




# **Quality Assurance Policy**

**19<sup>th</sup> July, 2019**

**QUALITY ASSURANCE DEPARTMENT**


<b>DOCUMENT CONTROL INFORMATION</b>	
Document Name	Quality Assurance Policy
Document Control No.	QAD0100
Approved / Endorsed by	Manager Quality Assurance / IBSUniversity Council
Approval / Endorsement date	19 <sup>th</sup> July, 2019 / 16 <sup>th</sup> August, 2019
Version	2
Review date	March 29, 2019
Author	Manager Quality Assurance
Owner	Manager Quality Assurance
Document Network Storage	Staff Common Folder

<b>REVIEW HISTORY</b>				
Version	Description	Date	Author	Owner
1	Old Policy		Manager QA	Manager QA
2	New Policy	29.03.2019	Manager QA	Manager QA

Prepared by: Manager Quality Assurance	Reviewed by: Policy Review Committee	Approved by: Manager Quality Assurance	 <b>IBSU UNIVERSITY</b> <small>Focusing on Student Centred Learning</small>
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## 1. INTRODUCTION

IBSUniversity (hereafter called the University) has been providing quality education in Papua New Guinea. To further strengthen quality, the University Council has approved the Quality Assurance Policy to meet the requirements of students and other stakeholders.

Quality Assurance Policy is in consonance with the University's Vision, Mission and Values. The National Standards set by the Department of Higher Education, Research, Science and Technology (DHERST), relevant national laws, and international standards were taken-in to account in further enhancing the Quality Assurance Policy.

Key to achieving the objectives of this policy is the development of an effective and efficient Quality Assurance (QA) system underpinned by quality products, practices and services that meets the highest quality requirements of the University's principles in continuously improving its products, processes and quality management system by establishing, monitoring, reviewing and acting upon quality objectives.

## 2. PURPOSE


To ensure excellence in education, training and research services provided to students and other stakeholders, by performing audit, reviews, and assessment on key University functions and activities, including consultation and advisory function, as deemed necessary.

## 3. OBJECTIVES

- 3.1 Ensure quality across all University functions for the benefit of students and stakeholders;
- 3.2 Auditing key functions and activities of the University, to ensure that the process complied with existing laws, standards, and as per the University's requirement;
- 3.3 Promote and lead risk management process, and ensure that the key functions had addressed the risk identified;
- 3.4 Review the compliance of the University with national laws, national and international standards, and other relevant legislations;
- 3.5 Perform evaluations and surveys, and report the result to appropriate committee for their recommendations.
- 3.6 Recommend improvement on quality process, as required

## 4. SCOPE

- 4.1 Quality Assurance Policy covers all the key functions and activities within the University. Terms of Reference of each committees are stated in Ordinances. The structure of Quality Assurance Department (hereafter called QAD) is shown in Figure 1.

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*Figure 1: Representation of QAD functions and committees*

4.2 The reporting head of QAD is the Vice Chancellor. QAD has three different committees, as stated in University Statute no. 20.5 and Ordinances no. 32, 33 & 34. These Committees have clearly established the responsibilities of QAD with the operation of the University. These are as follows:

- i. Risk, Audit and Compliance Committee – intended to ensure that the Vice Chancellor has independent and objective advice, guidance and recommendations on the control and accountability’s adequacy, and utilizing evaluation with the University for enhancing management practices.
- ii. Internal Quality Assurance Committee – intended to enable the Vice Chancellor to have an oversight of quality of core business, internal controls and operating processes.
- iii. Feedback Assessment Committee – intended to provide reports, recommendations and/or advice to Academic Board pertaining to teaching, learning and assessment, as a result of feedback evaluation conducted by the QAD.

4.3 The relevant laws and standards shall be referred to in reviewing the quality assurance of the University. These are as follows:

- i. DHERST National Standards for Higher Education Institution Registration;
- ii. Income Tax Act of 1959
- iii. International Financial Reporting Standards
- iv. Accountants Act 1996
- v. Companies Act 1997
- vi. National Information and Communications Technology Act of 2009
- vii. Cybercrime Code Act of 2016
- viii. Medical Registration Act of 1980

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4.4 The University also adopts International Standards and Guidelines to enhance the quality of services to students and other stakeholders. These includes:

- i. International Organization for Standard for Standardization (ISO9001)
- ii. Dewey Decimal System
- iii. Student-Centred Learning by the European Students' Union.

## 5. DEFINITIONS

**Benchmarking** – Benchmarking is a process of comparing results or outcomes against benchmarked best-practices and standards, incorporating quantitative and qualitative measures, in order to provide point of reference for better quality practices internally and externally.

**Compliance** – Act of acquiescent with the requirements set by national legislation, national and international standards.

**Corporate Quality Manual** – a manual stating the University's commitment to provide the level of quality services to meet the requirements of students and other stakeholders.

**Evaluations** – A system of determining how the key functions had met the criteria set by the University

**Inspections** - physical observations and examinations of the facilities to ensure its readiness and usefulness in serving students, staff and other stakeholders.


**Internal Auditing** - is an independent and objective assurance services design to improve the operation of the organization. It is a systematic approach in evaluating operation, risk management, controls and governance.

**Key Performance Measures** – Sub responsibilities that is generated from the Key Result Areas which defines the exact area of performance in order to meet the Key Result Area. It is referred to as the activities which defines the Key Result Areas also which is measurable either quantitative or qualitative.

**Key Result Areas** –the major responsibilities under the position held within any functional area. It identifies key roles and sets clear targets of execution, easy evaluation of quality and competent outcome.

**Quality** – The degree of excellence in providing services to all stakeholders that is measured against standards set by the University, legislations and statutory agencies.

**Quality Assurance** – Adaptation or maintenance of management processes and procedures to monitor and review performance and improve quality of outputs to ensure that an organization meets its vision, mission, goals and objectives both internally and externally.

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**Quality Culture** – University Vision, Mission and Core Values that guides the operation in providing excellent service.

**Quality System Procedures** – Means guidelines or procedures developed for the University to ensure quality and compliance within all functional areas.

**Risk Management** – Risk Management is a systematic approach in managing risk. It is also an ongoing process of risk identification, assessment, treatment and monitoring.

**Surveys** – A method of collecting information from stakeholders to improve the existing process.

## 6. ROLES AND RESPONSIBILITIES

**University Council** - Responsible for university strategy and long-term goals.

**Council advisory committees** - Responsible for advisory function for university council on strategy and long-term goals.

**Chancellor** - Responsible for university’s performance and overall quality management system.

**Vice-Chancellor** - Chairperson of the Quality Assurance Committee. Act as the Chief Executive Officer and Academic Officer of the University.

**Quality Assurance Committees** - Develop and control quality assurance system.

**Pro-Vice Chancellor (Academic)** - Leads the Academic operation. Supervises academic quality.


**Chief Operating Officer (also called as Registrar)** - Responsible for quality student registration, file-keeping and examination process.

**Chief Finance Officer** – Responsible for maintaining quality finance processes.

**Academic team leader (also called as Programme Promoters)** - Responsible for the school’s performance and quality management.

**Heads of the Departments** - Responsible for the performance, quality management and procedure and documentation of the department.

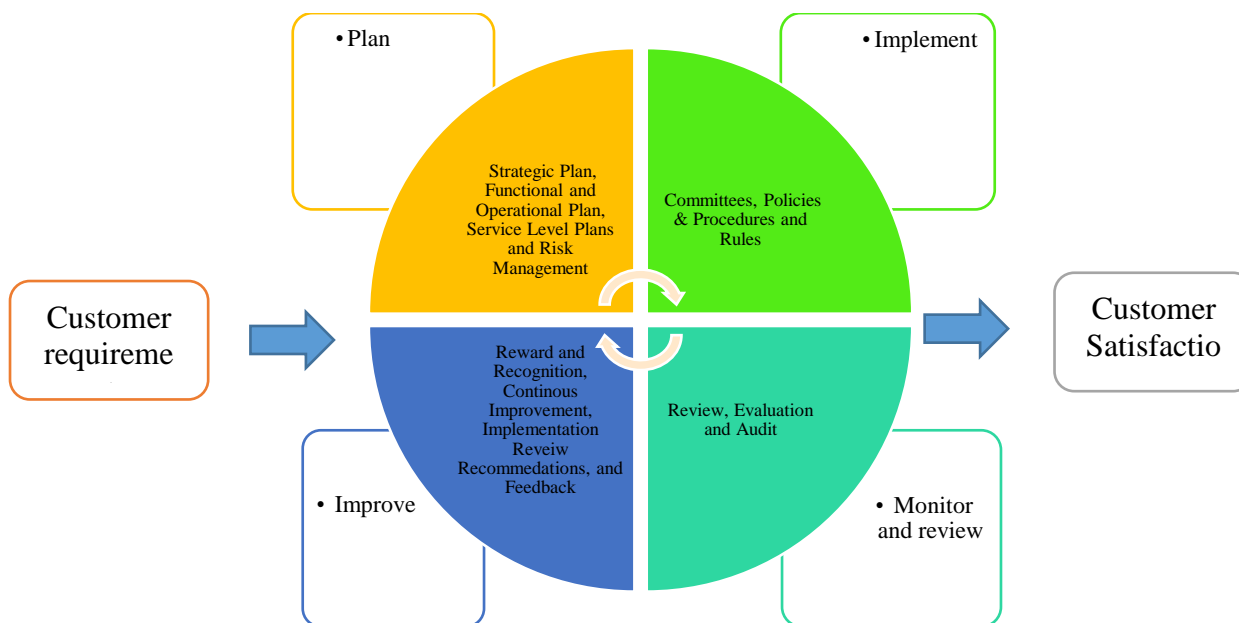
**Quality Assurance Manager** - Responsible for developing university quality management system in cooperation with other departments. Responsible for internal audit implementation and preparations for external evaluations.

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## 7. CONTENT

### 7.1 Quality Culture

QAD facilitates in encouraging quality culture within the University. The university adopts process-based Quality Management System model for the improvement of its products and services (figure 2).




*Figure 2: Process based Quality Management System*

#### (a) Quality Management

Quality Management shall be driven by the Vision, Mission and Strategic Plan of the University. It reflects the hierarchy of the institution's organizational levels from the University Council, Senior Management Team, and Programme Promoters to Individual Academic and Staff. All Departments maintains Key Result Areas (KRA) and Key Performance Measures (KPM) to review the quality of services provided to students and other stakeholders. QAD in consultation with HR Department ensures quality by aligning the evaluation, assessment and review processes of QAD with strategic and operational plans.

#### (b) Knowledge Management and Document Control

QAD shall establish, implement and maintain document control and knowledge management to ensure that documents and information are organized, handled properly, protected, and have ease of retrieval. Regular assessment of document control process and knowledge management shall be conducted and the result shall be presented to Internal Quality Assurance Committee.

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## 7.2 Internal Auditing

University Council and Senior Management shall ensure that the internal audit function is independent and objective. QAD shall oversee the operation of internal audit. Any issue regarding independence and objectivity shall be address by the QAD Manager, and ensure that this issue had been eliminated or reduce to acceptable level. Internal auditor shall perform the job in compliance with university code of conduct and applicable national and international code of ethics. Internal auditor shall have the competence to perform the task. Conflict of interest shall be disclosed by the internal auditor. Result of internal audit shall be presented in the Risk, Audit and Compliance Committee meeting.

## 7.3 Risk Management


University Council and Senior Management shall ensure the formulation and implementation of Risk Management Framework. QAD shall stimulate risk management function. At least once a year, QAD shall provide risk management report. Result of the risk assessment shall be presented to Risk, Audit and Compliance Committee during its ordinary meeting, or as stated in Terms of Reference.

## 7.4 Compliance with Laws and Regulations.

The University shall have an effective compliance system to adhere with all legislative requirements, as well as national and international standards. DHERST is the higher education regulatory agency in Papua New Guinea, and issued regulations and standards relevant to the University. Other government agencies regulation may also have an impact on the operation of the University. QAD has a role to review the compliance of the University with regards to regulatory requirements. Management may also decide to enter into international accreditation, in which, QAD also plays a part in ensuring the fulfillment of the requirement. Compliance report shall be provided to Risk, Audit and Compliance Committee.

## 7.5 Surveys and Evaluations

Surveys and Evaluations are methods of collecting information from students, staff and other stakeholders regarding the University's teaching and support services performance. QAD has to plan for conducting surveys and evaluations, and ensure the confidentiality of the respondent's details. QAD needs to collaborate with respective departments in conducting surveys and evaluations. Teaching evaluation surveys shall be conducted twice in a Session, and Student Satisfaction Survey shall be conducted twice a year. QAD shall also establish other surveys and evaluations, as necessary. Summary of the surveys and evaluations shall be presented to Feedback Assessment Committee and Internal Quality Assurance Committee during the ordinary meeting, or as stated in the Terms of Reference.

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## 7.6 Inspections


QAD shall plan for and implement inspections, on a regular basis, with consultation and coordination with respective departments. Result of the inspections shall be presented to respective Department Heads.

## 8. MONITORING, REVIEWING AND IMPROVING QUALITY ASSURANCE

8.1 The University shall design ways to monitor the Quality Assurance Function. This can be done in consultation with QAD Committee, University Council, Senior Management, and external parties. Also, the University shall conduct regular review on the quality approach to ensure sustained appropriateness. This can be done through various means, such as:

- i. Benchmarking;
- ii. Outcome of internal review sanctioned by University Council;
- iii. Outcome of external quality reviews and audits;
- iv. Feedback and reports from statutory and professional reviewers;
- v. Feedback from students and other stakeholders; and
- vi. Standards set by DHERST and other regulatory agencies.

8.2 The review recommendations shall be used to improve the Quality Assurance function.

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