Quality Policy

INTRODUCTION

The 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 the *Charles Darwin University Act 2003,* 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.

STATEMENT OF AUTHORITY

The authority behind this policy is the *Charles Darwin University Act 2003* part 3, section 15.

COMPLIANCE

This is a compliance requirement under the *Australian Qualifications Framework.*

INTENT

The intent of this policy is to provide the framework and principles for establishing and reviewing the quality of activities undertaken in pursuit of the University's objectives and Strategic Plan.

RELEVANT DEFINITIONS

In the context of this document

AQTF means Australian Quality Training Framework;

Governance document means a formally approved document that outlines non-discretionary governing principles and intentions, in order to guide University practice. Governance documents are formal statements of intent that mandate principles or standards that apply to the University's governance or operations or to the practice and conduct of its staff members and students they include the Charles Darwin University Act (2003), by-laws, policies, procedures, guidelines, rules, codes and the Enterprise Agreement;

Senior Executive means a staff member of the University holding the position of Vice-Chancellor, Provost, Deputy Vice-Chancellor, Pro Vice-Chancellor or Chief Financial Officer or equivalent;

Senior Manager means a staff member of the University holding the position of Director or Head of School or equivalent.

POLICY

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 Qualifications Framework* and adopted by the Tertiary Education Quality and Standards Agency (TEQSA), 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 and New Zealand Standard for Risk Management AS/NZS ISO 31000:2018 as a foundation;
- Quality-related components are an integral part of all major planning and review procedures;
- 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.

Charles Darwin University is committed to:

- Developing, implementing, reviewing and promulgating governing documents to ensure 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 for staff members 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.

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 is responsible for developing the University's quality framework and providing ongoing strategic advice thereon.

The Deputy Vice-Chancellor is responsible for developing, reviewing and implementing governing documents that specify the University's requirements on matters relating to quality - specifically in relation to Learning and Teaching. The Deputy Vice-Chancellor is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University governance documents.

The Pro Vice-Chancellor, Research and Research Training is responsible for developing, reviewing and implementing governing documents that specify the University's requirements on matters relating to quality, specifically in relation to research and research training. The Pro Vice-Chancellor, Research and

Research Training is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University governance documents.

The Director, Office of Media, Advancement and Community Engagement is responsible for developing, reviewing and implementing governing documents that specify the University's requirements on matters relating to quality specifically in relation to Community Engagement matters. The Director, Office of Media, Advancement and Community Engagement is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University governance documents.

The Executive Director, Corporate Services, is responsible for developing, reviewing and implementing governing documents that specify the University's requirements on matters relating to quality specifically in relation to support and equity services. The Executive Director, Corporate Services, is also responsible for monitoring that such activities are carried out, as appropriate, in compliance with relevant University governance documents.

ESSENTIAL SUPPORTING INFORMATION

External

Australian Qualifications Framework

Australian and New Zealand Standard for Risk Management AS/NZS ISO 31000:2018

Last amendment:	04 Sept 2018	Next Review:	May 2008
Sponsor:	Vice-Chancellor		
Contact Officer:	Deputy Vice-Chancellor		

Version	Date Approved	Approved by	Brief Description
1.00	4 May 2005	Council	Creation of original document and upload to CDU website.
1.01	24 Oct 2007	Vice-Chancellor	Amend Pro Vice-Chancellor (Teaching and Learning) to Deputy Vice-Chancellor (Teaching and Learning) to reflect change in position title.
1.02	29 Dec 2010	Governance	• Convert document to new template • Add statement of authority, relevant definitions and essential documents in keeping with new policy format. • Amend Vice-Chancellor's Management Group (VCMG) to Vice-Chancellor's Advisory Group (VCAG) to reflect change in title. • Amend minor grammatical and spelling errors. • Amend Deputy Vice-Chancellor Research to Deputy Vice-Chancellor Research and International to reflect change in position title. • Amend Deputy Vice-Chancellor Teaching and Learning to Senior Deputy Vice-Chancellor to reflect change in position title. • Amend Audit and Risk Committee to Finance, Risk and Review Committee to reflect change in committee title. • 'Internal Audit function' deleted as no longer in use. • Senior Staff replaced with Senior Executive. • Senior Manager added. • Pro Vice-Chancellor Community & Access was replaced with PVC Learning, Teaching and Community Engagement. • Executive Director Business Services was replaced with Executive Director Corporate Services to reflect title change. • AS/NZS 4360 replaced with ISO31000:2009
1.03	28 Jan 2011	Governance	• Minor changes to spelling, grammar and formatting.
1.04	10 Jan 2012	Governance	• Removal of reference to Finance, Risk and Review Committee as no longer active. • Amended position titles in accordance with new organisational chart. • Update hyperlinks • Minor changes to grammar and formatting

1.05	28 Dec 2012	Governance	• Converted document to current template • Updated and added hyperlinks • Minor changes to wording, formatting and grammar • Assigned document number • Removed general responsibilities section
1.06	15 Dec 2017	Governance	• Conversion to new Governance template due to new University branding • Updated definitions • Updated hyperlinks
1.07	04 Sep 2018	Governance	• updated the hyperlinks to Australian Qualifications Framework