

INTERNAL REVIEW (AMENDED 13.07.2011)

Section	Quality		
Approval Date	15.07.2010	Approved by	Chief Executive
Next Review	As required	Responsibility	Curriculum and Quality Manager
Key Evaluation Question	1-6	ITPNZ Quality Standard	12

PURPOSE AND SCOPE

To identify improvements to programmes and services at NMIT, through an evaluative and outcomes-focused approach to quality

To determine the effectiveness of curriculum and business support area self-assessment processes and establish the validity of the self-assessment results.

To identify strengths and weaknesses against the six key evaluation questions. (KEQs)

To determine the effectiveness in meeting the requirements of the NMIT Quality Management System and specific policies, procedures, standards, contracts and legal requirements relevant to academic quality.

To determine the effectiveness in meeting the requirements of NZQA's External Evaluation and Review.

To make internal review instrumental to NMIT's regular review processes.

To determine the effectiveness of quality assurance processes, e.g. programme approval, moderation of assessments, student surveys.

To encourage the adoption and transfer of good practice.

To give confidence to Council, management, the community and external agencies that NMIT programmes and services meet agreed quality standards.

To confirm that corrective actions identified from self-assessments and review processes are effective.

To identify risk and recommend preventive action.

DEFINITIONS

Internal Review	An ongoing process, embedded in the quality assurance and annual planning activities of an organisation to maintain or strengthen its self assessment and educational design, delivery, assessment and evaluation processes.
Internal Review Plan	The plan identifying focus area/s that will be the subject of internal review.
External Review	An evaluative review of an organisation carried out by an external agency.
Key Evaluation	Evaluative questions developed to act as a common framework for exploring the

Questions (KEQs)	quality, value and importance of what is being achieved.
Focus area	Area, activity or process that is the subject of a particular internal review.
Internal Review Team	Those responsible for carrying out the internal review and compiling the Internal Review Report and its conclusions.
Quality Management System (QMS)	The activities which occur within NMIT to enable agreed student and stakeholder expectations to be met. The documented QMS sets out the policies, structure, processes, responsibilities and resources and describes how these are coordinated to achieve quality.
Quality Committee	The purpose of the NMIT Quality Committee is to promote and enhance continual improvement in meeting customer expectations by strengthening organisational processes and reducing waste. One function of the Quality Committee is to co-ordinate self-assessments, internal reviews and external evaluation reviews. Refer <i>NMIT Academic Statute</i> .

PROCEDURE FOR INTERNAL REVIEWS

QUALITY COMMITTEE

1. Develop an annual internal review plan for the Institute and advise the focus area/s involved. .
2. Prepare the scope for each internal review describing what the internal review team need to sight or gain information on before and during the internal review process.
3. Select and brief the internal review team.

INTERNAL REVIEW TEAM

1. Obtain and review relevant information relating to the internal review and identify any specific concerns to be addressed during the internal review.
2. Carry out the internal review, recording all actions, documents sighted and people consulted.
3. Compile a draft Internal Review Report and provide a copy to the focus area/s to comment on factual accuracy of the report, and are in agreement that judgments made are reasonable and based on substantive evidence.
4. Provide a copy of the final draft Internal Review Report to the Quality Committee.

QUALITY COMMITTEE

1. Consider the conclusions of the draft Internal Review Report
2. Approve the Internal Review Report and its circulation.
3. Supply a copy of the Internal Review Report to the relevant member of the Senior Management Team.
4. Make the Internal Review Report available to Academic Board.
5. Publish a summary of the Internal Review Reports.

RELEVANT MEMBER OF SENIOR MANAGEMENT TEAM

Assign responsibility for addressing actions stated in the Internal Review Report.

INTERNAL REVIEW REPORTS

Statements in the Internal Review Report must be supported by robust evidence (eg facts, data, references) to verify responses against Key Evaluation Questions.

An Action Plan will be developed and shall include changes recommended, timeframes, responsibilities and performance indicators.

Actions identified in internal review reports shall be monitored by the Chief Executive or delegate.

Recommendations require a written response to the relevant Academic Committee or to the appropriate manager or management group.

Actions already planned or taken in response to the Action Plan shall be reported in writing to the Quality Committee and should be followed up in subsequent internal reviews.

Outstanding Action Plan requirements should be addressed during curriculum and business support area self-assessment processes and may be followed up in subsequent internal reviews.

Copies of the Internal Review Report shall be retained in the Academic Board files and be available for subsequent self-assessments and to external reviews on request.

A summary of Internal Reviews will be published annually.

Internal Review Reports will be retained for 7 years.

In considering the conclusions of the internal review the Quality Committee may recommend responsibility to resolve specific issues and advise the Chief Executive, Academic Board or Senior Management Team as necessary

INTERNAL REVIEW TEAM MEMBERS - DESIRED ATTRIBUTES

- High professional integrity - able to keep confidentiality.
- Able to adopt an independent, institutional approach.
- Systematic and organised.
- Positive - open to ideas, change and continuous improvement.

- Firm and fair with good listening and questioning skills.
- Sound judgment - able to interpret a standard and seek objective evidence in relation to a variety of practices.
- Patient, tenacious and diplomatic.
- Self motivated; works effectively, both in a team and individually.
- Able to impart ideas and improvements to others.
- Sound academic knowledge.
- Good understanding of the NMIT Quality Management System.
- A good perspective of the relative importance of different activities especially in relation to benefits and risks to the Institute and students.
- Available to commit the time to fully contribute to internal review.

REFERENCES

INTERNAL

NMIT Academic Statute
Curriculum Area Self-Assessment
Quality Management at NMIT

EXTERNAL

[NZQA External Evaluation and Review](#)
[NZQA Quality Assurance Arrangements for Adult and Community Education \(ACE\) Providers](#)
[Code of Practice for the Pastoral Care of International Students \(Ministry of Education\)](#)
ITPNZ Academic Quality Standards (2006 Revision)