Quality and Continuous Improvement Policy

Colleges of Business and Technology (WA) Pty Ltd
Trading as Curtin College, a member of Navitas Pty Limited
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Document

Document Name	Quality and Continuous Improvement Policy
Brief Description	This Document outlines Curtin College's framework for quality as assurance and continuous improvement.
Responsibility	College Director & Principal
Initial Issue Date	11 June 2012
Authorising Body	College Leadership Team

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
6 Aug 2023	2.0	Changes are to reflect current practice inclusive of policy and governance	College Director & Principal

Related Documents

Name	Location
Curtin College Mission, Vision, and Values	College website
Delegations of Authority Policy	Shared Drive/Policy Hub
Governance Structure	College website/Policy Hub

Contents

1 Purpose and Scope

1.1 Curtin College is committed to quality assurance and continuous improvement in all aspects of its operations as an Institution of Higher Education provider. This Policy sets out Curtin College's (the College) approach to quality assurance and the implementation of continuous improvement.

1.1.1 This Policy applies to all staff and students at Curtin College and its Partner Provider/s registered within its scope of operations. The College Leadership Team and Managers are responsible for the management and implementation of this policy.

1.1.2 The College policies and procedures prevail for Partner Provider/s except where they are overridden by quality and regulatory requirements from that country e.g. Edutrust in Singapore.

1.1.3 All staff have responsibility for compliance and quality assurance that is inherent in the functions and operational activities that take place on a day-to-day basis in the College.

2 Quality Assurance

2.1 Quality assurance at the College will be developed and supported through policies, principles, actions, and procedures that assure quality through a continuous improvement philosophy. The aims of quality assurance are to:

2.1.1 Give internal and external stakeholders confidence in the management of operations, management, governance, and outcomes; and

2.1.2 Ensure the College meets both the expectations and performance measures in the higher education sector and national and transnational quality assurance standards.

2.1.3 The College's Quality Assurance Framework is designed around the four-stage Plan-Do-Check-Act (PDCA) cycle.

2.2   Beginning with strategic planning, this cycle of continuous improvement is overseen by governance bodies and entails:

- establishing performance expectations at the level of the College and various work areas;
- implementing mechanisms to achieve performance expectations;
- monitoring performance results; and
- adjusting or maintaining mechanisms as appropriate.

3   Principles

3.1   Quality Management at Curtin College:

- Underpins the management of the College as a whole; it is not a separate layer of management or process.
- Relates directly to the College's mission, vision and values to ensure organisational 'fitness for purpose'.
- Involves systematic strategic planning which incorporates effective business planning, and is informed by systematic performance monitoring and evaluation based on appropriate stakeholder feedback and data analysis.
- Focuses on outcomes that meet the expectations and requirements of various stakeholders.
- Drives ongoing performance improvement and sustainable growth.
- Incorporates sound financial and risk management.
- Recognises the professional responsibility of each team and individual so that collaborative responsibility for quality in any area of activity rests with the parties involved.
- Applies equally and appropriately to all onshore and offshore operations.
- Ensures that the College's quality management system is focused on meeting stakeholder requirements while also meeting relevant statutory and regulatory requirements.

4   Governance

4.1   Governance Structure

4.1.1   Curtin College's Governance Structure provides the framework for both administrative and academic decision making and oversight of quality assurance.

4.1.2   As required by the regulatory framework in which the College operates, academic governance sits apart from management of other aspects of the College. The Curtin College Academic Board assures academic quality.

- The Academic Board is the senior academic body, with delegated authority from the Curtin College Board of Directors to oversee and ensure the integrity of academic programs. The Chair of Academic Board and the College Director & Principal report to the Governing Body three times per year.
- The Learning and Teaching Committee is a sub-committee of the Academic Board and responsible for oversight of academic quality across the College. The Committee will provide advice to Academic Board and members of 'other committees/teams on strategic developments and innovations in learning, teaching and assessment, including the implications of changes in technology.
- The Program Advisory Committees provide discipline specific oversight of units and programs, and report to Academic Board.
- Membership of each committee includes College staff and students, as well as Curtin University staff.
- The Academic Governance Model enables all committees to contribute to the continuous improvement of the learning and teaching cycle.

4.2 Non-Academic Governance

The College Leadership Team is the senior management committee which oversees planning, policy, strategy, and quality assurance.

5 Mission, Vision, Values and Principles

The College's Mission, Vision, Values and Principles were developed with input from all staff and have been embedded in the College's strategic and operational plans.

6 Planning Cycle

6.1 The Navitas Corporate Plan informs the College's Strategic Plan which has a 3-year horizon and is annually reviewed.   The following main themes are addressed with Key Performance Indicators to monitor progress against objectives:

- Increase Quality Student Outcomes
- Enhance Student Experience
- Sustainable Growth
- People and Culture
- Governance

6.2 Approval of Plans

The development and approval of Curtin College Plans involves staff, relevant College committees and Navitas. The Navitas authority limits are articulated in a Board approved delegations policy, which subsequently informs the Curtin College Delegations of Authority Policy. Objectives and strategies articulated in plans are further embedded in College activities through individual staff performance plans.

Plan	Annual Timeline	Responsibility	Endorsement/Approval authority
University Partnerships Australasia (UPA) Corporate Plan	July	CEO, UPA	Approver: Navitas, CEO
Curtin College Strategic Plan	July	College Director & Principal	Approver: Executive General Manager, UPA
Curtin College Learning & Teaching Plan	March	Academic Director and Program Managers	Approver: Academic Board
Curtin College Budget	July	Commercial Finance, UPA Navitas	Endorsed by: College Director & Principal Approver: Executive General Manager, UPA
Curtin College Individual Staff Performance Plans	July	Line Managers	Endorsed by Staff member and line manager

7 Policy Framework

The College's policy framework supports quality assurance processes. Policy reviews are informed by organisational changes, audit outcomes, feedback from evaluation mechanisms and/or changes to the external regulatory environment in which the College operates. Proposed policy changes are submitted to the Leadership Team and Academic Board (if related to academic matters) for consideration. If a policy remains unchanged for a two-year period, a review is undertaken to ensure its ongoing relevance.

8   Monitoring, Review and Improvements

8.1   The College is subject to regular Audits (external and internal) of its compliance with its regulatory and legislative obligations. The College Director & Principal and the College Leadership Team review the College's compliance via the following mechanisms:

- Policies, Procedures and Forms review schedule via the Quality Register.
- Academic policy review schedule is provided to the Academic Board at the first meeting of the year.
- Consideration and approval of College academic policies prior to them being submitted to the Academic Board. Improvement from feedback mechanisms (Staff and Students)
- Self-assessment of compliance against the regulatory and legislative framework that pertains to the College conducted annually or at least once every two years.
  - Self-assessment is coordinated by the Quality and Compliance Manager and involves Academic, Administration, Admissions, Marketing and Senior Management
- Implementation of Internal/External Audit recommendations.
- Self-assessment of compliance against policies and procedures (all campuses) annually or at least once every two years.

8.2   Partner Providers

8.2.1   The College has a written Service Level Agreement documenting arrangements with partner providers with respect to how each party will discharge their obligations ensuring compliance with the relevant legislation and regulations that govern these.

8.2.2   As directed by the College Director & Principal, the Quality and Compliance Manager will audit its partner provider against the Service Level Agreement and relevant legislation/regulations.

- Feedback from the audit, including recommendations will be provided to the College Director & Principal and disseminated to the members of the College Leadership Team at each campus for action as required.

8.3   External Audit

8.3.1   External stakeholder feedback, audits and reviews include:

- Institutional compliance with ESOS Act, National Code, Higher Education Standards Framework, Higher Education Support Act, Australian Qualifications Framework, TEQSA Act;
- Independent External Review of the Governing and Academic Boards
- Curtin University review of compliance against the agreement between the two entities.

9   Responsibilities

9.1   The College Director & Principal is responsible for:

- the content of this Policy and its operation within the College; and
- ensuring that a Quality, Risk and Compliance culture is embedded across the College.

9.2   College Director & Principal and Managers are responsible for:

- implementing relevant policies, objectives and procedures to achieve Compliance with obligations within their areas of responsibility;
- reporting any material issues of non-compliance with a compliance obligation to the College Director & Principal as soon as a reasonable suspicion of a potential breach has been formed;

- designing, implementing, and monitoring quality procedures/processes for work areas; and
- supporting other staff when conducting quality assurance activities in their work area.

9.3 The Quality and Compliance Manager is responsible for:

- monitoring and reporting to the College Director & Principal the College's compliance with the Higher Education Standards Framework (Threshold Standards) 2021 and other legislation relevant to the higher education sector;
- the management of the Quality Management System, which includes the Quality Document Register, Quality and Compliance folder, relevant templates.
- ensuring that the College provides reasonable access to all areas, records and staff as required by the Registering bodies; and,
- Contributing to non-financial submissions for the registration of Curtin College as an Institute of Higher Education Provider and Accreditation of College programs.

9.4 All staff have a responsibility to recognise Quality assurance that is inherent in the functions and operational activities that they undertake daily in the College.

Compliance

9.5 General

As an Institute of Higher Education provider, the College is required to comply with the following legislation, regulations and agreements:

- Australian Qualifications Framework
- ESOS Act/ National Code of Practice for Providers of Education and Training to Overseas Students
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act (2003)
- Tertiary Education and Quality Standards Agency (TEQSA) Act 2011
- Curtin College – Curtin University Agreement
- Relevant Enterprise Agreements, Fair Work Australia, National Employment Standards and other legislation which governs the employment of employees.

10 Review

This Policy will be reviewed by the College Leadership Team every three years in line with the Quality Register and any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction and continued relevance to College's current and planned operations.

11 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Guidelines	Quality and Compliance Manager	Policy Hub	Permanent	Archive