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Personnel Relations and Equal Opportunity Directorate

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1. Overview

The University’s reaffirmation of its commitment to Quality, the University Strategic Plan 1999-2008 specifies that the University will work to embed Quality more obviously across all its endeavours, both academic and administrative.

Quality management aims to help people to understand what they want to achieve in relation to Quality. Quality assurance helps to define what they intend to do and ensure that they know they are doing it. Quality improvement specifies areas for future changes.

Successful organizations promote a culture of "strategic readiness" and should develop flexible plans which fully involve the entire organization. They promote and support a culture of learning that accepts the need for constant change and improvement. This Plan is part of an ongoing process of learning, and attempts to engender a commitment to continuous improvement, by harnessing and focussing the energies of all people in the organization. The concepts of strategic readiness and community learning help encourage and support quality in all aspects of the University’s performance.

The Quality Management Policy is a manifestation of the University’s commitment to Quality, incorporating Quality Assurance Procedures, and an ongoing program of Continuous Quality Improvement. Measures and indicators in relation to quality outcomes will be developed.

All areas of the University activity will be addressed, specifically:

**Academic Focus Areas**
- Teaching and Learning
- Research Management
- Community Service

**Administrative and Support Focus Areas**
- Educational Technology and Information Technology Services
- Library
- Administrative Services and Management Information Services
- Campus Services, Property and Estate Planning
- Financial Management
- Human Resource Management
- Student Administration
- Student Services and Campus Ministry

2. Priority Areas

The University identifies the following priority areas for quality assurance:

- providing all staff with appropriate opportunities for the development of skills in quality assurance techniques;
- incorporating systematic quality assurance planning into course development, implementation and review procedures;
- improving both qualitative and quantitative data collection to assist quality assurance procedures;
- directing staff development towards innovative teaching and learning approaches which will flow into all courses offered by the University;
- incorporating systematic feedback on teaching and learning quality into all courses offered by the University;
- sustaining a strong program of research, with its quality monitored and supported by a rigorous process of reporting, evaluation and funding;
- including specific quality assurance procedures in the Research Management Plan;
- providing a co-ordinated approach to community services including the development of appropriate quality assurance procedures in relation to such activities.

These priorities will provide a focus for the implementation of Quality Management Plans which will be developed for each of the key areas of University activities.

3. Quality Management Committee

In order to implement the University Quality Management Policy, the Quality Management Committee has been established. The formulation of policy on Quality Management for the University, and oversight of the implementation of the University Quality Management Plan is carried out by the University Quality Management Committee. The functions of this Committee include:

- overseeing the development and implementation of a comprehensive Quality Management Plan throughout the University;
- planning and overseeing the introduction of Quality Management Plans in all organisational units;
- preparing Quality Portfolios or other Quality Audit Reports as determined by the University;
- planning appropriate staff development activities relating to quality management in consultation with the Director of Personnel;
- make recommendations on the development of appropriate performance indicators for quality assurance purposes;
- advising the Vice-Chancellor on the expenditure of funds from internal or external sources allocated for quality management purposes.

Details of the membership of the Committee appear in Section 5 Committee Membership.

4. Implementation

As part of the three-year Quality Review round (1993 - 1995), the University has already established a process in the Faculties whereby Quality Management Plans have been developed and implemented on an annual basis. This approach was extended to all areas of the University operations, commencing in 1996.

Development of these Plans will be under the overall responsibility of the senior officers in the respective areas. The Pro-Vice-Chancellor (Quality and Outreach) assisted by the Manager, Quality and Outreach, will have overall responsibility for the implementation of this policy throughout the University. The University Quality Management Plan for each year will comprise the combined Plans for Faculties, Centres, and Administrative and Support areas.
5. Committee Membership

- Quality Management Committee:
- Pro-Vice-Chancellor (Quality and Outreach) - Chair
- Pro-Vice-Chancellor (Research)
- Pro-Vice-Chancellor (Academic Affairs)
- Deans of Faculties
- Dean of Students
- Director, Libraries
- Co-ordinator of Academic Staff Development
- Nominees from the Vice-Chancellery Senior Offices
- Vice-Chancellor’s Nominees (Admin. & Support)
- Manager, Research Office
- Manager, Quality Management Office (Executive Officer)

6. Policy Review

The University may make changes to this policy and procedures from time to time. In this regard, any staff member who wishes to make any comments about this Policy may forward her/his suggestions to the Director, Personnel Relations and Equal Opportunity.

7. Further Assistance

Any staff member who requires assistance in understanding this Policy should consult her/his nominated supervisor who is responsible for the implementation and operation of these arrangements in her/his work area. Should further advice be needed, she/he should contact the Personnel Relations Consultant responsible for their campus.