



## General Accreditation Instructions for Universities

### Article (1):

These instructions are called (General Accreditation Instructions for Universities) issued pursuant to the Commission's Council Resolution No. (435/22/2021), dated 9/6/2021, based on paragraphs (a, o) of Article (7) of the Law of Accreditation and Quality Assurance for Higher Education Institutions No. (20) of 2007 and its amendments.

### Article (2):

The following words, wherever mentioned in these instructions, shall have the meanings assigned to them below, unless the context indicates otherwise:

**The Commission:** The Accreditation and Quality Assurance Commission for Higher Education Institutions.

**The Council:** The Commission's Council.

**The President:** The President of the Council.

**General absorptive capacity:** The maximum number of students specified for universities.

**Specific absorptive capacity:** The maximum number of students specified for the specialty.

### Article (3): Administrative and Academic Organization

- A. The university shall have a mission, vision, clear and declared objectives. It also shall have its own academic, administrative, technical, and financial organizational structure that is consistent with all legislation in force in the Hashemite Kingdom of Jordan.
- B. The university shall have a guide that includes the duties and rights of the faculty members and support staff.
- C. The administrative, organizational structure of the university shall consist of the following:
  1. The university president, his vice-presidents and assistants.
  2. Deans of faculties, their deputies and assistants.



3. Dean of Scientific Research.
  4. Dean of Students' Affairs.
  5. Heads of academic departments.
  6. Director of Accreditation and Quality Assurance Unit.
  7. Library manager.
  8. Director of Admission and Registration Unit.
  9. Managers of centers, units, administrative, financial, and service departments, financial and administrative control, and internal auditing.
- D. The university is committed to preparing the necessary regulations and instructions in accordance with the law of Jordanian universities in force, their law, if any, and the applicable law of higher education and scientific research.

**Article (4):**

- A. The university should have the following. Their tasks are defined in accordance with the provisions of the legislation in force:
1. Board of Trustees.
  2. University Council.
  3. Deans Council.
  4. College Council.
  5. Department Council.
  6. Councils stipulated in the university's laws, regulations, and instructions.
- B. Other councils may be established at the university in a manner that does not conflict with the laws and regulations in force.

**Article (5):**

- A. Each department shall have a council called (The Department Council) which shall consist of the Head of the Department or the acting head of department as well as all faculty members in the department.



- B. Meetings held by the Council of Department should be periodic and regular, and held when needed, provided that they are not less than (6) sessions in one semester. Minutes of the meetings shall be formally written and documented in the Department.

### Article (6): The teaching staff

1. A full-time faculty member is: (Professor, Associate Professor, Assistant Professor, Instructor, Assistant Instructor), and the full-time lecturer who holds a PhD degree, and a practicing professor who holds a bachelor's degree as a minimum.
2. Appointing full-time faculty members is necessary, and their specializations shall be in line with the areas of basic knowledge of the specialty specified in the special accreditation standards.
3. The percentage of full-time faculty members who hold a master's degree in each specialty may not exceed the number of full-time PhD holders at (5%) in the humanities specialties, and a percentage not exceeding (10%) of the full-time PhD holders in scientific specialties. These instructions are for the newly created and approved specialties for the first time as of 2019. As for the specialties started before this date, the percentage of full-time master's degree holders may not exceed (20%) in each specialty, compared to full-time PhD holders, unless otherwise stated in the standards of special accreditation for each specialty.
4. Sequencing the certificates of faculty members from bachelor's to the PhD degree is necessary, so that they are in the same specialty (if possible), taking the overlap and interdependence in some specialties into account.
5. Diversity in the sources of PhD degrees for faculty members (if possible).
6. The faculty member to whom the system of practicing academic work issued by the Council of Higher Education applies must obtain the license stipulated in the system and the instructions arising therefrom.
7. Faculty members who did not meet the provisions of Clause (6) of this article must obtain a qualification that goes in line with the system of practicing academic work, with a minimum of two training workshops that will provide the faculty member of all what is required to master and evaluate e-learning skills and face-to-face learning, including:



- A. Writing learning objectives and outcomes, aligning them with the educational content, and designing study plans.
  - B. The ability to manage face-to-face and online educational situations.
  - C. Applying modern teaching and assessment methods, designing educational content, and communicating with students.
8. Appointing at least (80%) of faculty members who hold a Jordanian nationality in universities, provided that the percentage is not less than (75%) in one specialty. If there is more than one program in the specialty, the same percentage shall be calculated for faculty members in all programs for the same specialty. If Jordanian faculty members are not available in rare specialties, the Council may grant exceptions for a specific period.
  9. Appointing at least (50%) of the faculty members on contracts of no less than three years.
  10. The Commission's Council shall approve a faculty member who has reached the age of seventy, according to what is stated in the Universities Law.
  11. A faculty member who has a sabbatical leave shall be considered in accordance with the conditions and principles followed in universities for the purposes of absorptive capacity in the department that granted the sabbatical, provided that the percentage of those who have a sabbatical leave does not exceed (30%) of the total faculty members. Ministers and those who occupy the highest ranks in the country shall not be counted of the (30%), provided that the number of faculty members remaining in the job is not less than (4) members.
  12. For the purpose of calculating the specific absorptive capacity, (10%) of the total of full-time PhD holders in the specialty shall be added to cover the overtime.
  13. For the purpose of calculating the specific absorptive capacity, (10%) of the total of the full-time PhD holders in the specialty shall be added if the specialty obtains a local or international quality assurance certificate, provided that they have an actual teaching load.



14. If the equivalency of a PhD degree held by a faculty member does not match any of the basic knowledge areas of the specialty specified in the standards of special accreditation, a faculty member may be appointed in the specialty for the purposes of special absorptive capacity at a percentage not exceeding (25%) of the total full-time faculty members from PhD holders in the specialty who meet the following conditions:
- A. Publishing at least two papers within one of the basic knowledge areas of the specialty in refereed, specialized, and classified scientific journals, and to be a main researcher in one of them; or authoring two refereed books in one of the basic knowledge areas of the specialty. The refereed book is considered a single research.
  - B. The topic of the PhD dissertation done by the faculty member has covered one or more of the knowledge areas specified by the special accreditation standards of the specialty.
  - C. The faculty member must have taught, during his/her studies at the Higher Diploma (and/or (Master's (and/or)) PhD), a number of courses in one of the basic knowledge areas of the specialty, with no less than (9) credit hours.

#### Article (7): Students

- A. The university is committed to apply the ratio of students to the number of faculty members as follows:
  1. Humanitarian specialties: (1:35) maximum.
  2. Scientific specialties: (1:25) maximum.
  3. Applied scientific specialties: (1:20) maximum.
  4. Applied Humanities specialties: (1:25) maximum.
  5. Higher Diploma, Masters, and PhD Programs: According to the instructions of the Graduate Studies.
- B. Students registered at the university are considered regular students, and this includes students enrolled in private studies, deferred students, or dropout students.



### Article (8): Laboratory and technician supervisors

The needed number of laboratory supervisors shall be appointed so that the ratio of students to supervisors in one laboratory during teaching does not exceed (1:20), and the supervisor's load does not exceed (18) practical hours per week, provided that s/he holds a bachelor's degree in the specialty as a minimum.

### Article (9):

At least one technician shall be assigned to all laboratories in one department holding an intermediate diploma, and at least one technician shall be appointed to each workshop who holds an intermediate diploma.

### Article (10): Programs and specialties offered by the university

- A. The conditions for accrediting the licensed programs and specialties at the university must be met and accredited by special accreditation before accepting students in them.
- B. The university is committed to announcing, at the beginning of each semester, the specialties approved by special accreditation only, with their exact names in which they were accredited.

### Article (11): Buildings and facilities

1. The university must commit to constructing buildings, facilities, functional areas, classrooms, laboratories, workshops, and a library; providing technical structures that include synchronous and asynchronous learning platforms; and providing equipment and resources supporting e-learning and blended learning in the main and permanent location of the university. This shall be done for the purposes of accreditation and calculating the university's general absorptive capacity, and before starting teaching in it, and in no case the university may start teaching in rented buildings and facilities.
2. University land area and facilities: It is required that 30 m<sup>2</sup> of the functional area be allocated for each student registered in the university. The minimum area of the university land and the maximum number of students in the university shall be according to the conditions of the university establishment license.



3. The area of the university's land and facilities shall be as follows:

**First: Functional area:**

A. The functional area of the university includes:

- Campus land area.
- Functional ground areas (auditoriums, stadiums, sport halls).
- Exploited building areas inside the university campus.
- The areas of land and buildings that are not connected to the main campus, provided that they do not exceed (20%) of the total functional area of the university campus, and that these areas are connected to each other. They also shall be rehabilitated and exploited for academic and methodological activities of the university only.

B. Any areas used for non-methodological, academic purposes, or for student purposes are excluded from the functional area.

**Second: Classrooms:**

Classrooms must meet the following conditions:

1. The minimum area of the classroom or discussion room is (40 m<sup>2</sup>) forty square meters.
2. The minimum area allocated for each student in the classrooms is (1.5 m<sup>2</sup>).
3. The minimum capacity of the total number of classrooms for teaching, lectures, and discussions is (50%) of the total number of university students at one time.
4. The university shall assign a classroom supervisor to each college to ensure that the classroom is ready for teaching purposes, regarding cleanliness, lighting, ventilation, and other services, and to provide teaching necessities, etc.
5. The university shall provide a number of classrooms equipped with electronic systems and equipment to support e-learning methods, interactive and participatory activities, project-based learning, dialogue and discussion sessions, and other modern learning methods.



### Third: An auditorium for activities and seminars:

The buildings of the university must include at least one auditorium for activities, with a minimum capacity of (200) students and an area of no less than (280 m<sup>2</sup>). The auditorium shall be provided with a separate theater, entrance, and exit with an emergency exit, and it shall be equipped with appropriate audio-visual equipment and appropriate lighting for theatrical representation.

### Fourth: Laboratories:

The university must be committed to the following:

1. The minimum area of each laboratory is (60 m<sup>2</sup>) sixty square meters, and the maximum capacity in each laboratory is (20) twenty students.
2. Providing at least one language laboratory containing (20) twenty booths.
3. Providing a research laboratory for each college that offers practical materials, provided that it is equipped according to the nature of the research activity and in a way that achieves the conditions of public safety.
4. Providing the needed laboratories for the specialties that the university offers and providing the necessary equipment and tools for teaching according to the established curricula, taking modernity into account, where necessary.
5. Providing necessary and sufficient laboratories to hold computerized exams at the campus, with a capacity of no less than (100) computers for one laboratory, provided that these laboratories are equipped with devices, equipment, and software necessary to ensure the credibility and integrity of computerized examinations.
6. Providing Internet service for employees and students with the needed speed that meets the special purposes of network users, in addition to the necessary printers.
7. Providing at least one computer laboratory that is equipped with modern computers, including no less than (20) computers, and (5) five printers for each (500) students registered at the university.
8. Laboratories shall be equipped with electronic systems and equipment necessary to integrate e-learning into face-to-face learning, in a way that ensures quality learning and achieving its required outcomes.





### **Fifth: Workshops:**

1. The university shall provide the necessary workshops for the specialties it teaches and supply it with the necessary equipment and tools to teach according to the established curricula, taking modernity into account, where necessary.
2. The area of one workshop shall be at least (60 m<sup>2</sup>), (4 m<sup>2</sup>) per student, and the number of students shall not exceed (15) students in one workshop.

### **Sixth: Offices of faculty members and administrative staff:**

An area (7.5 m<sup>2</sup>) shall be allocated for each faculty member or administration officer in the shared offices, provided that the number of faculty members in one office does not exceed two. A separate office must be provided for the Dean of the college and another for the Head of the Department. Meeting rooms for the College Council and Department Councils shall be provided in the same building of the college.

### **Seventh: The Library:**

When constructing the building of the library, the university shall consider the following standards:

1. Providing an area in the library for the purposes of general accreditation at a rate of (0.5 m<sup>2</sup>) for each student registered at the university, provided that the area is not less than (1,000 m<sup>2</sup>) as a minimum.
2. Providing a number of seats in the library to accommodate (10%) of the total number of students and faculty members at one time.
3. Acquiring and developing collections of various information sources at a rate of (10) titles for each student as a minimum, provided that the number of titles in the library shall not be less than ten thousand titles upon establishment, and 50% of them may be online, based on subscriptions to licensed databases.
4. Providing current periodicals for each field of knowledge, both paper and online, in each licensed specialty to the university for the purposes of general accreditation, and providing these volumes for a period of (5) previous years at least, in various forms, such as paper copies, online copies, microfilms, CDs, etc. In the case of the online subscription, the university shall provide students with an access to paper copies of the research they need, with a minimum of free of charge (150) printed pages for each student per semester.



5. Providing the substantial references necessary for research and study, such as language dictionaries, encyclopedias, dictionaries of translations and biographies, manuals and secondary books, atlases, bibliographies, etc., in both Arabic and foreign languages, both paper and online copies, provided that the paper percentage of it is not less than (80%).
6. Organizing the library's collections by a series of technical procedures such as registering, entering, indexing, categorizing, and preparing the necessary indexes for them in accordance with the latest regulations, rules, and international standards applied by university libraries, as well as procedures for maintaining them through binding and coding.
7. Providing information services such as references, guidance, lending, booking, photocopying, and requesting copies of unavailable materials in the library for researchers and scholars and facilitating using these services in many ways.
8. Computerizing the library according to the latest computer systems available for this purpose, in order to keep pace with developments in the field of information technology.
9. Allocating modern personal computers or computer terminals (screens), with one terminal for every (300) students, to be used as automated indexes by students and researchers.
10. Appointing a number of employees in the library at the rate of one employee for every (1,000) students, provided that the percentage of specialists who hold at least a bachelor's degree in library science or information technology is not less than (50%) of the total library staff.
11. The library halls shall be air-conditioned and furnished with the necessary furniture, such as chairs, tables, cabinets, desks for employees, and shelves (one open shelf for every (25) volumes).
12. The corridors, bookshelves, and tables shall be suitable for the use of people with special needs. A special room shall be provided for people with visual or hearing disabilities or people who need help in reading. At least two computers shall be provided for students with special needs. The public library shall be provided with warning devices, visual and audible alerts in case of danger, and guide labels to guide people towards emergency exits and evacuation places.



13. The library shall provide subscriptions to Digital learning resources.
14. The library shall provide a center for open e-learning resources, and the access to it shall be available from the parties of the learning process as well as the local and global community, according to the principles and regulating instructions prepared by the concerned university, in which intellectual property rights shall be taken into account.

### **Eighth: Admission and Registration Department:**

The university shall fulfill the following conditions:

1. Allocating sufficient areas to accommodate the admission and registration staff and what the work in the department requires, in terms of files and documents repositories, among others.
2. The Department of Admission and Registration shall be managed by a full-time manager, assisted by a sufficient number of employees. The department shall include at least the following:
  - Admission Division.
  - Registration Division.
  - Documents Division.
3. The department shall provide the official forms, documents, and records necessary for the work of the above-mentioned divisions, in paper or online forms, including: the admission application, the registration card, the withdrawal and addition card, the record of student's grades and certificates, and the graduates' record. Original documents or certified copies shall be maintained for each student in a file of his/her own.
4. The number of students for each registrar or registration clerk shall not exceed (1000) students.
5. The department's work related to admission, registration, and documents shall be computerized, and the necessary equipment and devices for this shall be provided, including a computer terminal for each registrar at least.



### **Ninth: a health center/health clinic:**

A. The health center / health clinic shall have the following basic specifications:

1. Two general practitioners at least.
  2. A Pharmacist/Pharmacist Assistant.
  3. A male/female nurse at least for each (2000) students.
  4. Two public health clinic rooms.
  5. An emergency room equipped with a number of beds ranging from (3-5). A barrier shall be placed between the beds of female and male students.
  6. A modern ambulance equipped with the necessary and modern medical equipment, and a driver and a paramedic shall be assigned.
  7. A pharmacy equipped with a sufficient number and variety of necessary medical treatments for first aid, emergencies, and urgent and simple cases only.
  8. A waiting room.
  9. An administration room.
  10. Warehouse.
  11. Two toilets.
- B. Providing health insurance for all university employees and students by concluding an agreement with one of the official authorities, insurance companies, or with certain clinics and hospitals.
- C. The Council may grant an exception to what is stated in Clause (A) of the above article if the number of university students is less than (1,000) students.

### **Tenth: Sports courts:**

- A. The university shall provide a closed sport hall with a total area of no less than (2000 m<sup>2</sup>) and its height is no less than (7 m), or open sport courts, so that the following facilities are available:
1. Convertible courts: include basketball, handball, volleyball, tennis, and badminton.



2. Halls for practicing various sport activities such as: Karate, Judo, Taekwondo, boxing, table tennis, gymnastics, and a fitness room.
  3. Separate changing areas, one for males and one for females, so that each area contains at least four bathrooms and sanitary facilities, and the bathrooms shall be provided with hot and cold water.
  4. Suitable offices for trainers and supervisors.
  5. A fixed or moveable auditorium and a main platform that can accommodate (200) people or more.
  6. The university shall provide at least one qualified trainer for every 1,000 students.
- B. The Council may grant an exception to what is stated in item (A) if the number of university students is less than (1,000) students.
- C. The Council may accredit the university's sports halls in nearby locations.

#### **Eleventh: Public and private utilities:**

Public and private utilities are the utilities designated for the use of students to practice various activities, including the main and subsidiary restaurants (cafeterias), chapels or mosques, audio-visual clarification halls, exhibition halls, entertainment and special activities halls, such as music, acting, journalism, sculpture, other handicrafts and figurative arts, chess, billiards, and table tennis, as well as halls designated for students' unions, associations, and clubs, provided that their areas are proportional to the number of university students. The university shall meet safety and public safety measures.

#### **Twelfth: Toilets:**

1. Providing health conditions in every building in a way that serves students and workers of both sexes.
2. Providing health utilities with special toilets for people with special needs, one for each of the sexes, with the necessary equipment and devices that help them call for help.



### **Thirteenth: Drinking fountains:**

1. Cooled-water drinking fountains are allocated and distributed in a way that serves students and workers in their various gathering locations.
2. Providing at least one drinking fountain in each college for people with special needs. No obstacle should prevent wheelchair users from accessing these drinking fountains.

### **Fourteenth: Green areas:**

The total cultivated green areas shall constitute an area of no less than (25%) of the total land area of the campus.

### **Fifteenth: Parking lots:**

The university shall provide the following:

1. Suitable parking lots; its number shall equal half of the number of university employees.
2. Parking lots for students' cars, with one parking lot for every twenty students, with an area of no less than (12 m<sup>2</sup>) per a parking lot.
3. Bus parking lot with an area of (30 m<sup>2</sup>) per a parking lot.
4. The university shall allocate the aforementioned parking lots with signs, lines, and organizational signs that specify the nature of use for the aforementioned parking lots, and all of the parking lots shall be covered with asphalt.
5. Allocating parking lots for people with special needs near each building, with one parking space for every fifty students.

### **Sixteenth: Water:**

The university buildings shall include a ground water tank with a capacity of (300 m<sup>3</sup>) at least. It shall increase at (100 m<sup>3</sup>) for every (1000) students if the number of students exceeds (2000). In the case of having internal housing for students, the aforementioned capacity shall be increased by one cubic meter for each dormitory student.

### **Seventeen: Sanitation:**

The university's sewerage system shall be connected to the public sewerage system, if any, or a university purification plant shall be established.



### **Eighteen:**

Codes and requirements of buildings special for people with special needs shall be adhered to when constructing any new buildings, and the possibility of modifying the existing buildings shall be investigated to comply with these requirements.

### **Nineteenth:**

Career Guidance and Alumni Office is affiliated to the Deanship of Student Affairs, and it must fulfill the following conditions:

1. Providing areas designated for job rehabilitation individually and collectively, and areas for computers, and functional training rooms, provided that the area for this office is not less than (150 m<sup>2</sup>).
2. Providing the necessary number of employees, provided that their number is not less than four.
3. Allocating a budget for this office to cover the cost of career guidance activities, courses, and programs.

### **Article (12): Educational devices, equipment, and materials**

#### **A. Teaching materials and equipment:**

- The university shall provide the necessary educational equipment and materials for teaching at the university, especially the following:
  1. At least one personal computer per faculty member, and at least one personal computer per 20 students.
  2. At least one photocopying machine for each department in each college. It is permissible to provide one photocopying machine for each two departments if there is a central photocopying unit in the college.
  3. A computer with one printer at least for each academic department or administrative unit.
  4. A sufficient number of white boards for each college.
  5. A sufficient number of datashow devices suitable for each department.
  6. One or more platforms for managing synchronous and asynchronous e-learning.



7. One or more platforms for managing electronic exams and ensuring their integrity and credibility.
  8. A studio for designing, filming, and producing online courses and online learning resources.
  9. A suitable technological infrastructure to host e-learning platforms, open learning resources, and cyber security.
- B. Records and files (paper and online):
- The university shall provide the following:
    1. Records and files of the Financial Department, including: files, cards, bonds, and receipts for fees, imports, expenses, and supplies.
    2. Personnel affairs records and files related to the appointment of its employees, including their contracts, academic certificates, and other necessary documents.
    3. Records and files of the university administration, which includes files for maintaining the transactions of the university administration.
    4. Records of the Academic Development and Quality Assurance Center and its administrative structure.
    5. The records of the E-Learning Center (or its equivalent) and its administrative structure.
    6. Records of colleges, units, centers and their structures.
    7. Records of programs and specialties.
    8. Printed and electronic manuals and brochures, including the manual of faculty names and their phones, the manual of the names of university administrators and workers, the students' manual, the university's manual, the yearbook, the e-learning manual, other electronic publications, and manuals issued by the university.





### Article (13): Calculation of the general absorptive capacity

The general absorptive capacity of the university shall be determined according to the arithmetic mean of the absorptive capacity of the following:

- Faculty members.
- Functional area of the land and buildings.
- Library.
- Classrooms.
- Admission and registration.

### General Provisions

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#### Article (14):

The university's land and facilities on it are allocated for academic, administrative, and scientific purposes, as well as for students' activities and services offered at the university.

#### Article (15):

Each university shall set future plans to appoint faculty members and ensure having a sufficient number of them in each specialty according to special accreditation standards for each specialty. The university shall also take measures to integrate e-learning in its two types: full distance learning and blended learning, and integrate it into its programs, as well as into the pedagogical, technical, and training requirements, and clear plans and mechanisms in the field of community service and the environment.

#### Article (16):

The university is committed to the principles of student admission approved by the Higher Education Council at the beginning of each academic year.

#### Article (17):

The request submitted for special accreditation or for raising the general or specific capacity of any university or university college shall not be considered if it has penalties or financial penalties issued by the Council. In the event of repeating such violations, such requests shall not be considered until after passing at least one semester from the date of the elimination of the violations.



**Article (18):**

The Commission's Council shall decide on any matters with no articles related to them in these instructions.

**Article (19):**

These instructions supersede any previous provisions or decisions that contradict them.

**Article (20):**

These instructions were issued pursuant to the Commission Council's Resolution No. (435/22/2021), dated 9/6/2021.

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