

NMIT QMS QUALITY MANAGEMENT SYSTEM POLICY

MOKAMOKA WHAKAAETANGA | APPROVAL DETAILS

Section	Executive		
Approval Date	15.04.2026	Sponsor	Director Academic and Teaching
Next Review	01.01.2029	Approved by	NMIT Council

NGĀ WHAKATIKATIKA | AMENDMENT HISTORY

Version	Effective Date	Created/ Reviewed by	Reason for review / comment
1	01.01.2026	Transition Lead	New

Mō wai me te whānuitanga | Audience and scope

This policy applies to:

- All employees of NMIT, including contracted staff and secondees providing services for NMIT; and those on fixed term contracts (may be collectively referred to as kaimahi in this policy); and
- All governors of NMIT including members and advisors of NMIT Council and governance committees or boards (collectively referred to as governors in this policy).
- All aspects of NMIT operations, essential business services and functions
- All campuses and facilities from which NMIT operates.

NMIT's Quality Management System (QMS) is the formalised system that documents and manages policies, procedures and frameworks that enable NMIT to undertake activities that achieve agreed quality outcomes and meet our statutory and regulatory outcomes.

NMIT's Quality Management System includes:

- NMIT QMS – Quality Management System Policy
- NMIT QMS – Controlled Documents Procedure
- NMIT QMS – Document Development Framework
- NMIT Academic Regulations
- All approved policies, procedures and frameworks
- All guidelines, templates, forms and other documents that support controlled documents

Te Pūtaki | Purpose

The QMS is dynamic and subject to continual improvement via a formal, documented review process to ensure NMIT's activities continue to reflect legislative requirements and stakeholder expectations, and the achievement of agreed outcomes.

NMIT will achieve quality outcomes, reduce organisational risk, and provide a safe environment only if all members of NMIT have regard to the policies, procedures and other documentation that are issued. It is a condition of employment for all kaimahi to ensure they understand the policies and procedures that apply to them in the performance of their roles.

The purpose of this Policy is to outline NMIT's internal regulatory framework and the principles, processes and responsibilities that maintain the integrity of the Quality Management System.

Ngā Mātāpono | Principles

All policies, procedures and frameworks that make up NMIT's Quality Management System (QMS) will:

- Promote good governance and management, and disciplined ways of working
- Give clarity on how we fulfill legislative requirements
- Enact our values and commitments
- Govern our practice and support implementation of our strategies
- Describe principles, processes and agreed standards that drive quality outcomes
- Ensure we are demonstrating good practice and operating in a safe and inclusive environment for all kaimahi and ākonga
- Promote and protect the integrity and reputation of the institution

Kaupapa Here | Policy Statements

OUR VALUES

All documents that make up NMIT's Quality Management System will reflect the commitments and values that underpin and guide all NMIT activities. Our values are our central compass to guide our behaviours as an organisation and establish a foundation for our guiding documents and ways of working.

OUR COMMITMENT TO TE TIRITI O WAITANGI AND EQUITY

NMIT is committed to fulfilling our responsibilities and obligations as a Te Tiriti o Waitangi partner and to being reflective and open as we work towards excellence in our ways of working to give effect to te Tiriti.

NMIT policies, frameworks and procedures will be developed with regard to the purpose of the document and by applying a Tiriti lens. Our commitment is to be explicit about our expectations, actions and ways of working as an organisation to fulfill our responsibilities.

NMIT is learner centred with a strong focus on equity of access, learning experience and outcomes. Development and implementation of NMIT policies considers under-served and marginalised individuals and groups, to ensure our awareness of potential barriers and commitment to eliminating them.

We strive to provide exceptional learning experiences and equitable outcomes for Māori.

We commit to creating barrier free access, mobility across, and clear pathways within the network for learners.

We recognise the diverse and unique needs of all learners, with a focus on the unmet needs of Māori, Pacific and disabled learners, and staff, to empower diversity, belonging, and wellbeing.

REPORTING AND ASSURANCE

All Governance policies will detail requirements for reporting and assurance from NMIT management to Council.

CONTROLLED DOCUMENTS

The NMIT QMS – Controlled Documents Procedure outlines the formalised system that documents and controls the storage and review of all policies, procedures and frameworks that form NMIT’s Quality Management System.

All controlled documents are held in a secure library with controlled access to these source documents.

DOCUMENT DEVELOPMENT

The **NMIT QMS – Document Development Framework** outlines the process for development, approval, implementation and review of all controlled documents that make up NMIT’s Quality Management System.

Ngā Haepapa | Responsibilities

Role	Responsibilities
Academic Committee	Endorse Academic (learning and teaching) policies and submit for approval in accordance with the NMIT QMS – Controlled Documents Procedure .
NMIT Council	Approve Governance, Risk and Compliance policies in accordance with the QMS Document Development Framework.
Document Lead (A subject matter expert)	Lead the establishment, review, recommendation, endorsement and approval or withdrawal of policies and procedures under their responsibility, within the agreed review cycle, and in accordance with the QMS Document Development Framework.
Document Sponsor (A senior leader)	Coordinate the review process for controlled documents assigned to them; establish and liaise with the Sponsor and Contributors. Recommend governance policies for endorsement and approval. Endorse management policies and submit for approval in accordance with the QMS – Controlled Documents Procedure.
Senior Leadership Team (SLT)	Responsible for overall management of NMIT’s Quality Management System. Maintain and manage NMIT’s QMS, and the Controlled Documents and library in accordance with this policy and the NMIT QMS – Controlled Documents Procedure . Coordinate the development, approval, implementation and review cycle in accordance with the NMIT QMS – Document Development Framework . Regularly communicate policy updates to NMIT staff. Manage all records in accordance with the Public Records Act 2005. Approve management policies in accordance with the QMS – Controlled Documents Procedure.

Ngā Tikanga | Definitions

Term	Definition
Documented information	Overarching term for documentation, including 'controlled document', 'records', 'documented procedures' [def; ISO 9001:2015].
Framework	Describes how to implement the policy upon which the Framework is based. Provides a sensible, transparent, co-ordinated approach to the subject matter of the document. Sets out expectations and good practice in relation to aspects of how we need to work, standards we need to meet, behaviours we need to demonstrate and expect from others, although not usually by describing step-by-step actions. May include codes of practice, forms, templates, etc.
Policy	Governance policy: High-level guidance connecting our NMIT vision, values, and statutory mandate with day-to-day operations. Statements to indicate how NMIT will act in a particular aspect of its operations. Management policy: High-level guidance to kaimahi setting out the principles to inform decision making in relation to relevant operational or management subject matter.
Procedure	Procedures set out and give effect to policies by providing step-by-step / sequential process instructions. They may be supported by process maps, diagrams and templates.
Quality	The performance or standard of a product or service compared with previous expectations, as judged by a stakeholder.
Quality Management	A coordinated, long-term way of managing which focuses on the consistency of organisational processes to meeting or exceeding stakeholder expectations through continual improvement.
Quality Management System (QMS)	The formalised system that documents policy, procedures, processes, and responsibilities for achieving the consistent quality outputs that enable agreed student and stakeholder expectations to be met. Includes all policies, procedures and frameworks approved by NMIT Council, Chief Executive Officer, and/or Senior Leadership Team (SLT)

Ngā Hononga ki Tuhinga kē | Links to other documents

NGĀ KAUPAPA-HERE E HANGAI ANA | RELATED POLICIES

NMIT Information and Records Management Policy

NMIT Te Tiriti o Waitangi Policy

NGĀ TUKANGA ME NGĀ HĀTEPE | RELATED PROCESSES, PROCEDURES

NMIT QMS Document Development Framework

NMIT QMS Controlled Documents Procedure

TURE WHAI TAKE | RELEVANT LEGISLATION

[Public Records Act 2000](#)

[Education and Training Act 2020](#)