counselling
- √ Minutes of meetings of the committees and councils concerned with student guidance and counselling
- √ Annual statistics of the number of beneficiaries of:
 - Raising student awareness
 - Psychological and social guidance
 - Professional guidance and training
- √ The forms used in student guidance and counselling
- √ Student evaluation of student guidance and counselling activities
- √ Periodic reports on student guidance and counselling and the extent of benefit obtained from them

6-2 Sub-criterion Two: Support Services

6.2.1. Elements of Sub-criterion Two:

1. Student elections
2. Sports services
3. Health services
4. Student facilities
5. Extra-curricular activities

6-2-2 Indicators of Sub-criterion Two:

1. Regulations of and procedures of student elections
2. Regulations of, and procedures for, grants and loans offered to students
3. Regulations and procedures followed in providing support services
4. There shall be a reception program for new students to inform them about the University and Faculty regulations and services provided. The student guide shall be distributed to the students during this reception.
5. The Faculty shall provide appropriate extra-curricular activities (sports, arts, cultural, media ...etc.) which support the mental and personal development of students and accelerate this development in a manner compatible with the Faculty's vision, mission, and objectives. The Faculty shall also ensure availability of capabilities, services, and facilities required for the students.
6. The role of student clubs in upholding support services
7. Follow-up and development of support services
8. The Faculty shall provide qualified human resources to supervise student services.
9. Scientific trips to holy sites, and introducing these sites to students through student trips supervised by the Faculty's teaching staff.
10. Holding competitions for memorizing the Holy Quran and Hadith, and rewarding and motivating students.

6-2-3 Evidence and Documents Required for Sub-criterion Two:

- √ Evidence of conducting student elections at the Faculty
- √ Number of student clubs the Faculty's students belong to and their objectives and quality
- √ Annual statistics of the number of the Faculty's students benefiting from student grants and loans

- √ Surveys of student views toward the Faculty's services offered to them (sports, health, restaurants, banks, bookshops, etc.)
- √ Annual statistics of extra-curricular activities organized by the Faculty and their number of participants
- √ Minutes of meetings of the committees and councils concerned with support services
- √ Mechanisms for looking into student complaints and grievances and benefiting from them

6-3 Sub-criterion Three: Communication with Graduates

6.3.1. Elements of Sub-criterion Three:

1. Faculty graduate data
2. Representation of graduates on governance boards/councils
3. Means of communicating with graduates

6-3-2 Indicators of Sub-criterion Three

1. The Faculty shall have a mechanism for following up the levels of graduates' performance in the labour market to assure the of (good) quality of its outcomes and achievement of its vision, mission, and goals, and to benefit from this in development.
2. Representation of graduates on governance boards/ councils
3. There shall be two-way communication channels between the graduates and the Faculty on the one hand and the Faculty and employers on the other to exchange views about the programs offered by the Faculty, their effectiveness and the methods of teaching and evaluation.
4. There shall be an office at the Faculty or University to follow up the graduates and their needs. The tasks and work mechanisms of this office shall be identified, and it shall be operated by a specialized and trained team.

6-3-3 Evidence and Documents Required for Sub-criterion Three:

- √ Minutes of meetings of the committees and councils concerned with communicating with the graduates
- √ Annual statistics of the participation of graduates in the Faculty's activities
- √ Evidence of student representation on governance boards/ councils

√ Opinion polls directed toward the Faculty's graduates and employers

7. Criterion Seven: Community Service and External Relations

The Faculty shall make appropriate and significant contributions to the community especially to institutions of public education based on knowledge and experience of its teaching staff members and the need of the community for this experience. Teaching staff members shall be encouraged to provide services and consultancies to the local community about issues related to their specializations. The community's perception of the Faculty should be monitored, and appropriate strategies shall be adopted to improve understanding and enhance the Faculty's reputation/ visibility.

7-1. Sub-criterion One: Community Service

7.1.1. Elements of Sub-criterion One:

1. Areas of local community development
2. Representation on the governance boards

7.1.2. Indicators of Sub-criterion One

1. The Faculty shall adopt clear policies to strengthen its relations with the local community and concerned sectors that shall be represented on some of the Faculty's councils and committees concerned with development.
2. The Faculty shall conduct studies as necessary for assessing the needs of the local community and concerned sectors. It shall also lay down policies to meet these needs and establish procedures for monitoring their application and effectiveness.
3. Training courses and development and awareness-raising lectures
4. The Faculty shall implement the planned projects that contribute to the development of the local community and concerned sectors, conduct periodic evaluation studies to monitor the effectiveness and impact of those projects, and shall periodically update plans in line with its priorities.
5. Contributions of teaching staff members and students to the local community service and development
6. Preparation of and participation in religious programs on T.V. and radio stations

7. Providing the local community with readers able to read (orally) the Holy Koran in accordance with established criteria.
8. Participation in all events related to the month of Ramadan through mosque lessons and tutorials and Taraweeh (late evening) prayers and so on.
9. Conducting training and educational courses in family and Islamic education fields.
10. Holding educational courses to counter perverted trends and ideas, and for promoting and disseminating moderate ideas.

7.1.3. Evidence and Documents Required for Sub-criterion One:

- √ Documents showing the policies, plans and procedures related to the local community
- √ Annual statistics of the number of studies, projects, and research papers related to the local community and the degree of benefiting from them
- √ Studies conducted by the Faculty to assess the needs of the local community and concerned educational sectors and the problems they face.
- √ A table showing the services offered to the community in respect of the type of activity, and the benefiting and implementing parties
- √ Annual statistics of joint initiatives and development projects and benefiting from them
- √ Statistics of the number of the teaching staff members, administrative staff, and students who participated in local community service activities
- √ Mechanisms and decisions on the selection of local community representatives to the Faculty council
- √ Annual statistics of the number of the local community students benefiting from grants and student loans
- √ Statistics of the awareness-raising lectures and training courses related to community service

7-2. Sub-criterion Two: External Relations

7.2.1. Elements of Sub-criterion Two:

1. Relations at the national level
2. Regional and global relations

7.2.2. Indicators of Sub-criterion Two:

1. Policies governing establishing relationships at all levels
2. The Faculty shall facilitate regional and global exchange of teaching staff members and students, and shall provide appropriate resources for that.
3. The Faculty shall have agreements on scientific exchange concluded with scientific institutions in respect of teaching staff members, and students or exchange of training and expertise, and organization of joint workshops, conferences, and seminars.
4. Grants and subsidies offered by national, regional and global institutions
5. Joint projects and studies
6. Marketing graduates at open recruitment days and fairs
7. Mechanisms and activities related to attracting students
8. Inviting some scholars from the Arab and Islamic world to give lectures
9. Helping students from Islamic countries (financially and morally) to study Shari'a
10. Establishing research or scientific partnerships or joint programs with global or external institutions as part of the University's plan and policy

7.2.3. Evidence and Documents Required for Sub-criterion Two:

- √ Documents showing the policies, plans and procedures associated with cooperation at the national, regional and global levels
- √ Samples of memoranda of understanding and agreements concluded between the Faculty and other parties and institutions inside and outside the university, and the mechanisms for approving and signing them
- √ Mechanisms for following up memoranda of understanding and agreements and for evaluating and implementing them.
- √ Annual statistics of grants and assistance provided to the Faculty from inside and outside Jordan
- √ Annual statistics of joint projects, studies, training courses, conferences and workshops conducted in cooperation with the Faculty and other educational institutions

- √ Annual statistics of the number of graduates benefiting from recruitment days
- √ Evidence of attracting students from inside and outside Jordan

8. Criterion Eight: Quality Assurance

Teaching staff members and other staff of the Faculty shall commit themselves to developing their performance and the quality of programs offered by the Faculty. The Faculty shall also carry out regular evaluations of the quality of each course of study. Study plans shall be evaluated on the basis of sound evidence and appropriate standards.

8-1 Sub-criterion One: The Faculty's Commitment to Improving Quality

8.1.1. Elements of Sub-criterion One:

1. Leadership
2. Resources
3. Institutional participation

8.1.2. Indicators of Sub-criterion One:

1. The Faculty's leadership shall support and follow-up quality assurance activities
2. Availability of physical, human and financial resources necessary for improving and maintaining quality at the Faculty
3. Dissemination of the quality assurance culture among the Faculty's teaching staff members and employees
4. Involving all staff in the Faculty in the quality improvement processes
5. Commitment to the areas of improvement
6. Utilization of feedback in the improvement processes

8.1.3. Evidence and Documents Required for Sub-criterion One:

- √ Level of responsibility and representation on the quality committees
- √ Plans for improvement of the Faculty's quality assurance management
- √ The Faculty's quality assurance manual

- √ Evidence of dissemination of the quality culture among the Faculty's staff including academicians and other staff
- √ Periodic reports on the performance of the various faculty units and departments
- √ Reports on the effectiveness of the academic and administrative development programs
- √ Integration and inclusiveness of the Faculty's quality reports and documents
- √ The Faculty's training programs on improving the level of quality

8-2 Sub-criterion Two: Scope of Work of Quality Assurance

8.2.1 Elements of Sub-criterion Two:

1. On-going periodic evaluation
2. Quality assurance coverage of inputs, processes, and outcomes

8.2.2. Indicators of Sub-criterion Two:

1. Application and follow-up of quality assurance activities at the various departments and administrative and technical units of the Faculty to ensure a high-level quality of all tasks and functions at the faculty. Teaching staff members and other staff from all of the Faculty's departments shall be involved in the processes of performance evaluation and planning for improvement.
2. Regular evaluation of inputs, processes, and outcomes, with a focus on the quality of the outcomes of the programs implemented by the Faculty.
3. Quality control, improvement, and dissemination of related results

8-2-3 Evidence and Documents Required for Sub-criterion Two:

- √ The committees concerned with quality assurance at the Faculty and its departments, and the minutes of their meetings
- √ Reports of on-going periodic evaluation of the Faculty's programs and services
- √ Evidence and procedures followed in the Faculty's quality assurance management

8-3 Sub-criterion Three: Indicators, Criteria, and Benchmarking

8.3.1. Elements of Sub-criterion Three:

1. Key performance indicators
2. Secondary performance indicators
3. Benchmarking criteria of the Faculty's performance quality
4. Feedback
5. Verification/ validation of learning outcomes

8-3-2 Indicators of Sub-criterion Three:

1. Inclusiveness of the key performance indicators their integration and measurability in an objective manner at the Faculty and its academic departments
2. Selection of secondary performance indicators for following up the performance of academic and administrative units within the Faculty in a manner compatible with its character
3. Identification of standard benchmarking criteria for the Faculty's quality of performance
4. Verification of the learning outcomes achieved by the students, and comparing them to the requirements and needs of the labour market
5. The self-assessment processes of performance quality shall be based on multiple sources of relevant evidence and proofs whenever possible. This includes feedback received through surveys of user views and the views of beneficiaries (stakeholders), such as students, teaching staff members, employees, graduates, and employers (of the Faculty's graduates).

8-3-3 Evidence and Documents Required for Sub-criterion Three:

- √ Periodic and on-going reports on key and secondary performance indicators and the areas of their application
- √ Studies or reports related to benchmarking the quality of the Faculty's performance and the effectiveness of its academic programs

8-4 Sub-criterion Four: Independent Verification of Evaluation

The University and the Faculty shall implement a mechanism for independent external evaluation of the Faculty's quality assurance indicators, criteria, and outcomes

8-4-1 Elements of Sub-criterion Four:

1. Multiple sources of evidence and proofs
2. Feedback received through surveys
3. Verification of the outputs of intended learning outcomes

8-4-2 Indicators of Sub-criterion Four:

1. Verification of conclusions based on interpretations of evidence and proofs of quality by external independent parties experienced and knowledgeable in the work of faculties of Shari'a
2. Verification of the outputs of learning outcomes achieved by students in comparison with the requirements of national qualifications and levels achieved by similar faculties
3. External evaluation report
4. Procedures for implementing of the external evaluation recommendations

8-4-3 Evidence and Documents Required for Sub-criterion Four:

- √ Comparisons between the Faculty's learning outcomes and those of other similar faculties
- √ Surveys of the views of the students, teaching staff members, graduates and employers and related improvement plans
- √ Verification matrix of achieving learning and teaching outcomes (consistency between the outcomes and the content)
- √ Extent of correlation between the Faculty's vision and mission, and the labour market
- √ The self-assessment study and the graduates' views and feedback on the Faculty's programs
- √ Plans for improving the Faculty's quality assurance processes
- √ The decisions and actions taken to implement recommendations included in the external evaluation report