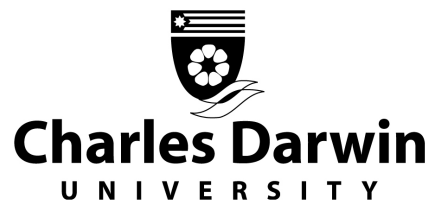


2.0 QUALITY

Policy Number	2.0
Version	1.01
Contact Officer	Manager, Governance
Date Approved by Council	May 4, 2005
Date Last Amended	
Date For Next Review	May 5, 2008
Related Policies	
Relevant Legislation	



PURPOSE

This policy provides the framework and principles for establishing and reviewing the quality of activities undertaken in pursuit of Charles Darwin University's objectives.

POLICY

Charles Darwin University recognises the need to embed quality assurance and continuous improvement mechanisms in all major activities if it is to efficiently and effectively operate in accordance with its Act and pursue its Mission and meet the needs of its various client groups and stakeholders. The University is committed to benchmarking its activities against appropriate benchmark partners, meeting or exceeding relevant national and international standards in its activities, identifying opportunities for improvement through rigorous self-assessment, and to pursuing these opportunities in a planned and monitored way.

IMPLEMENTATION

This Policy will be implemented in a way that ensures:

- compliance with relevant legislation, national and international standards and approaches, including those outlined in the Australian Quality Training Framework and adopted by the Australian University Quality Agency, and prevailing community standards of best practice;
- congruence with the University's Act, Mission, goals, objectives, and relevant codes of practice;
- quality-related activities are complementary to the University's risk management activities, which have the current Australian standard AS/NZS 4360 "Risk Management" as a foundation;
- quality-related components are an integral part of all major planning and review processes;
- quality-related activities are coordinated across the University;
- there is a reflection on performance through the use of client feedback, appropriate key performance indicators and benchmarking;
- there are specific quality responsibilities within the University; and
- there is transparency in the application of an approach–deployment–results–improvement loop.

COMMITMENT

Charles Darwin University is committed to:

- reviewing and clearly documenting processes and guidelines to confirm that they remain current, are available for use and are well understood;
- establishing, and monitoring performance against, meaningful and measurable objectives;
- identifying competency needs and providing appropriate training and professional development of staff to meet those needs;
- reviewing resources to confirm that they continue to be sufficient to meet requirements;
- maintaining dialogue with students, other clients and stakeholders to understand their needs and expectations and determine their levels of satisfaction; and
- conducting peer reviews of major University outputs and implementing improvements suggested by such reviews where appropriate.

GENERAL RESPONSIBILITIES AND AUTHORITIES

- All staff members are responsible for undertaking their duties in accordance with this policy.
- Senior Staff have the responsibility and authority to implement this policy and monitor its implementation in the activities of their respective areas.
- Respective responsibility for the achievement of this policy rests with the Council, the Audit and Risk Committee, the Vice Chancellor, Senior Staff, the Internal Audit function and all other staff.

SPECIFIC RESPONSIBILITIES AND AUTHORITIES

- The Vice Chancellor is responsible for shaping an organisational culture and environment with professional standards that is conducive to achieving the objectives of this Policy.
- The Deputy Vice Chancellor, Teaching and Learning, is responsible for developing the University's quality framework and providing ongoing strategic advice thereon.
- The Deputy Vice Chancellor, Teaching and Learning, is responsible for issuing processes and guidelines that specify the University's requirements on matters relating to quality specifically in relation to Teaching and Learning. The Deputy Vice Chancellor, Teaching and Learning, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Deputy Vice Chancellor, Research is responsible for issuing processes and guidelines that specify the University's requirements on matters relating to quality specifically in relation to Research and Research Training. The Deputy Vice Chancellor, Research, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Pro Vice Chancellor, Community and Access, is responsible for issuing processes and guidelines that specify the University's requirements on matters relating to quality specifically in relation to Community and Access matters.. The Pro Vice Chancellor, Community and Access, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Executive Director, Business Development, is responsible for issuing processes and guidelines that specify the University's requirements on matters relating to quality. The Executive Director, Business Development, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Executive Director, Corporate Services, is responsible for issuing guidelines and processes that specify the University's requirements on matters relating to quality specifically in relation to support services. The Executive Director, Corporate Services, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University policies, processes and guidelines.
- The Office of the Vice Chancellor is responsible for ensuring that an appropriate cycle of review, implementation and improvement is undertaken.
- The Vice Chancellor's Management Group is the peak management body for consideration of quality matters in the University.

Professor Helen Garnett
Vice-Chancellor

Date

Document History and Version Control

Version	Date Approved	Approved by	Brief Description
1.00	4 May 2005	Council	CDU Policy
1.01	24 October 2007	Vice-Chancellor	Amend Pro Vice-Chancellor (Teaching and Learning) to Deputy Vice-Chancellor (Teaching and Learning) to reflect change in position title.