




QUALITY ASSURANCE POLICY

IBS COLLEGE OF TVET

01st January 2024

Prepared by: Student Services	Reviewed by:	Approved by:	
Document Control No:	Version No.	Approval date:	

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1 Introduction

IBS College (hereafter called the College) has been providing quality education in Papua New Guinea. To further strengthen quality, the College Board 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 College functions and activities, including consultation and advisory function, as deemed necessary.

3 Objectives

- 3.1** Ensure quality across all College functions for the benefit of students and stakeholders;
- 3.2** Auditing key functions and activities of the College, 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 College 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 Related Legislation, Regulation and Standards

- 4.1** National Standards of Higher Education Institutional Registration by Higher and Technical Education Board.

5 Scope

- 5.1** Quality Assurance Policy covers all the key functions and activities within the College. Terms of Reference of each committees are stated in Ordinances.
- 5.2** The relevant laws and standards shall be referred to in reviewing the quality assurance of the College are as follows:
 - a. DHERST National Standards for Higher Education Institution Registration;
 - b. Income Tax Act of 1959
 - c. International Financial Reporting Standards
 - d. Accountants Act 1996
 - e. Companies Act 1997

- f. National Information and Communications Technology Act of 2009
- g. Cybercrime Code Act of 2016
- h. Medical Registration Act of 1980

5.3 The College 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.

6 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 College'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 College.

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 College, 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.

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

Quality System Procedures – Means guidelines or procedures developed for the College 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.

7 Roles and Responsibilities

College Board - Responsible for university strategy and long-term goals.

Head of College - Responsible for university's performance and overall quality management system.

Quality Assurance Committees - Develop and control quality assurance system.

Finance Controller – Responsible for maintaining quality finance processes.

Academic Coordinator- for the each programs academic 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 College quality management system in cooperation with other departments. Responsible for internal audit implementation and preparations for external evaluations.

8 Content

8.1 Quality Culture

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

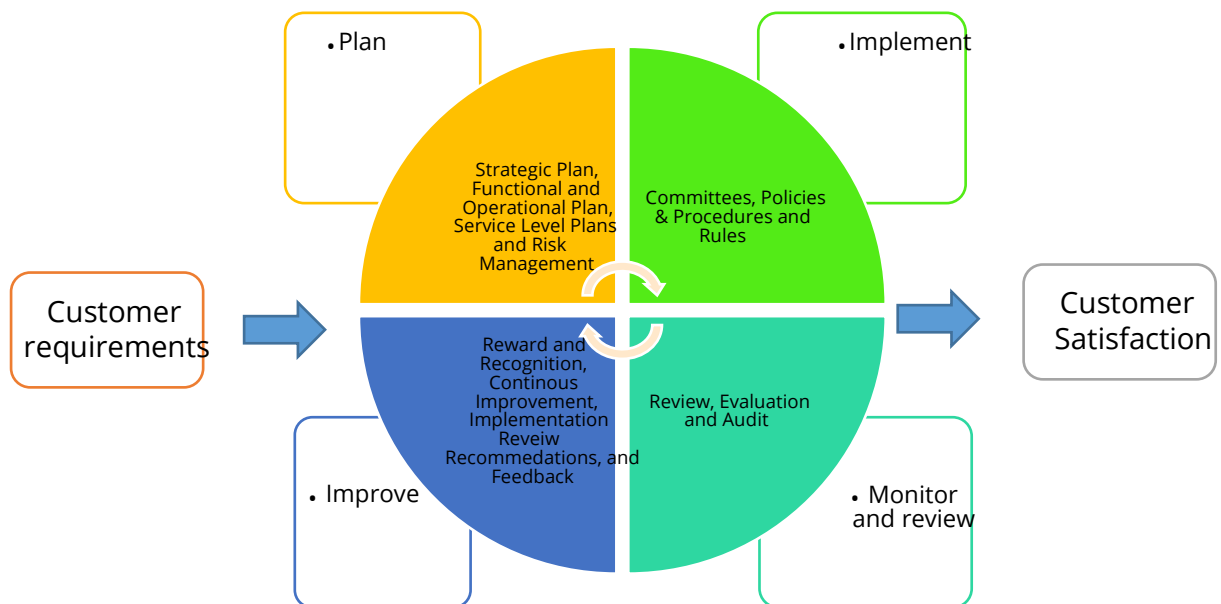


Figure 2: Process based Quality Management System

a. Quality Management

Quality Management shall be driven by the Vision, Mission and Strategic Plan of the College. It reflects the hierarchy of the institution's organizational levels from the College Board, Senior Management Team, s 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.

8.2 Internal Auditing

College Board 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.

8.3 Risk Management

College Board 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.

8.4 Compliance with Laws and Regulations.

The College 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 College. QAD has a role to review the compliance of the College 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.

8.5 Surveys and Evaluations

Surveys and Evaluations are methods of collecting information from students, staff and other stakeholders regarding the College 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.

8.6 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.

9 Monitoring, Reviewing and Improving Quality Assurance

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

- a. Benchmarking;
- b. Outcome of internal review sanctioned by College Board;
- c. Outcome of external quality reviews and audits;
- d. Feedback and reports from statutory and professional reviewers;
- e. Feedback from students and other stakeholders; and
- f. Standards set by DHERST and other regulatory agencies.

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

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