Quality Assurance Framework (GC)

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Document

Document Name	Quality Assurance Framework (GC)
Brief Description	This Document outlines Griffith College's framework for quality assurance and continuous improvement.
Responsibility	College Director and Principal
Initial Issue Date	28/02/2008
Authorising Body	Academic Board

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
16.12.2021	4	Changes are to reflect current practice inclusive of policy and governance	College Director and Principal

Related Documents

| Name	Location
Navitas Vision and Values	Navitas Website
Delegations of Authority Policy	Policy HUB
Academic Board Terms of Reference	Policy HUB
Program Advisory Committees Terms of Reference	Policy HUB
Learning and Teaching Committee Terms of Reference	Policy HUB
Assessment Committee Terms of Reference	Policy HUB
Moderation of Assessment policy	Policy HUB
Governance Structure Chart	Policy HUB

Contents

1   Purpose and Scope

This Document outlines Griffith College's framework for quality assurance and continuous improvement.

2   Document Contents

Griffith College's framework for quality assurance and continuous improvement incorporates its:

- planning cycle, which is informed by the College Mission, Vision and Core Values; and
- review and evaluation which is aggregated as: Courses, Programs and People. The procedures and mechanisms are captured in the Program Advisory Committee Terms of Reference, the governance structure of the College; and the quality assurance policy framework.

Quality Assurance Framework
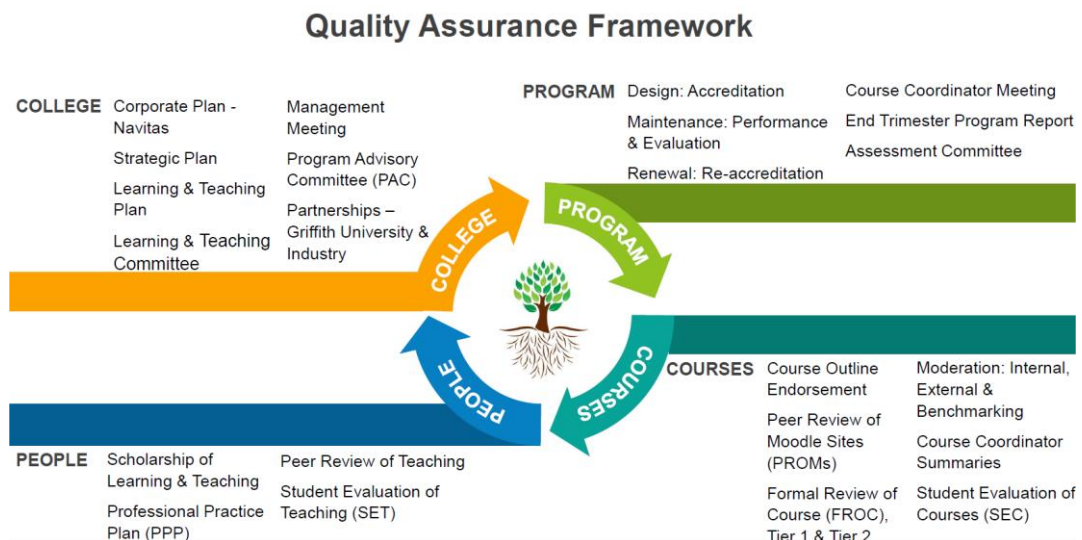
2.1 Mission, Vision and Core Values

The College Mission, Vision and Core Values are developed with input from all staff. These are approved by Navitas.

2.2   Planning Cycle

Objectives articulated in Griffith College's Vision and Mission are embedded in the College through strategic and operational plans which can be viewed diagrammatically in the Griffith College Planning Process.\

The Corporate Plan informs the Griffith College 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:

- Learning & Teaching
- People
- Growth
- Quality Processes and Systems

The outcomes of these plans are then used to inform the Griffith College Budget.

2.3   Approval of Plans

The development and approval of Griffith 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 Griffith College Delegations of Authority Policy. Objectives and strategies articulated in plans are further embedded in College activities through individual staff performance plans.

Here follows a tabulation of the timelines, development responsibility and corresponding approval authority:

Plan	Annual Development Timeline	Development responsibility	Endorsement / # Approval authority
University Partnerships Australasia (UPA) Corporate Plan	July	CEO, UPA	Approved: Navitas CEO
Griffith College Strategic Plan	July	College Director & Principal	Approved: Executive General Manager, UPA
Griffith College Teaching and Learning Plan	July	Academic Director, and Director Student and Academic Services	Approved: Academic Board
Griffith College Budget	July	Commercial Finance, UPA, Navitas	Endorsed: College Director & Principal Approved: Executive General Manager University Partnerships Australasia Navitas
Griffith College Individual Staff Performance Plans	July	Staff supervisors	Endorsed: Staff member and supervisor Approved: Manager once removed

2.4 Reporting against Plans

Griffith College conducts an annual review of progress against targets, with outcomes reported to relevant College committees. This involves both academic and non-academic committees at the College, including Griffith College Management Committee, Academic Board and the Program Advisory Committees.

Outcomes are reported to Navitas via the Executive General Manager, University Partnerships Australasia, and from thence, to relevant Navitas Committees and the Governing Body.

The following schedule outlines the frequency of reporting and the authority that receives the report:

Griffith College Plan	Reports of Progress Against Plan	To
Strategic Plan	Annual - July	QIBT Pty Ltd (Trading as Griffith College) Board of Directors University Partnerships Australasia (UPA), Navitas

Learning and Teaching Plan	Annual - July December – half yearly progress report	Griffith College Academic Board Executive General Manager, UPA, Navitas (*embedded within Strategic Plan reporting*)
Budget	Monthly	Griffith College Management Committee Executive General Manager, UPA, Navitas Chief Financial Officer, Navitas
Individual Plans Staff Performance	Annual – July	Supervisor and staff member Manager Once Removed Navitas HRM

2.5 Governance structure

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

As required by the government regulatory framework in which Griffith College operates, academic governance sits apart from management of other aspects of the College.

The formal governance structure is augmented by regular meetings of functional organizational areas.

2.6 Governing Body

Griffith College is a wholly owned subsidiary of Navitas Proprietary Limited and part of the University Partnerships Australasia (UPA) division. The College governing body is formally constituted as the Queensland Institute of Business and Technology Pty Ltd (Trading as Griffith College) Board of Directors, and commonly referred to as, the Navitas UPA Board.

2.7 Academic Governance

Academic Board is the senior academic body, with delegated authority from the Griffith College Board of Directors to oversee and ensure the integrity of academic programs. The Academic Board Chair reports to the Governing Body three times per year.

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 College Community members on strategic developments and innovations in learning, teaching and assessment, including the implications of changes in technology.

Program Advisory Committees provide discipline specific oversight of courses and programs, and report to Academic Board.

Membership of each committee includes Griffith College staff and students, as well as Griffith University and industry representatives.

Assessment Committee is a standing committee of Program Advisory Committees, responsible for approval of final grades. Membership includes Griffith College and Griffith University staff.

The Academic Governance Model enables all committees to contribute to the continuous improvement of the teaching and learning cycle.

2.8 Non-Academic Governance

The Management Committee is the senior management committee which oversees planning, policy, strategy, and quality assurance.

2.9 Evaluation mechanisms

Griffith College undertakes a range of evaluation mechanisms to better inform continuous improvement. Results from these processes are fed back into the governance structure to assist in informing continuous improvement. Evaluation mechanisms include:

- Internal and External Audits

Audit	Purpose	Frequency
Deloittes (external)	Full financial audit	Annual
Tertiary Education Quality and Standards Agency (TEQSA) (external)	Financial and systems audit for registration of the College Academic standards audit for accreditation of each individual program	Every 5 - 7 years
ESOS audit (internal)	Audit of compliance against National Code / ESOS	Every 2 years
CRICOS registration (external)	External audit of compliance against National Code / ESOS	Every 5 years
HES Framework Thresholds (2021)	Audit of compliance against standards	Every 2 years
Australian Qualifications Framework	Audit of compliance against standards	Every 5 years
Foundation Program Standards	Audit of compliance against Foundation Standards	Every 5 years
HEP registration (external)	Audit of compliance against Higher Education Support Act (2003)	Every 7 years
TEQSA (external)	Griffith College Annual Provider Information Request on academic and non-academic operations across the year	Annual

- Student and Staff Surveys

Survey	Purpose	External Validation	Frequency and target audience	Timing	Recipients of Reports indicating outcomes
Student Surveys					
Student evaluation of Teaching (SET)	Gain feedback from students about their perception of the teaching staff member's knowledge of the subject, delivery style and, student-teacher interactions.	Developed by Griffith University and informed by Navitas L&T services.	Each teaching staff member is evaluated in their second trimester of teaching and then once per annum. All students taught by individual staff member in the trimester in which they are evaluated would complete the survey.	Week 8-10	Individual staff member Program Convenors for discussion at performance review Academic Director, and Director, Student and Academic Services and Manager, Academic and Student Services Quality and Compliance Manager for inclusion of statistics in Academic Board report and annual TEQSA Provider Information Request
Student Evaluation of Course (SEC)	Gain opinions and comments from students about course content, coherence, relevance and currency	Developed by Griffith University and informed by Navitas L&T services.	Each course is evaluated after its first offering and then once per annum. All students enrolled in the course in the trimester in which it is evaluated, would complete the survey.	Week 8-12	Course Coordinator Program Convenors for discussion at performance review and Course Review Working Group Academic Director, and Director, Student and Academic Services and Manager, Academic and Student Services Quality and Compliance Manager for inclusion in Program Advisory Committee report, Academic Board report and annual TEQSA Provider Information Request
Student Satisfaction Survey (SET)	Gain feedback from students about the level of satisfaction with teaching, support services, the Griffith College environment, facilities, and resources	Implemented as QILT and managed by Navitas L & T services.	Once per year All non-graduating students	Week 5-7	Academic Director, and Director, Student and Academic Services and Manager, Academic and Student Services and teaching staff Quality and Compliance Manager for inclusion in Academic Board report and annual TEQSA Provider

- Internal and external moderation processes – see [Moderation of Assessment Policy](#).

2.10 Policy framework

The College's policy framework captured in the Griffith College Policy Library also supports quality assurance processes.

Policy reviews are informed by organisational changes, audit outcomes, feedback from evaluation mechanisms and changes to the external regulatory environment in which the College operates.

Proposed policy changes are submitted to the Management Committee 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 relevancy.