

## Education Quality Assurance Procedure

### PROCEDURE PURPOSE

UTS College believes that Education Quality Assurance is essential for ensuring a high-quality student learning experience. The purpose of this procedure is to:

- set out the activity for enhancing and assuring a quality learning experience for students at UTS College;
- establish a culture of continuous improvement to ensure education quality assurance
- Guide staff in implementing the quality assurance policy principles.
- Outline a quality assurance cycle

### SCOPE

This procedure applies to all aspects of quality assurance in student experience, curriculum, learning, assessments, student services and support in all courses and programs at UTS College both onshore and transnationally.

This procedure applies to all staff and students, who need to be aware of the Education Quality Assurance Policy and Procedure and related policies and procedures.

**DEFINITIONS** are set out at the end of this procedure.

### PROCEDURE STEPS

Activity	Description	Responsible
<b>QUALITY INDICATORS</b>		
Define	1. Define education quality strategy, indicators, measures (or quality characteristics) and document.	Academic Board, Education Management Working Group
Communicate	2. Communicate education quality strategy, indicators and measures to all education staff and students.	Dean of Studies, Education Management team
<b>QUALITY ASSURANCE CYCLE</b>		
Review	3. Review student feedback, survey data and results.	Education management team, Academic Coordinators and Academic English Coordinators, Student Services teams

Evaluate	4. Analyse and evaluate data, feedback and results.	Education management team, Academic Coordinators and Academic English Coordinators, Student Services teams
Develop Plans	5. Develop action plans to maintain or enhance/improve the student experience (feedback and results). Action plans may be related to all aspects of the student experience including teaching and learning (delivery mode, teacher presence, learning technology), Student Services (admin, enrolment, timetable, participation and progress etc.) *Please see the Course Development, Approval and Review policy and procedure for CI of Curriculum	Education management team, Academic Coordinators and Academic English Coordinators, Student Services teams
Report on plans	6. Report action plans to the UTS College Executive, and, when appropriate, to the Academic Standards Committee, Learning and Teaching Committee and Academic Board	Education management team, Academic Coordinators and Academic English Coordinators, Student Services teams
Implement and Monitor	7. Implement action plans and monitor against quality indicators and education strategy.	Education management team, Academic Coordinators and Academic English Coordinators, Student Services teams
Report	8. Report results of action plans to education committees, Academic Board, Education staff, students and the wider College teams and affiliates	Education management team
Repeat	9. Repeat the quality assurance cycle	Education management team, Academic Coordinators and Academic English Coordinators, Student Services teams

## DEFINITIONS

Affiliates	UTS College Limited Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
Continuous Improvement	Continuous improvement (CI) is an iterative process that involves improvement work being planned and undertaken in a rigorous and transparent fashion
Quality Assurance	An ongoing, continuous process of monitoring, evaluating, maintaining and enhancing the quality of an education system, institution or program.
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
UTS College	UTS College Limited, its representative offices and its controlled entities.

## SUPPORTING DOCUMENTS:

- HESF 1.3.5 Student Participation and Attainment, 2.2.3 Diversity and Equity
- Education Quality Assurance Policy
- What Academic Quality at UTS College means
- Academic Continuous improvement register procedure
- ELT Continuous Improvement register procedure

**ADMIN USE ONLY**

APPROVAL	
Position title:	<b>Dean of Studies</b> <span style="float: right;">Date: 22 February 2024</span>
Procedure Title	Education Quality Assurance Procedure
Executive	Dean of Studies
Manager	Learning Quality Unit Manager
Procedure ID	PROC/EDUC/04/24
Effective Date	22 February 2024

**VERSION HISTORY**

No.	Author	Description of change/purpose	Date
1.0	Rebecca Sheldon	New Procedure	January 2024