

# QUALITY MANAGEMENT SYSTEM POLICY

<b>Section</b>	Quality		
<b>Approval Date</b>	10.11.2010	<b>Approved by</b>	Chief Executive
<b>Next Review</b>	30.08.2017	<b>Responsibility</b>	Director of Academic and Quality
<b>This review</b>	30.08.2016	<b>Key Evaluation Question</b>	6

## PURPOSE

To provide staff, students and stakeholders of Nelson Marlborough Institute of Technology (NMIT) with an overview of the Quality Management System (QMS).

## DEFINITIONS

<b>Directorate</b>	<p>The Chief Executive manages the Institute with the support of the Directorate (Director of Academic and Quality, Director of Learner Services, Director of Marketing and International Development, Director of Finance and Business Improvement, Chief Operating Officer, Director of Māori Education, Director of Learning and Teaching.</p> <p>The Directorate meets on a regular basis to discuss policy and quality management matters.</p>
<b>Quality</b>	The performance or standard of a product or service compared with previous expectations, as judged by a stakeholder.
<b>Quality Control</b>	Comparing outputs against previously agreed standards and making required changes.
<b>Quality Assurance</b>	Processes and actions to ensure stakeholder expectations are met.
<b>Quality Management</b>	A coordinated, team-based, long-term way of managing which focuses on organisational processes and meeting stakeholder expectations through continual improvement and reducing waste.
<b>Quality Management System (QMS)</b>	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.
<b>Self-Assessment</b>	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 Directorate 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 Policy and related documents), and the Code of Practice for the Pastoral Care of International Students.

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.

## SCOPE OF THE QUALITY MANAGEMENT SYSTEM

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
- Richmond Campus, Richmond
- Global Campus, Auckland (GC)
- 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, Directorate or the Chief Executive. These documents are version controlled and are made available as "Published Documents" on the Institute intranet and the NMIT public website and are subject to rigorous approval and document control procedures.

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, Directorate, and all staff are responsible for working in accordance with the specific requirements of the documented QMS.**

Director of Academic and Quality	<ul style="list-style-type: none"> <li>Responsible for the overall management of the QMS documentation</li> <li>Responsible for ensuring that staff have access to Controlled Documents, to allow effective functioning of the Institute.</li> </ul>
Quality Committee	<ul style="list-style-type: none"> <li>Develop and coordinate NMIT's Quality Management System (QMS). Interpret and maintain an overview of the external policies and legislative requirements that influence the quality of NMIT's services.</li> <li>Authorise the development or review of NMIT policies and procedures and define the consultation and approval process in each case.</li> <li>Ensure the Institute's policies and procedures are coherent and accurately documented and cross referenced.</li> <li>Initiate regular review by Directorate of the QMS as required.</li> </ul>
Quality Advisor	<ul style="list-style-type: none"> <li>Maintains the QMS Intranet site and associated metadata, the associated documents available on the NMIT website, pdf copies of documents and paper files</li> <li>Monitors the review dates</li> <li>Initiates the review cycle with the person/body responsible for the document.</li> </ul>
Approval Body and Staff Member responsible for the Document	<ul style="list-style-type: none"> <li>Review and approve documents under their responsibility within the agreed review cycle.</li> </ul>

## STRUCTURE OF THE QMS (CONTROLLED DOCUMENTS)

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

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

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## DOCUMENT LAYOUT

The header of each Controlled Document includes:

- NMIT logo
- The **Section** (refer above)
- The **Approval Date** of the document (date approved by the approval body)
- The **Last Reviewed/This review** date (date that a review has been considered by the person who has responsibility for the document and where minor changes have been made).
- The **Next Review** is the date of the next review, in accordance with the agreed 'review frequency' (captured in the meta-data)
- **Approval Body** (The NMIT Council, Academic Board, Directorate or Chief Executive)
- **Responsibility** – the position title of the staff member responsible for the document
- Reference to NZQA **Key Evaluation Questions**.

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 Director of Academic and Quality. Statements of "Purpose", "Scope" and "Responsibility" should be at the start of each document with "References" to other relevant documents, both internal and external documents including references on the final page. These references should include:

- Related NMIT QMS documents
- Statutory documents e.g. Acts of Parliament
- Legal advice obtained before approval.

## DOCUMENT CONTROL

The procedure for developing, reviewing and approving Controlled Documents is described in *Quality Management System Procedure*.

## 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, NZQA Key Evaluation Questions)

The Quality Advisor will initiate the review cycle with the person/body responsible for the document.

## ACCESS TO CONTROLLED DOCUMENTS

All NMIT staff and members of Council may access the approved versions of Controlled Documents via the NMIT intranet (under "Published Documents"), or alternatively via the NMIT website.

Students may access the approved versions of Controlled Documents via the NMIT website, or on request from their Programme Area.

## 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.

In 2011 the QMS was updated on the NMIT Intranet, to better manage document retention and disposal requirements of draft minor and major versions and superseded documents.

In 2012 the QMS documents were updated to reflect the current NMIT structure that took effect from 31 January 2012.

From 2013, as documents are reviewed, references to the *ITPNZ Quality Standards* will be removed from the documents.

From 2015 the Academic Statute (7 documents) was moved from the Learning and Teaching section of the QMS to a newly created section entitled Academic Statute.

In 2015 the section Health and Safety was renamed Safety, Health and Wellbeing, and the number of Key Evaluation Questions was increased to seven (7).

## REFERENCES

### INTERNAL

NMIT Academic Statute  
Quality Management System Procedure  
Self-Assessment Policy  
Self-Assessment Procedure  
Internal Review

### EXTERNAL

[NZQA External Evaluation and Review](#)  
[Code of Practice for the Pastoral Care of International Students](#)