

QUALITY MANAGEMENT AT NMIT (AMENDED 22.07.2011)

Section	Quality		
Approval Date	10.11.2010	Approved by	Chief Executive
Next Review	Oct 2011	Responsibility	Curriculum and Quality Manager
Key Evaluation Question	6	ITPNZ Quality Standard	1

PURPOSE

To provide staff, students and stakeholders of Nelson Marlborough Institute of Technology (NMIT) with a broad overview of the Quality Management System as a whole and also to specify the policies and procedures employed at NMIT in relation to the NZQA Key Evaluation Questions and each ITP Academic Quality Standard.

DEFINITIONS

Quality	The performance or standard of a product or service compared with previous expectations, as judged by a stakeholder.
Quality Control	Comparing outputs against previously agreed standards and making required changes.
Quality Assurance	Processes and actions to ensure stakeholder expectations are met.
Quality Management	A coordinated, team-based, long-term way of managing which focuses on organisational processes and meeting stakeholder expectations through continual improvement and reducing waste.
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.
Management of the Institute	The Chief Executive manages the Institute with the support of the Senior Management Team (The Director of Planning, Quality and Learner Services, Director of Finance & Corporate Services, Director of Maori Studies, and the Director of Marketing & Student Management Systems, The Senior Management Team, the Group Manager - Regional Economic Development and the Group Manager – Community Support and Service Industries) meets on a regular basis to deal with policy and management matters.
Self Assessment	An ongoing process, embedded in the quality assurance and annual planning activities of an organisation that examines the quality, value and importance of the organisation's educational delivery and outcomes, and how it is meeting the needs of its students and other stakeholders.

POLICY

The Senior Management Team of NMIT will lead and support a continuing programme of quality improvement so that a climate is created where everyone works together to meet the needs of our stakeholders "right first time, on time, every time."

NMIT makes a commitment to improve service delivery to our students, staff and external stakeholders through continually improved leadership and teamwork, communication and training.

THE QUALITY MANAGEMENT SYSTEM (QMS)

INTRODUCTION AND PURPOSE

The Quality Management System includes all the activities at NMIT that contribute to agreed, quality outcomes for students and other stakeholders. The QMS includes NMIT's commitment to the Treaty of Waitangi. It encompasses NZQA Key Evaluation Questions (incorporated within NMIT Self Assessment and related documents), the Code of Practice for the Pastoral Care of International Students, Foundation Learning Quality Assurance and Adult and Community Education Quality Assurance.

The QMS is dynamic and subject to continual improvement resulting from critical review and changing stakeholder requirements.

Accurately documenting the policies, systems, processes and procedures within the Quality Management System allows NMIT to:

- Provide consistent, cost-effective products and services which reliably meet agreed quality standards;
- Record and retain institutional knowledge;
- Continually improve;
- Effectively train and develop staff;
- Clarify the expectations and obligations of the Institute, its students and other stakeholders;
- Monitor performance through audit and other quality assurance processes;
- Regularly review policies and procedures;
- Prevent, rather than correct, poor quality outcomes.

Further references to the Quality Management System (QMS) in this Directory will be to the documented QMS; refer 'Scope of the Quality Management System'.

SCOPE OF THE QUALITY MANAGEMENT SYSTEM

The Quality Management System aims to ensure that Nelson Marlborough Institute of Technology achieves its stated policies. Accordingly, the QMS includes all aspects of NMIT operations, all work areas and all geographic locations including the following:

- Nelson Campus, Nelson
- Marlborough Campus, Blenheim
- Woodbourne Campus, Blenheim
- Other sites with Academic Board approval where it is acknowledged that relevant aspects of the QMS are in place.

At Institutional level the documented QMS is made up of this document, the NMIT Academic Statute and all other policies and procedures approved by the NMIT Council, Academic Board, Senior Management Team or the Chief Executive. These documents are made available as "Controlled Documents" on the Institute computer network and are subject to rigorous approval and document control procedures.

Since quality embraces all the activities of the Institute, no attempt has been made to exclude any activity from the Controlled Document system.

Controlled Documents relevant to Institutional quality are shown in the NMIT Controlled Document Index.

Within Programme Areas and business support teams, additional procedures, checklists, forms and records may apply which are not Controlled Documents. It is the responsibility of individual managers to ensure that these documents are subject to appropriate approval and version control and are consistent with the overall QMS.

RESPONSIBILITIES

Council members, Senior Management Team, and all staff are responsible to work in accordance with the specific requirements of the documented QMS.

The Curriculum and Quality Manager is responsible for the overall management of the QMS documentation.

Managers are responsible to ensure that their staff have access to Controlled Documents, to allow effective functioning of the Institute. Each document includes specified revision cycle by which the person/body responsible for the development of the policy is expected to initiate the review of the document. The Curriculum and Quality Team maintains a central file of revision dates and monitors the timelines.

STRUCTURE OF THE QMS (CONTROLLED DOCUMENTS)

NMIT policies and procedures maintained as Controlled Documents under the following section headings:

- Teaching and Learning
- Finance
- Health and Safety
- Human Resources
- Institute Governance and Management
- Physical Resources
- Problem Resolution
- Quality
- Research

DOCUMENT LAYOUT

The header of each Controlled Document includes:

- NMIT logo
- The section (refer above)
- The approval date of the document
- The date of the next review
- Approval Body (Council, Academic Board, Senior Management Team or Chief Executive)
- Responsibility - person responsible for the document
- Reference to NZQA Key Evaluation Questions and ITPNZ Quality Standards.

For clarity and document control purposes, a consistent style, distribution, deletion and revision of documents is followed. Responsibility for this consistency is delegated to the Curriculum and Quality Manager. Statements of "Purpose", "Scope" and "Responsibility" should be at the start of each document with "References" to other relevant documents on the final page.

DOCUMENT CONTROL

The procedure for developing and approving Controlled Documents is described in *Development and Review of Controlled Documents*

Approval Cover Sheets record the background and reasons for approved changes and provide a useful link from each revision to the approval minute.

Printed documents carry the words "*Printed: (time, date) Refer network for latest version*" on each page. Users of printed documents are responsible to ensure that they refer to the latest approved version.

A file containing one copy of the current approved version (signed by the Chief Executive) of each Controlled Document is maintained by the Curriculum and Quality Administrator, in the Curriculum and Quality Team. This file, (which includes the approval Cover Sheets) is for reference and is not available for general use. One copy of each superseded version is also retained.

DOCUMENT REVIEW

To ensure that documents reflect:

- current practice
- NMIT structure and responsibilities
- consistent with the Education Act (1990) and other relevant legislation
- external requirements (eg TEC funding requirements, ITPNZ Academic Quality Standards)

The Curriculum and Quality Administrator will initiate an annual review cycle with the person/body responsible for the document.

ACCESS TO CONTROLLED DOCUMENTS

All NMIT staff and members of Council may access the latest approved version of Controlled Documents via the computer network.

Copies of relevant documents are provided to Council members in a Council Manual that is updated annually.

Students may request these through their school office and they are also available to view on the NMIT website

The Curriculum and Quality Administrator will ensure that NMIT's subcontractors can access the latest relevant documents.

REVIEW HISTORY

A Directory was developed in 1994 to provide a coherent framework for a wide range of documented policies and procedures that existed at that time at Nelson Polytechnic, many of which had developed in a fragmented way.

In 1994 the Directory and related documentation was submitted for evaluation to the New Zealand Polytechnic Programmes Committee (NZPPC) and received "interim acceptance".

Following further review and addressing recommendations made by NZPPC, Nelson Polytechnic became the first tertiary provider in the polytechnic sector to be awarded "acceptance status", for a three-year period from February 1996, for its Quality Management System.

Documentation within the QMS was further developed as the volume and scope of Institute activities increased. The Quality System Directory was revised and re-issued each year from 1995 to 2000. In 1999 NZPPC extended the period of “acceptance status” for an indefinite period subject to evaluation of the QMS documentation as part of academic quality audit, which was introduced to the sector during 1999 and 2000.

From 12 May 2000, Nelson Polytechnic became Nelson Marlborough Institute of Technology (NMIT).

In October 2000, as part of a programme for all providers in the Polytechnic sector, NZPPC carried out an external audit at NMIT to examine compliance and effectiveness against the APNZ Academic Quality Standard Two “Development of Qualifications and Educational Programmes”. The audit concluded that NMIT complied with Standard Two and ‘demonstrated overall effectiveness within the operation of the Quality System and according to the scope of the audit’.

The Quality System Directory was not revised in 2001. During this time the Institute was involved in significant re-structuring and change. However, relevant policies and procedures continued to be reviewed and updated.

In previous versions of this Directory, the QMS documentation was referenced to each of the “NZPPC Standards for Accreditation”. During 2002 an extensive exercise was undertaken to cross reference all QMS documentation against the APNZ Academic Quality Standards
2008 – 2009 the QMS was updated to reflect current practice and the new NMIT structure and responsibilities and NZQA Key Evaluation Questions.

APPENDICES

NMIT Controlled Document Index

NOTE: may be progressively updated by the Curriculum and Quality Team; changes will be confirmed when the parent document is re-approved.

REFERENCES

INTERNAL

- NMIT Academic Statute
- Development, Review and Issue of Policies and Procedures
- Curriculum Area Self Assessment
- Internal Review
- NMIT Curriculum Area Self Assessment

EXTERNAL

- [ITP Quality External Evaluation Review Guidelines](#)
- [ITP Quality Accreditation and Approvals Guidelines](#)
- [Code of Practice for the Pastoral Care of International Students](#)
- Foundation Learning Quality Assurance Requirements, Jan 2007 (NZQA)
- ITPNZ Academic Quality Standards, 2006 revision