



聖若瑟大學
UNIVERSITY OF
SAINT JOSEPH

THE QUALITY ASSURANCE OFFICE

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Quality assurance and enhancement is the development planning, implementation, monitoring, review, evaluation and reporting for continuous improvement and development of all work and operations of the University and its academic, administrative, support and service units. This involves internal and external stakeholders, quality assurance and accreditation agencies, quality auditing and reporting.

The Quality Assurance Office has responsibility for servicing, developing, maintaining and enhancing the processes and outcomes by which the University assures and continuously improves the quality and standards of its operations, activities, administration, programmes and awards. It works closely with the University and its units (academic, administrative, support and service)¹ to discharge its role and to ensure that there is a collaborative and concerted, mission-led approach to all aspects of quality assurance and enhancement (QAE)² within and across the University.

The Quality Assurance Office is formally accountable to the Rector and the Executive Council of the University. It also has a duty to provide all relevant members of the University with relevant information, support, training and development in all QAE matters and to ensure that QAE requirements are met across the University, its units and members.

The terms of reference of the Quality Assurance Office are:

1. To provide leadership and support for, and development and implementation of, QAE across the University.
2. To lead, manage, administer and support the formulation, dissemination, monitoring, review and continuous development of strategies, policies, frameworks, systems, procedures, practices and documentation for the University's QAE in all units.
3. To promote, implement, monitor, review, audit, evaluate, report on, and continuously improve strategic developments and practices of QAE requirements, policies, frameworks and procedures across the University and its units, aligned to the University's vision and strategic planning.
4. To continuously improve the standards and QAE of the University's strategies, frameworks and procedures for all its work, together with identifying, promoting, reporting and disseminating 'best practice' in QAE and QAE-related matters across the University, and promoting excellence and achieving international standards.

¹ The University and its units (academic, administrative, service and support) are abbreviated to 'units' throughout this document.

² 'Quality assurance and enhancement (QAE), quality audit, internal and external reviews, and accreditation' are abbreviated to 'QAE' throughout this document.



The QA office meets these terms of reference in several ways, by:

Leading, managing and conducting QAE, quality audit and accreditation

- i. Ensuring that all units and participants are apprised of QAE requirements and adhere to them.
- ii. Ensuring that QAE activities and operations take place, and requirements are met, across the University, on a systematic, methodical, comprehensive and regular basis.
- iii. Taking a leadership role in the development, implementation, dissemination of, and improvements to, QAE across the University and its constituent units.
- iv. Ensuring that the voices of all the University's members have the opportunity to be heard and to influence, as appropriate, the QAE work of the University.
- v. Enhancing the quality of the work, operations and activities of the University and its constituent units, defining 'quality' widely, to include, *inter alia*: effectiveness; efficiency; efficacy; impact; excellence; reliability and consistency; meeting internal and external stakeholders'/consumers'/clients' needs; fitness for and of purpose; meeting objectives; meeting intended outcomes; conformance to specifications; value-added; and transformation.
- vi. Promoting collegiality and networking within the University.
- vii. Liaising with relevant units to promote improvement, continuous development and ensuring consistently high standards in the work of the University, its units and members, along with appropriate accountability.
- viii. Contributing to formal internal and external quality reviews, audits, inspections and accreditation of the University, its units and programmes.
- ix. Identifying and reporting the extent to which offices and units obtain, collect and use feedback on the services that they are providing, e.g. from clients and stakeholders.

Informing, advising, reporting and recognising

- x. Advising the University and units on QAE requirements and developments, and how to meet these.
- xi. Providing information on how well the University, its units, programmes policies, plans and procedures are working: effectiveness; efficiency; efficacy; impact.
- xii. Reporting on all aspects of QAE to the University and its constituent units.
- xiii. Providing information, as relevant, to all stakeholders, internal and external.
- xiv. Participating in, identifying, recognizing, disseminating and using best practices in QAE, in the formal and informal external recognition of the University.

Development and support

- xv. Providing training, support, guidance and development for, and in, QAE across all the units and operations of the University to promote QAE and achieve international quality and accreditation standards.



Data collection, storage, monitoring and provision

- xvi. Conducting surveys and other forms of data collection, analysis and reporting, as required, concerning all aspects of QAE, quality audit and accreditation across the University and its constituent units;
- xvii. Requesting data from across the University and its units, and being the repository of all QAE documentation and data from across the University and its constituent units.
- xviii. Identifying and regulating levels of access and disclosure of data, together with clarification of who gives approvals for these.
- xix. Serving as the University repository of QAE related documentation.

Review and updating

- xx. Ensuring that QAE processes and requirements are reviewed and updated periodically to reflect any changes in operations and requirements by the University and its units.
- xxi. Keeping abreast of, and disseminating, local, regional and international developments in QAE.