Nelson Marlborough Institute of Technology
Te Whare Wānanga o Te Tau Ihu o Te Waka a Maui

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INTERNAL REVIEW

Section	Quality		
Approval Date	22.09.2014	**Approved by**	Chief Executive
Next Review	26.03.2018	**Responsibility**	Director of Academic and Quality
This review	26.09.2016	**Key Evaluation Question**	1-7

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 programme and business support area self-assessment processes and establish the validity of the self-assessment evidence;
- To identify strengths and areas for improvement against the seven 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 determine the effectiveness of quality assurance processes, e.g. programme approval, moderation of assessments, student feedback;
- To encourage the adoption and transfer of best 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-assessment and review processes are effective, and;
- To identify risk and recommend preventive action.

DEFINITIONS

Action Plan$^+$	NMIT's online software system which supports the recording, managing and monitoring of programme area/business support area self-assessment activity. The framework of Action Plan$^+$ is based on the Key Evaluative Questions.
External Review	An evaluative review of an organisation carried out by an external agency.
Focus area	Area, activity or process that is the subject of a particular Internal Review.
Internal Review (IR)	An annual peer-review process conducted by staff, embedded in the quality assurance and annual planning activities of NMIT, designed to maintain or strengthen its self-assessment capabilities.
Internal Review Plan	A plan drawn up annually identifying which programmes/focus areas and the personnel who will act as the review teams for the Internal Reviews.

Internal Review Team	Those responsible for carrying out the Internal Review and compiling the Internal Review Report and its conclusions.
Key Evaluation Questions (KEQs)	Evaluative questions developed to act as a common framework for exploring the quality, value and importance of what is being achieved by an organisation.
Quality Committee	The Quality Committee is delegated by Council to initiate, promote and report on the evaluation and improvement of quality throughout NMIT.
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.

PROCEDURE FOR INTERNAL REVIEWS

ACTIONS	RESPONSIBILITY
Annual Internal Review Plan for the Institute drawn up (August) and Programme Areas advised, and submitted to Quality Committee	Quality Enhancement Manager (in consultation with the Director of Academic and Quality)
Internal Review Plan endorsed	Quality Committee
Internal Review Plan approved	Academic Board
Select and brief the volunteer staff making up the IR teams	Quality Enhancement Manager
Guide and support the IR teams through the process and advise on deadlines	Quality Enhancement Manager
Obtain and review relevant information relating to the focus area (primarily but not exclusively the Self-Assessment Report)	IR team
Conduct the Internal Review, as framed in the Internal Review Guidelines – recording all actions, documents sighted, people consulted	IR team
Make judgements on the focus areas' self-assessment capability. Record a judgement for each KEQ in the Report. (Options range from Highly Confident to Not Confident)	IR team

Compile a draft IR Report (using the template provided) and submit a copy to the focus area/s for comment on the factual accuracy of the report, and agreement that judgements made are reasonable and based on substantive evidence. Draft IR Reports to be completed before December.	IR team
Publish/upload the IR Reports onto ActionPlan+	Quality Enhancement Manager
Supply a copy of the IR Reports to the relevant member of Directorate	Quality Enhancement Manager
Quality check and submit the final reports to the Quality Committee	Quality Enhancement Manager
Review and consider the conclusions of the IR Reports. (This might include recommending responsibilities and actions to resolve specific issues and advising the Head of Department, Director of Learning and Teaching, Chief Executive, Academic Board or Directorate as necessary.) Endorse the Reports.	Quality Committee
Recommendations and related actions documented in the IR Reports should be addressed by the programme/focus areas as part of their self-assessment process through the year.	HoD/Business Support Manager
Provide a summary of IR Report findings to Academic Board	Quality Enhancement Manager
Publish (in Minutes) Summary of IR reports	Academic Board

INTERNAL REVIEW REPORTS

IR teams are supported and guided when compiling their reports by the Quality Enhancement Manager, and are able to access a range of supportive tools and guidelines through the internal review site on Moodle. These resources include:

- Internal Review Guidelines,
- Programme Area Internal Review Report Template
- Process Reporting Template
- Example of completed IR Report

Any recommendations and related actions documented in the Internal Review report should be addressed during programme and business support area self-assessment processes and may be followed up in subsequent Internal Reviews.

Completed IR Reports are endorsed by Quality Committee and any themes identified will be presented to Academic Board. The final Reports are stored within Action Plan+ for subsequent self-assessment and are available to external evaluators on request.

IR Reports will be retained for seven years.

RECORDS

Annual Internal Review Plan
Internal Review Reports and substantive drafts
Annual Internal Review Summary

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 judgement - 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
Self-Assessment Policy
Self-Assessment Procedure
Quality Management System Policy
Internal Review Guidelines (available through Moodle and the QMS)
Internal Review Report Template (Programmes)

EXTERNAL

http://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/
http://www.nzqa.govt.nz/providers-partners/external-evaluation-and-review/tertiary-evaluation-indicators/