	Academic Quality Assurance and Continuous Improvement Policy
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1. Overview

To establish the principles and framework for continuous improvement and quality enhancements across all aspects of the S P Jain School of Global Management (S P Jain). This policy affirms the commitment of S P Jain to the ongoing process of consistent monitoring and continual improvement as a global higher education institution and in the delivery of its courses.

2. Responsibility

Responsibility for the development, implementation and management of the quality assurance and continuous improvement at all campuses, is assigned by the President to a senior member(s) of staff of the School.

A prime responsibility of the nominated senior member(s) of staff will be to collect systematically data from across the campuses of the School, and to collate this data in such a way as it can be used to measure performance and thereby gauge how the efficiency and effectiveness of the School is improving year by year.

3. Academic Quality Framework

S P Jain is committed to ensuring that quality of the School and that the delivery of its courses are constantly monitored and the planning, procedures and financial resources are in place to ensure systematic improvement and to enhance the efficiency and effectiveness for the benefit of the School and its stakeholders.

S P Jain's Quality Assurance Framework will support and enhance policies, procedures and implemented key quality controls within a continuous improvement cycle to ensure that courses delivered by the School meet :

- the requirements of the Tertiary Education Quality Standards Act, Higher Education Standards Framework (Threshold Standards) 2015 and the Australian Qualifications Framework and other regulatory authorities
- meet student needs
- meet the needs of the global business community
- are delivered in a quality assured manner
- are equivalent in standard to leading business schools around the world.

The School has identified the following key areas that define the Quality Assurance Framework:
- governance
- policies and procedures
- stakeholder feedback
- planning and review
- internal audit and self-assessment
- benchmarking

S P Jain's Quality Assurance Framework is underpinned by the PIRI model of continuous improvement cycle.

The PIRI model is implemented through a cyclical process of:
- planning, including setting a new strategic direction or a key improvement to current practice, on the basis of internal and/or external review
- implementing the plan and monitoring the results against agreed performance measures
- reviewing performance against the data reported and then re-planning
- improvement based on review as well as sustaining those areas of good practice identified as working well during implementation

4. Procedure

This procedure is designed to put in place a continuous improvement approach to the management of the Quality Assurance Framework at S P Jain. This procedure outlines various systems and processes used to implement the Quality Assurance Framework in a systematic and consistent manner.

a. Quality Management and Governance

i. Governance and management structures are in place to ensure quality provision of all aspects of educational delivery. The Academic Board is responsible, under delegated authority from the Board of Directors, for the quality of all educational courses offered by the School.

ii. The President is responsible, under delegated authority from the Board of Directors, for the quality of the corporate and financial operations and academic administration of the School.

iii. The President, with delegated authority from the Board of Directors and Academic Board, chairs the sub-committee to oversee the implementation of this Policy across the School.

b. Policy and Procedure

i. The School recognises that a coherent and integrated policy framework is critical for effective and consistent governance and management. The School progressively reviews policies and procedures to ensure currency in practice and to maintain effective and consistent processes that are integrated across all areas of the School. Reviews and updates also ensure compliance with higher education regulations.

ii. Policies and procedures are communicated to students through the student handbook, on the School's website and during orientation.

iii. Policies and procedures are communicated to staff through the staff handbook, during staff inductions, and by email.

c. **Stakeholder Feedback**

i. Various stakeholder feedback mechanisms are used to gather data to review performance and identify areas for remedial action and continuous improvement. These include:

- Student surveys
- Student Town Hall meetings
- Staff surveys
- Internship placement feedback
- Alumni feedback

ii. Other Institutional performance indicators are considered to build on the performance of service delivery to ensure high quality educational outputs. These include retention and completion rates, student grievances and complaints, student attrition and subject pass rates.

d. **Planning and Review**

Strategic and operational planning and review is underpinned by the School's Strategic Plan. The Plan outlines the School's mission and goals and identifies quality standards and key performance indicators. The strategies outline the School's plans and identify targets and how outcomes will be measured.

e. **Internal audit and self-assessment**

i. Internal audit and self-assessment is undertaken to measure performance against the AQF and the Higher Education Standards Framework (Threshold Standards) 2015. The School responds to external audit outcomes and welcomes the opportunity to implement improvement processes and planning.

g. **Benchmarking**

A major responsibility of the Academic Board is to undertake benchmarking activities as detailed in the "Benchmarking Policy and Procedures" to ensure best practice in teaching and learning delivery and student outcomes and graduate capabilities.

Related Documents

Benchmarking Policy and Procedures