Quality Assurance Policy

CEDAR INTERNATIONAL ACADEMY NPC

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Contents

Purpose

1) This document provides the framework for a set of key activities to support management of academic quality at Cedar International Academy NPC (hereafter called Cedar).

2) It ensures that quality assurance is integrated across the organisation and takes a whole-of-institution approach to managing the standard of courses and quality of student learning experiences through systematic monitoring and continuous improvement activities.

Scope

3) The policy applies to all Cedar teaching and learning activities that contribute to the student academic experience.

4) All staff share responsibility for quality assurance as an integrated culture at Cedar.

5) The Quality Assurance Manager has the ultimate responsibility for ensuring that quality assurance systems are implemented and maintained.

Policy Principles

6) Quality management is based on a commitment to continuous improvement through a four-stage quality cycle: Plan, Act, Evaluate and Improve. These aspects provide the process for self-review, reflection, peer-review and improvement.

7) As a private institution, Cedar seeks to provide an outstanding education experience, managed through its quality assurance systems and structures.

8) A key part of quality assurance at Cedar is regular and effective monitoring through feedback in the form of surveys.

9) Where possible, surveys shall be designed to be completed with ease through the Microsoft Forms platform.

10) Results shall be made available to Cedar Management and Cedar Governance to inform the decision-making process whenever relevant and necessary.

Quality Framework

11) Quality assurance systems and structures ensures that Cedar courses and student support services are in a continuous state of change to identify and meet the needs of Cedar stakeholders.

12) Quality assurance systems ensure the integrity of Cedar and all academic activities are maintained at the highest levels and in a manner that is responsive, flexible and undergoing continuous improvement.

13) Evaluation of Cedar's modules is achieved through student surveys to gauge student satisfaction with the learning experience of each module.

14) A Course Exit Survey gauges student satisfaction at the completion of an entire course and provides a feedback process to evaluate the quality of the programme.

Responsibilities

15) Ensuring that monitoring occurs is the responsibility of the Quality Assurance Manager.

16) Responsible persons:

Module Satisfaction Survey	Quality Assurance Manager
Course Exit Survey	Quality Assurance Manager
Staff Performance Reviews	HR Manager
Staff/Student General Feedback Forms	Quality Assurance Manager
Staff Satisfaction Survey	HR Manager
Staff/student Grievance Forms	Management/Directors
Register of Grievances/Complaints	Administration Staff
Record of Grievance Meetings	Registrar (populate Grievance Registers)
Internal Site Inspections	Health and Safety Officer

Procedures

Course/Module Monitoring

17) Modules are monitored at the end of each semester and Courses are monitored at the completion of a programme. The aim of monitoring is to identify priorities for improving course/module materials and delivery methods.

18) Module Satisfaction Surveys links shall be released to each student cohort by email at the end of the semester.

19) Monitoring provides an opportunity to respond to changes in the environment and the needs of changing student cohorts.

20) Data received in the monitoring process is considered by Programme Coordinators, Academic Head, and Heads of Department for incorporating future improvements.

21) Module and course monitoring involves gathering data about key performance indicators such as progression, pass rates, grade distribution, completion rates, preferences, module satisfaction surveys, and course exit surveys to determine the ongoing quality of the module or course and to identify areas for improvement. Result summaries will be collated and prepared by Heads of Department and Head of Research and presented to Academic Management during each monitoring cycle.

22) The data will inform the course review process according to the Programme Development/Review Policy.

Student Monitoring

23) Students will be required to complete surveys to inform the design of programmes, modules, and general matters and decision-making at management and governance levels.

24) The following instruments are used to capture input from students:

   a. Module Satisfaction Survey

   b. Course Exit Survey

   c. General Feedback Form

25) The data shall remain anonymous.

Staff Monitoring

26) It is expected that all staff will participate in performance reviews on an annual basis.

27) The performance review process will provide effective and fair processes for the assessment of staff performance, including opportunities for staff to contribute to the process and respond to comments and suggestions.

28) The process seeks to ensure that performance expectations and workload are reasonable, transparent and appropriate to each staff member's position and experience.

29) The performance process provides a mechanism for constructive recognition, support and feedback within a supportive and collegial working environment.

30) Staff members table concerns about the review process if they identify any aspects that appear to be unreasonable or unfair.

31) The process monitors individual performance against the staff member's role and position, the strategic priorities of Cedar, and may identify areas requiring professional development according to the Staff Development Policy.

32) In addition to informal or verbal feedback, staff monitoring will be achieved through the use of the following instruments:

   a. Self-Appraisal Performance Review

   b. Peer-Evaluation Performance Review

   c. Employee Satisfaction Form

   d. General Feedback Form

33) The data shall remain anonymous.

34) Access to performance data is restricted to the individual staff member, Human Resource Management and Cedar Management where necessary.

Health and Safety Monitoring

35) Safety inspections are performed on a regular basis according to the Safety Audits Policy, using the Internal Site Inspections process.

36) Ongoing reporting and monitoring is achieved through the use of the Hazard/Maintenance Register which is available at all times at reception (see the Hazard Reporting Policy for details).

37) Should any incidents or injuries occur, the Incident and Injury Report Form is available at reception (see the Incident and Injury Reporting and Management Policy for details).

38) During the period of COVID-19, daily and weekly monitoring and reporting shall be practiced according to the COVID-19 Policy.

Quality Assurance Systems Map
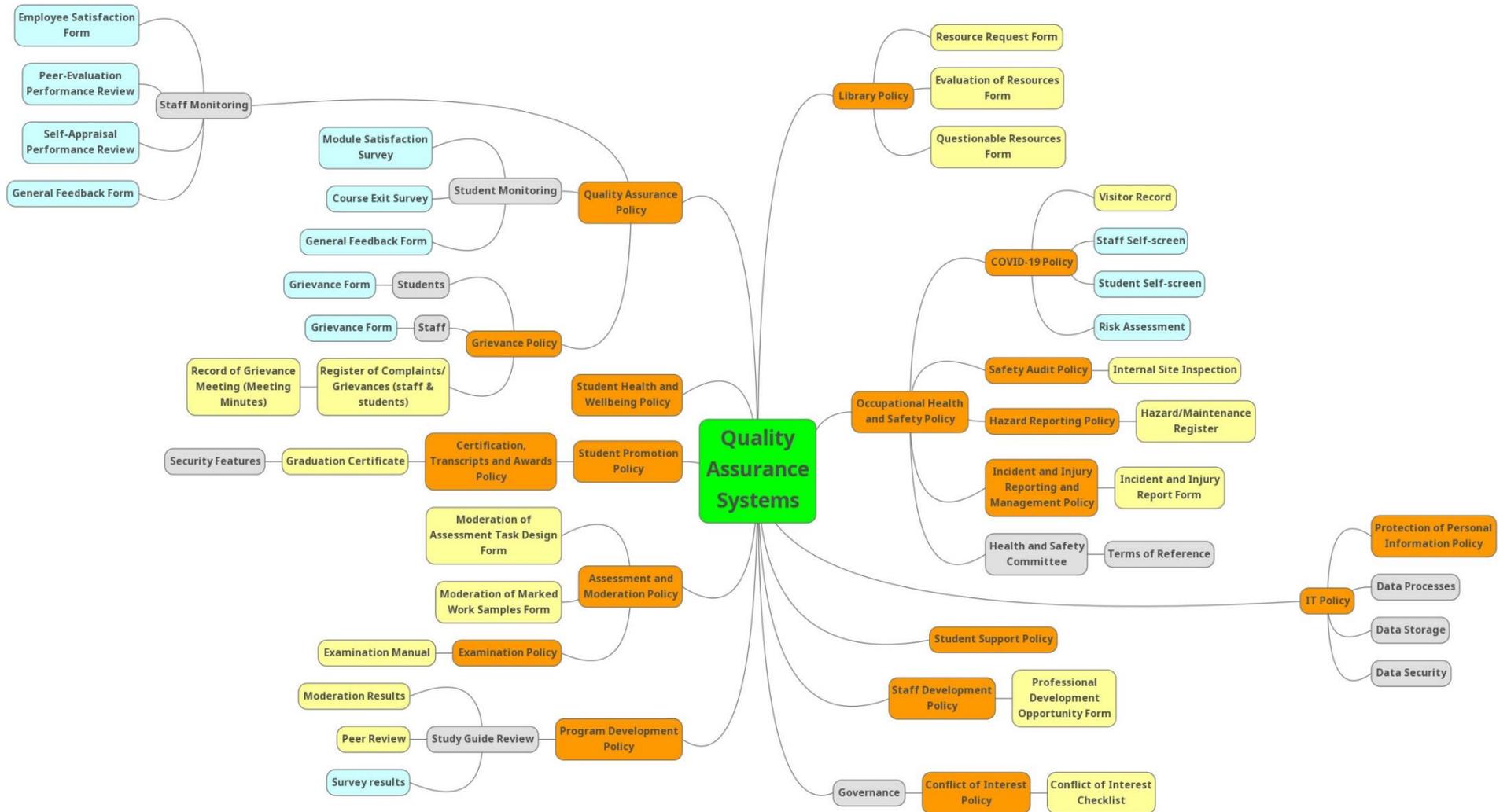
Reference Materials

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Related Internal Documents:

Course Exit Survey

Employee Satisfaction Form

General Feedback Form

Grievance Form Staff

Grievance Form Students

Moderation of Assessment Task Design

Moderation of Marked Work Samples

Module Satisfaction Survey

Peer-Evaluation Performance Review

Self-Appraisal Performance Review

Staff Development Policy