



# Quality Assurance Policy

Policy Area: Governance

Approval: Chairperson, Board of Directors

Signature: *M. J. Smith* Date: 3/3/2021

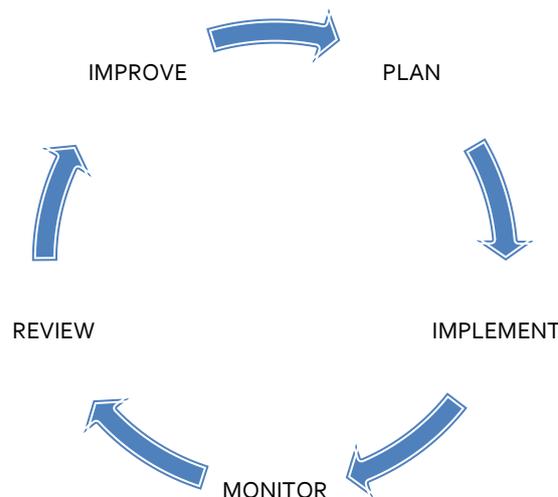
## 1. PURPOSE

The Quality Assurance Policy specifies Sheridan's approach to quality assurance, including its purpose, scope, principles and processes. The Principal, supported by the Academic Council, shall not fail to ensure that this policy is implemented at Sheridan:

In pursuit of its vision and mission, Sheridan will seek to assure quality teaching, learning, research and administration through a cycle that incorporates robust review and improvement processes. Sheridan expects that its quality assurance policy will continue to develop and evolve in line with the best international practice.

## 2. QUALITY ASSURANCE AND IMPROVEMENT CYCLE

The quality of teaching, learning, research and administration at Sheridan is to be monitored, assured and subject to review and improvement through an annual cycle based on PIMRI principles:



## 3. AIMS

The major aims of Sheridan's current cycle of quality assurance and improvement are:

1. To continue instilling an organisational culture characterised by quality assurance and continuous improvement.
2. To continue building quality into all Sheridan educational courses and activities.
3. To establish reliable performance indicators and benchmarks of quality for Sheridan courses with other Christian higher education institutions.
4. To extend ways of gaining information from stakeholders, and using that information for quality assurance and continuous improvement.

5. To ensure compliance with all relevant external standards and legislation.

#### 4. SCOPE

The policy addresses all areas of Sheridan operations, (learning, teaching, research and administration) focusing on their contribution to and alignment with Sheridan's vision, mission and objectives.

#### 5. PRINCIPLES

1. All academic and administrative staff shall hold quality assurance and continuous improvement as a core value.
2. Sheridan shall evaluate its operations and achievements against appropriate national and international benchmarks.
3. Quality assurance methods shall be evidence-based.
4. Sheridan will foster and organisational culture that values rigorous peer review, self-reflection, collaboration and the sharing of best practice.

#### 6. PROCESSES

Specific responsibilities for this cycle include:

##### *Learning*

It shall be the responsibility of the Principal, supported by the Academic Council, to ensure the following:

- Business plans are prepared for proposed new awards, including links to Sheridan's mission and strategic planning.
- Proper and valid assessment is carried out in the admissions and placement process.
- Students receive appropriate recognition of prior learning.
- Students are regularly monitored and assessed to inform them of their progress.
- There is effective, independent moderation of assessments.
- Articulation agreements with major Australian universities are up-to-date.
- Students receive study skills training to be better equipped for success at Sheridan.
- Students have access to a wide range of quality library and information resources to add value to their study.
- A number of avenues exist for student and staff input to quality assurance and improvement of course material and delivery, (including questionnaires, satisfaction surveys, online feedback, formal and informal meetings including administration, staff and students, and grievance procedures).
- Sheridan makes systematic use of student and staff experiences to improve student learning outcomes.
- Sheridan's rules, regulations, policies and procedures are strictly adhered to by all students.
- Sheridan is compliant with the relevant HESF standards and other relevant legislation.

### *Teaching*

It shall be the responsibility of the Principal, supported by the Academic Council, to ensure the following:

- All teaching staff meet the requirements for qualifications outlined the Higher Education Standards Framework and the Academic Recruitment Policy.
- Presentation of unit outlines, course plans, materials and related information are delivered to students in a timeframe that matches Sheridan deadlines.
- Review of the above by the Academic Council.
- External assessment of courses takes place through accreditation and benchmarking.
- There is a minimum of one classroom observation per staff member per year, to be followed by feedback sessions which focus on teacher development as well as Sheridan's teaching approach.
- A number of avenues exist for students and staff input to quality assurance and improvement of course material and delivery, (including questionnaires, blogs, formal and informal meetings between the administration and staff, and the administration and class representatives, grievance procedures).
- Sheridan makes systematic use of student and staff experiences to improve staff development and training.
- Sheridan's rules, regulations, policies and procedures are strictly adhered to by all staff.
- Sheridan is compliant with the relevant HESF standards and other relevant legislation.

### *Research*

It shall be the responsibility of the Principal, supported by the Academic Council, to ensure the following:

- Academic staff receive sufficient time in their schedule for research projects.
- New academic staff become "research active".
- There are built-in incentives or rewards for research.
- Ongoing progress is made towards establishing accredited doctoral research programs across a range of academic disciplines.
- Sheridan is compliant with the relevant HESF standards and other relevant legislation.

### *Management*

It shall be the responsibility of the Principal to ensure the following:

- Clearly defined job descriptions for all staff.
- Clear and transparent communication is undertaken by the most immediate and reliable means.
- Student and staff handbooks are provided which outline Sheridan's responsibilities and the responsibilities of staff and students.
- Availability of administration to assist students with problems or queries.
- A regular cycle of review (including self-evaluation) for all service areas.
- Regular surveys examining the delivery of management services.

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- Evaluation of adequacy and performance of facilities and equipment once each period through observation, questionnaires, suggestions of external experts and other methods.
- Taking action to improve practice where appropriate, including the allocation of additional funds to address areas of improvement.
- Sharing good practice across management areas.
- Sheridan-wide strategic goals are linked to plans, priorities and review systems.
- Auditing the quality assurance process itself is part of the annual cycle.
- Sheridan is compliant with the relevant HESF standards and other relevant legislation.

## 7. APPENDIX: DOCUMENT HISTORY AND VERSION CONTROL RECORD

<b>Document Title:</b>	Quality Assurance Policy
<b>Source Documents:</b>	<p><i>In the formation of this policy, Sheridan sourced ideas and phrasing from the institutions listed below:</i></p> <p>Academic Quality Assurance and Improvement at SAE Institute and Qantm College. Retrieved 4<sup>th</sup> May 2011 from <a href="http://sydney.sae.edu/media/ByronBay/pdf/policy/543_Academic_Quality_Assurance.pdf">http://sydney.sae.edu/media/ByronBay/pdf/policy/543_Academic_Quality_Assurance.pdf</a></p> <p>Bhasvic Quality Assurance and Improvement Policy. Retrieved 4<sup>th</sup> May 2011 from <a href="http://www.bhasvic.ac.uk/policies/documents/Quality_Ass_and_Improvement_Policy.pdf">http://www.bhasvic.ac.uk/policies/documents/Quality_Ass_and_Improvement_Policy.pdf</a></p> <p>DBL College Quality Assurance Policies and Procedures. Retrieved 4<sup>th</sup> May 2011 from <a href="http://www.dblcollege.com/info-pdf/Quality%20Assurance%20Policies%20+%20Procedures.pdf">http://www.dblcollege.com/info-pdf/Quality%20Assurance%20Policies%20+%20Procedures.pdf</a></p> <p>Great Yarmouth College Quality Assurance Policy. Retrieved 4<sup>th</sup> May 2011 from <a href="http://www.gyc.ac.uk/downloads/QualityPolicy.pdf">http://www.gyc.ac.uk/downloads/QualityPolicy.pdf</a></p> <p>Langside College (Glasgow) Quality Assurance Policy. Retrieved 4<sup>th</sup> May 2011 from [link]</p> <p>Letterkenny Institute of Technology Quality Assurance Policy. Retrieved 5<sup>th</sup> May 2011 from <a href="http://www.lyit.ie/media/Section%20C.doc">www.lyit.ie/media/Section%20C.doc</a></p> <p>Spinnaker College Quality Assurance Policy. Retrieved 4<sup>th</sup> May 2011 from <a href="http://www.spinnakercollege.com/uk/english-school-section/8-english-courses/67-quality-assurance.html">http://www.spinnakercollege.com/uk/english-school-section/8-english-courses/67-quality-assurance.html</a></p> <p>University of Sydney Quality Assurance and Continuous Improvement Policy. Retrieved 4<sup>th</sup> May 2011 from [link]</p>
<b>Associated Internal Documents:</b>	Governance Manual Course Review Policy
<b>Associated External Documents</b>	
<b>Authorised Officer:</b>	Chairperson, Board of Directors
<b>Approved by:</b>	Mr Michael Smith
<b>Date of Approval:</b>	03 Mar 2021
<b>Date of Next Review:</b>	Mar 2022

Version Number	Version Date	Authorised Officer	Amendment Details
1.00	02 Mar 2013	Chairperson, Board of Directors	Submitted to TEQSA for Sheridan College HEP registration: Attachment 7.5b, Student Consultation Policies
2.00	07 Jun 2016	Chairperson, Board of Directors	Reviewed and updated during review of Sheridan College Governance Manual

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3.00	03 Mar 2021	Chairperson, Board of Directors	Revisions proposed following annual review of Governance Manual