



Quality Management Procedure

1. Purpose and Scope

This procedure supports the implementation of the Quality Management Policy.

This Procedure applies to general and academic staff and external members of governing bodies.

2. Related Documents

This Policy is to be read in conjunction with KOI's:

- Quality Management Policy
- Course Development and Review Policy
- Student Feedback Policy

3. Definitions

<i>Academic Board</i>	Committee responsible for the oversight of the academic functions and Policies
<i>ADRI</i>	Approach, Deployment, Results, Improvement model for continuous Improvement
<i>Benchmarking</i>	A comparative analysis with collaborating organisations to review programs, performance, processes and services and to identify areas for improvement within KOI and strategies to achieve improvement.
<i>Operational Unit</i>	All divisions of KOI and all administrative support areas.
<i>Process Improvement</i>	Systematically assessing and updating processes in the workplace to maximise effectiveness and efficiency.
<i>Quality Management</i>	A systematic process of reviewing and improving processes and outcomes that support achievement of the vision, mission and goals.
<i>Review</i>	A review may be an internal or external review of a course, service or operational area.
<i>Survey</i>	A general or comprehensive view or appraisal of a service or experience.

4. Procedure

4.1 Approach, Deploy, Review and implement (ADRI) Approach

Through adopting the Approach, Deploy, Review and Implement (ADRI) approach to quality management, KOI ensures compliance with regulatory obligations, achievement of strategic targets, maintenance of quality and standards managing risk, while meeting the expectations of staff and students and other stakeholders

4.2 Reviews

KOI conducts formal reviews of its governing bodies, courses, services, organisational units and areas of activity in accordance with this Procedure to:

- i: assure itself of:



- a) the quality of the courses and services delivered;
- b) its compliance with the regulatory framework, specifically the Higher Education Standards Framework; and
- c) its alignment with the Strategic Plan; and

ii: identify areas of excellence, potential and opportunities for improvement.

The review process set out in this Procedure is aligned to KOI's continuous quality management cycle: Approach, Deploy, Review and Implement.

Reviews conducted by internal audit governed by the Audit and Risk Committee and are not conducted under this Procedure.

5. Types of Quality Reviews

KOI utilises the following type of review processes to inform its ADRI approach to quality management:

1. Benchmarking
2. Internal or External Review
3. Surveys

Where a review under this Procedure is also intended to meet external regulatory requirements, the process set out in this Procedure may be adapted to meet those requirements. In such a case, it is the responsibility of the area concerned to ensure that external requirements are satisfied.

6. Responsibilities

KOI conducts all quality management activities in accordance with its Governance Charter.

The Academic Board has oversight of reviews which relate to learning and teaching, academic courses or research and scholarly activity.

The Audit and Risk Committee has oversight of reviews which relate to institutional regulatory compliance.

The CEO and President has oversight of reviews which relate to enabling services and the distribution of resources, including but not limited to marketing and recruitment, information technology, human resources, organisational units and services not related to the academic mission. The outcomes of such reviews are reported to the Audit and Risk Committee and subsequently to Council.

A member of the Senior Executive Group, or Chair of a Course Advisory Committee, may seek approval from the CEO to initiate a review who will:

- advise whether the review should be managed by the Academic Board; or
- provide guidance on how to conduct the review to ensure the best possible outcome for the area and KOI.

7. Schedule of Quality Management Reviews

A schedule of reviews, their frequency, responsibility owners and reporting requirements are attached in Schedule A.

8. Associated Information

Higher Education Standards Framework (2021)



Schedule A
KOI Quality Management Reviews

Review Type	Subject of Review	Period	Conducted by	Responsible Officer/Committee for Deployment of Improvements
Benchmarking	Academic Subject Moderation	Annual: Ongoing	Vic- President Academic	Course Advisory Committees
Benchmarking	Non-University Higher Education Providers, Chairs of Academic Boards Forum	Annual	Chair Academic Board, via Trimester Report	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Benchmarking	Peer Review Portal: academic quality and standards and student services	Annual	CEO Vice-President Academic Vice-President Student Affairs	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Benchmarking	QILT: Employer Satisfaction Survey	Annual	Vice-President Academic	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Benchmarking	QILT: Graduate Outcomes Survey	Annual	Vice-President Academic	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Benchmarking	QILT: International Student Experience	Annual	Vice-President Academic	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Benchmarking	QILT: Student Experience Survey	Annual	Vice-President Academic Vice-President Student Affairs	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Review – External	Academic and Corporate Governance	At least every seven years	Council	Council Audit and Risk Academic Board
Review – External	Academic Courses	At least every five years or as determined by accrediting body	Vice-President Academic	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Review – External	ESOS Compliance	At least every five years	CEO and Vice -President Student Affairs	Council Audit and Risk Academic Board
Review – Internal	Academic and Corporate Governance	Annual	Chair of Academic Board Chair of Council	Council Academic Board



Review – Internal	Academic Partnerships including Articulations	Annual	Vice-President Academic	Academic Board
Review – Internal	Agent Performance	Annual	Director, Marketing	CEO/President
Review – Internal	Complaints and Appeals	Quarterly	CEO/President	Council Audit and Risk Committee
Review – Internal	Governance Committees	Annual	Council Academic Board	Council Academic Board
Review – Internal	Policy	Every three years	Academic Board CEO/President and Senior Executive Group	Council Academic Board CEO and Senior Executive Group
Review - Internal	Student Grade Distributions	Trimester	Chair of Academic Board, via Trimester Report	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Review - Internal	Student Course Progression	Trimester	Vice-President Student Affairs	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Review - Internal	Student enrolment (EFTSL and Headcount) by course, country of origin/cohort, demographic and level of study	Trimester	Chair of Academic Board, via Trimester Report	Academic Board (academic governance) CEO/President (resourcing)
Review – Internal	Student Attainment and Outcomes including Completion	Trimester	Chair of Academic Board, via Trimester Report	Academic Board (academic governance) CEO/President (resourcing)
Review – Internal	Student Attrition	Trimester	Chair of Academic Board, via Trimester Report	Academic Board (academic governance) CEO/President & Senior Executive Group (resourcing)
Review – Internal	Workplace Health and Safety	Annual	CEO/President	Audit and Risk Committee
Benchmarking - Internal	Academic Subject Moderation	Trimester: Ongoing	Vice-President Academic	Course Advisory Committees
Benchmarking - External	Academic Subject Moderation	Every Three Years	Vice-President Academic	Course Advisory Committees
Survey	Student Orientation Experience	Trimester	Manager Student Engagement	Director Marketing and Recruitment Vice-President Student Affairs
Survey	Student Feedback on Teaching and Subjects	Trimester	Vice-President Academic	Academic Board



Document Control

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***** END OF PROCEDURE *****