SCU Quality Assurance Cycle

IMPROVE

- Amended policy, procedure or business process
- Enhanced governance/oversight
- Improve training
- Improve scope of reporting, risk management, specific duties or delegations
- Improve minutes, feedback loops, documentation of action items
- Ongoing management & oversight of improvement processes

PLAN

- Quality requirements
- Knowledge of legislative compliance requirements - regular monitoring for updates and amendments
- Strategic planning and KPI setting
- Risks and controls

IMPLEMENT

Business processes aligned with policy and procedure
- Documented business processes
  - Training manuals /materials
  - Standard templates
  - Checklists
  - Faculty planning documents
  - Delegations and approvals processes
- Stakeholder interviews
- Conduct gap analysis

MONITOR

Systematic audit of evidence demonstrating compliant practice:
- Cohort reports and data
- Governance minutes and agenda items
- Operational meeting minutes
- Staff/student feedback
- Reports reviews, site visits and audits
- Samples of correspondence
- Agreements and contracts

REVIEW

- Review against set time frames
- Measure baseline against KPIs/targets
- Stakeholders feedback
- Evaluate against University targets, internal and external benchmarks and sector expectations
- Awareness of industry best practice
- Assess maturity, consistency and rigour of evidence
  - Evidence of critical review
  - External referencing

Compliant policies and procedures applicable to SCU context in SCU Policy Library

EVALUATION
Are changes effective?
Measure & monitor impact & outcomes

NATIONAL REGULATIONS
What we have to do
Legislation, Frameworks, Guidance Notes

INTERNAL POLICY
How we interpret regulations
Policies, Procedures, Guidelines

ENHANCMENTS
Can we do better?
Develop & implement improvements

INTERNAL PROCESSES
How we align policy with practice
Documented business processes, training manuals

QUALITY REVIEW
Does our performance demonstrate best practice?
Measure & benchmark

COMPLIANCE REVIEW
Do we abide by policy and procedures?
Assess evidence, records, feedback