

# JINNAH UNIVERSITY FOR WOMEN



## Transparency Policy

Updated : September 2021  
Approved : October 2021  
(Academic Council)

# **Transparency Policy**

## **1. *Administrative Values***

The objective of the policy is to feature the University's intent to be transparent and open in our activities with stakeholders, and how this is placed into practice. We have identified three categories of information as follows:

- Community*: Information made available to all via forums such as the University website, and advertising materials.
- Internal*: Information made accessible within the University via forums such as the intranet, the virtual learning platform and internal newsletters.
- Private*: Information that may be deemed subtle, and therefore is only made obtainable to particular Members.

## **2. *Execution plan***

This plan will be made accessible on the University website and the intranet. It is the duty of all staff, to raise to and take the lead from this policy, to ensure that University practice is open and transparent.

## **3. *Exposed with Students***

The University provides full and vibrant information to prospective students, current students, and alumni. This includes information about the programs on offer, the policies and procedures, and the academic regulations that affect them and their studies.

The University also offers an Alumni facility, whereby alumni who have left the University can stay in touch with the University and participate in events.

The University also operates a pure complaints procedure, both at applicant step, and once the student has enrolled. These procedures are both made available publicly on the website, and internally on the intranet and via the Student Handbook.

## **4. *Open with Staff***

The University provides complete and clear information to staff on University activities, and the policies and procedures that mark their work. These are made available via the following:

## **5. *Exposed with Stakeholders***

The University will perform openly with all its stakeholders to ensure information is accessible when required. Key contacts will be arranged for each of these to facilitate communication, such as:

- Dealers
- Representatives
- Nationals
- Internal and External Auditors
- External examiners

## **6. *Access to Information***

- Information routinely published will be included in a Publication Scheme and made available via the University website.
- Subject Access Requests
- These types of requests can be made via the following email address:  
info@juw.edu.pk
- Routine enquiries from Students: students are able to make enquiries through the following links:
- Student Advisory – a physical location on campus reachable in person.

Although the University is not subject to the Freedom of Information Act, where information is easily accessible and does not sustain an unreasonable cost or strain on resources, we will exertion to provide the information required. The decision to provide the information requested will be at the option of the University.

## **7. *Measuring the policy's attainment***

The measurement of the policy's achievement will be the number of requests dealt with and the deficiency of complaints received.

## **12. *Monitoring of procedure***

The Governance cell will monitor the usage and effectiveness of the policy, and report any concerns or risks to the administration.

## **13. *Evaluation of policy***

This policy will be reviewed on a bi-annual basis by the administration.