



MBZUH Key Findings and Action Plan

QAA International Quality Accreditation (IQA)

July 2026

Executive Summary

The QAA review team reached the following conclusions about the higher education provision at Mohamed Bin Zayed University for Humanities.

European Standards and Guidelines: Mohamed Bin Zayed University for Humanities meets all of the 10 ESG Standards and Guidelines.

Conditions: The team did not set any conditions.

Good practice: The QAA review team identified the following feature of good practice:

- Significant and sustained external stakeholder engagement in the design and development of new academic programmes, reflecting the policy of the university. (ESG Standard 1.2)

Recommendations for improvement/enhancement: The QAA review team made a few recommendations. The recommendations are of a desirable rather than essential nature and are proposed to enable the University to build on existing practice which is operating satisfactorily but which could be improved or enhanced. The team did not set any conditions.

Overall, the team concluded that Mohamed Bin Zayed University for Humanities **meets all standards for International Quality Accreditation. Hence, MBZUH International Quality Accreditation (IQA) has been successful.**

Action Plan: MBZUH has developed an action plan to address the QAA review team recommendations as below.





Recommendation	ESG Standard	Actions	Owner	Timeline
Implement further measures that support the development of a proactive and enhancement-focused quality culture.	1.1	Formalize the role of quality committees at the college-level, to enhance bridging institutional quality policy with faculty on-the-ground and support the development of a proactive and enhancement-focused quality culture	Academic Affairs Sector	Sep. 2026
Consider further initiatives to engage students as active partners in quality matters	1.1	Implement measures and initiatives to ensure students and student representatives are engaged as active partners in quality matters and key findings of their learning journey at MBZUH.	Academic Affairs Sector	December 2026
Develop and clearly communicate a standalone mitigating circumstances policy, separate from arrangements for Students of Determination, alongside clearer step-by step guidance on academic appeals procedures.	1.3	Review MBZUH's procedures for petitions relating to incomplete grades to clearly apply not only to final examinations but also to other forms of assessment, where students may be unable to complete or submit work due to exceptional circumstances.	Admission and Registration Department	Sep. 2026
Develop and implement a formal mechanism by which applicants to the university can appeal negative admissions decisions, and ensure this policy is published	1.4	Develop and publish a new policy/procedure to allow applicants to the university appeal negative admissions decisions.	Admission and Registration Department	Sep. 2026
Ensure key current and relevant data points, formerly published under 'Facts and Figures', are again made publicly available to staff, students, and external stakeholders	1.7	Update 'Facts and Figures' on MBZUH's website.	Quality and Institutional Effectiveness Office	Ongoing





Recommendation	ESG Standard	Actions	Owner	Timeline
Ensure that the rationale for decisions taken, including the use of data, are properly and fully recorded in formal deliberative meetings	1.7	Implement measures to ensure that the rationale for decisions taken, including the use of data, are properly and fully recorded in deliberative meetings.	Academic Affairs Sector	Ongoing
Strengthen the currency, visibility, and accessibility of institutional information on its website by developing a clearly defined governance section, ensuring that key policies, processes, decisions, and action plans are presented in a consistent and transparent way	1.8	Develop a clearly defined governance section, ensuring that key policies, processes, decisions and action plans are presented in a consistent and transparent way that strengthens the currency, visibility, and accessibility of institutional information on MBZUH website	Corporate Communication	September 2026
Establish mechanisms whereby faculty are able to periodically reflect and input on the development of their own programmes, rather than rely solely on external oversight	1.9	Ensure that Academic Councils (Department/College) involve faculty to periodically reflect and share input on the development of their own programmes, rather than rely solely on external oversight.	Academic Affairs Sector	December 2026

