



**MEMORANDUM OF UNDERSTANDING**

**BETWEEN**

**COMMONWEALTH OF LEARNING (COL)  
VANCOUVER, BRITISH COLUMBIA, CANADA**

**AND**

**KRISHNA KANTA HANDIQUI STATE OPEN UNIVERSITY  
DISPUR, GUWAHATI, INDIA**

**MOU13-114**

## **Memorandum of Understanding (MOU)**

WHEREAS the Krishna Kanta Handiqui State Open University, (KKHSOU) and the Commonwealth of Learning (COL) agree that quality is an emergent property of KKHSOU's own systematic review and improvement of its performance, the Parties agree to establish a code of practice agreement by way of this MOU to implement the COL Review and Improvement Model (COL RIM) at KKHSOU.

WHEREAS nothing in this Memorandum of Understanding shall be construed as creating legal relations between the two parties.

- 1.0 COL and KKHSOU hereby agree to work together to achieve the goals of the COL Review and Improvement Model, which are to:
  - i. Combine internal and external quality assurance mechanisms;
  - ii. Strengthen internal systems for quality assurance and build capacity by developing staff capability to implement the model;
  - iii. Focus on the high level evaluative questions: consistent high quality of learning experiences and outcomes is the goal of all quality assurance activities;
  - iv. Ensure that quality assurance activity enhances transparency, open discussion about quality issues, genuine problem-solving approaches and provides the information that all stakeholder groups need;
  - v. Maximise synergies between internal quality assurance reporting and external accountability and reporting requirements; and
  - vi. Seek real engagement with internal and external stakeholders about what their needs and concerns are.
- 2.0 KKHSOU agrees to foster these approaches to internal quality assurance:
  - i. Embed self-review as a regular review activity and planning tool;
  - ii. Be open and transparent about issues of concern, and rigorous in its exploration of cause and effect;
  - iii. Use performance indicators and a fact-based approach to making judgements and decisions about improving quality; and
  - iv. Involve all stakeholder groups in internal and external quality assurance processes.
- 3.0 KKHSOU agrees to combine internal and external verification of the self-review:
  - i. Using external verification for enhanced credibility, staff development, and capacity building purposes;
  - ii. Involving internal staff as key players in external verification;
  - iii. Involving credible external verifiers who have quality management expertise and can help build capacity;
  - iv. Ensuring that external quality assurance is carefully planned and scoped to focus on high level evaluative questions, key current issues and leverage points.

**4.0 LIAISON PEOPLE**

**i. Liaison People for this implementation:**

For KKHSOU                      Name: Dr. Ankuran Dutta  
Email address: [ankurandutta@gmail.com](mailto:ankurandutta@gmail.com)  
Telephone number : +91-361-2235971; +91-9864537318

For COL                              Name: Professor Madhulika Kaushik  
Email address: [mkaushik@col.org](mailto:mkaushik@col.org)  
Telephone number: +1 (604) 775-8267

**ii. KKHSOU Proposed Self Review Team for this implementation:**

Self Review Team membership	List the names and roles of 4-10 proposed members (A team of relatively experienced people who know the system well) <ol style="list-style-type: none"><li>1. Dr. M.C. Sarma, Director, CIQA</li><li>2. Dr. A. Choudhury, Dean (Academic)</li><li>3. Dr. Abhijit Bhuyan, Asst. Professor</li><li>4. Shri Devajit Goswami, Asst. Professor</li><li>5. Mrs. Smritishikha C. Barman, Asst. Professor</li><li>6. Mrs. Tapashi K. Das, Asst. Professor.</li></ol>
Self Review Team availability	KKHSOU agrees to make these people available to dedicate 10 full days including a block of at least four days to this process during the three-month period for the self-review.

**iii. Verification Team for this implementation:**

KKHSOU Proposed Verification Team Membership	List the names and roles of 4-10 proposed members: <ol style="list-style-type: none"><li>1. Prof. Aniruddha Deka, Sr. Academic Consultant</li><li>2. Dr. Ankuran Dutta, Dy. Director (Multi media)</li><li>3. Shri Arabinda Saikia, Asst. Professor</li><li>4. Dr. Badan Barman, Academic Consultant</li><li>5. Shri Bhaskar Sharma, Asst. Professor</li><li>6. Mrs. Antara M. Baruah, Academic Consultant</li><li>7. Shri Ratul Patowary, Asst. Registrar.</li></ol>
Verification Team Availability	KKHSOU agrees that these proposed people can be made available for the entire duration of the verification visit.

**iv. Proposed External Verifier and any other external people for this implementation:**

External Verifier                      Name: Prof. V.Venkaiah  
Email address: [venkaiah.v@gmail.com](mailto:venkaiah.v@gmail.com)  
Telephone number: 91-91-77513399

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Trainee Internal  
Verifier

Name: To be confirmed.

Other COL RIM  
Team member

Name: Professor Madhulika Kaushik

Email address: [mkaushik@col.org](mailto:mkaushik@col.org)

Telephone number: +1 (604) 775-8267

**5.0 CORRESPONDENCE**

Exchange of Correspondence between members of the COL team and KKHSOU shall be mainly through e-mail.

**6.0 TIME**

A schedule for COL RIM implementation is agreed as follows:

- |   |   |
|---|---|
| i. Staff survey process complete  | Administration (by KKHSOU) of the survey, which will be issued by COL, is to be completed by December 15, 2012. The Survey report (by COL) is to be completed by December 31, 2012. |
| ii. Preparation visit   | January 7 - 11, 2013.   |
| iii. Self-review report endorsed by Vice chancellor of KKHSOU and submitted | March 15, 2013.<br>Both parties acknowledge the importance that this deadline is adhered to, since the commitment of the external verifier depends on it.                           |
| iv. Verification visit by COL Team  | April 15 – 20 , 2013 (05 working days involved)<br>(This date should not fall within a semester break)  |
| v. Verification report to be submitted to KKHSOU                            | Draft report by April 30, 2013. Final report by May 10, 2013.   |
| vi. Mid-term review   | September 2013.   |
| vii. Feedback to COL  | December 15, 2013.  |

**7.0 SCOPE**

- i. Indicators to be excluded      None.

- ii. Cost sharing arrangement if pertinent:

Each party is responsible to bear their own costs incurred for services provided under this MOU. COL and KKHSOU commit to meet the agreed costs of the items as marked.  
(detailed budget to be prepared separately as necessary)

Direct costs:	To be covered by KKHSOU	To be covered by COL
Survey analysis & report		X
Preparation visit		X

Verification visit

X

Stay & local  
hospitality for  
Consultant

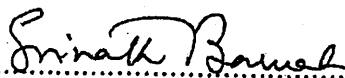
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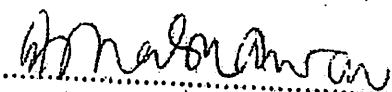
- 8.0 The Memorandum of Understanding shall be terminated in either of the following situations:
- The execution of the formal agreements contemplated by this Memorandum of Understanding and/or
  - Upon by either party giving to the other thirty (30) days written notice.

The Parties hereto, each acting through its duly authorised signatories, have signed this MOU in two (2) originals in the English language.

SIGNED ON BEHALF OF  
Krishna Kanta Handiqui State Open University

SIGNED ON BEHALF OF  
Commonwealth of Learning

  
.....  
Professor Srinath Baruah  
Vice Chancellor

  
.....  
Professor Asha Kanwar  
President & Chief Executive Officer

Dispur, Guwahati, India  
Place: .....

Vancouver, BC, Canada  
Place: .....

Date: December 2, 2012

November 30, 2012  
Date: .....

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