POLICY ON QUALITY ASSURANCE AND ENHANCEMENT

1. RATIONALE

1.1 The University is committed to quality assurance and enhancement (QAE) as an essential feature in ensuring and protecting the integrity of, and confidence in, the highest standards and quality of all the work, procedures, operations and outcomes of the University and its academic, administrative, service and support units.

1.2 QAE ensures that work, procedures, operations and outcomes of the University and its academic, administrative, service and support units are aligned and serve the University's mission, vision and strategic development.

1.3 Every aspect of the work of the University and its academic, administrative, service and support units can be improved continuously with QAE. Evaluation and self-evaluation, with consequent action planning and development, are ongoing practices that serve that improvement.

1.4 QAE serves the University's strategic objectives of providing 'the highest international academic standards and best practices in the academic areas of its provision, teaching, learning, research and all academic activities, together with the efficiency of its administration, services and student support, and seek the corresponding accreditation and quality development'.

1.5 QAE is constructive, diagnostic, developmental and formative as well as judgemental and summative; it is evaluative, descriptive, evidence-based and evidence-informed, with evidence drawn from a wide range of sources. QAE has several foundations:

  i. An institutional culture and pan-university ownership of QAE is essential in achieving international standards in all the work, procedures and operations of the University.

  ii. QAE includes planned interventions, monitoring, review, judgement, evaluation, documentation and reporting, with consequent action, development and continuous improvement in ensuring excellence in all the work, procedures and operations of the University.

  iii. QAE in the University is ongoing systematic, methodical, rigorous, objective, impartial, equitable, transparent, evidence-based and evidence-informed, expert-informed and benchmarked process requiring documentation, reporting, evaluation and self-evaluation of how effectively a university and its academic, administrative, support and service units are working.

  iv. QAE promotes effectiveness, efficiency, efficacy and high impact of all the work and operations of the university, focusing on input, uptake, processes, outcomes, action planning and effects.

  v. QAE is a shared responsibility, collaborative, cooperative and empowering, involving all areas and operations of the university, parties and stakeholders, together with their development and enhanced professionalism.

vi.   QAE meets international standards in internal and external approval, accreditation and recognition, promoting institutional and public confidence in the academic standards and operations of the university.

1.6   QAE is part of the ongoing development and continuous improvement in the work, procedures and operations of the University and its academic, administrative, support and service units.

2.   PURPOSE

The purposes of this policy are:

2.1   To articulate the University's commitment to quality, standards, QAE and to identify how this commitment is supported and enacted.

2.2   To guide, steer, evaluate and enhance the development, implementation, evaluation and continuous improvement of QAE in the University.

2.3   To ensure that QAE enables the University's mission, vision and strategic direction to be addressed throughout the work, procedures and operations of the University and its academic, administrative, service and support units.

2.4   To ensure that QAE in the University meets international standards.

2.5   To provide a framework for creating and sustaining QAE and its impact on the work, procedures and operations of the University.

2.6   To state the University's key principles of QAE and the University's approaches to QAE.

2.7   To ensure the organisation of, procedures for, operations of, and effects of the QAE system in the University.

2.8   To indicate the responsibilities for QAE of the University and all academic, administrative, service and support units.

2.9   To ensure the involvement of internal and external stakeholders and agencies in QAE.

2.10 To ensure that the policy, practices, operations, procedures for QAE are implemented, monitored, reviewed and revised as appropriate.

3.   SCOPE

3.1   This policy applies to all members of USJ, including visiting staff.

3.2   This policy does not apply to other parties outside USJ.

3.3   This policy does not apply to the USJ Nursery (which is required to meet the requirements of the Macao SAR Social Welfare Bureau).

4. CONTENTS

4.1 The University ensures that QAE operates in the key areas of its work at University and academic, administrative, service and support unit levels. These key areas include, but are not limited to:

Governance, Management and Administration
> Governance, financial management, committees and boards
> Strategic planning and action planning
> Regulations and rules
> General, academic management and administration
> Procedures and policies framework for staff and students

Students
> Student recruitment, application and admission
> International students
> Student status
> Student progression, support and guidance
> Monitoring, reviewing, reporting and acting on student progress
> Student representation and feedback
> Student engagement, involvement and development
> Student appeals
> Student discipline

Staff
> Staff recruitment, regulations and development
> Faculty development, monitoring and review
> Staff discipline and appeals

Academic Programmes
> Programme design, development, approval, monitoring and review
> Academic standards and externality
> Teaching and learning
> Assessment and examinations
> External examining
> Research
> Lifelong learning
> Collaborative provision

Quality Assurance and Enhancement
> Quality assurance, enhancement and management

Premises, Facilities Learning Resources
> Campus premises, facilities and learning resources

Fees

4.2 QAE includes the consequence of, and ongoing action planning, development, interventions in, implementation of, monitoring, review and evaluation of planned developments and improvements for each academic, administrative, support and service unit;

4.3 QAE includes the provision of appropriate training and support in QAE and the work and operations of the University and its academic, administrative, support and service units.

4.4 Quality assurance and enhancement (QAE) is the development planning, implementation, monitoring, review, evaluation and reporting for continuous improvement and development of all work, procedures and operations of the University and its academic, administrative, support and service units, in terms of: effectiveness; efficiency; efficacy; impact; excellence; reliability and consistency; meeting internal and external stakeholders'/consumers'/clients' needs; fitness for, and of, purpose; meeting objectives and intended outcomes; conformance to specifications; value-added; and transformation.

4.5 QAE sets out its purposes, operations, frameworks, foci, evidence base, reporting and documentation etc. in documents, to which adherence is required across the University.

5. ROLES AND RESPONSIBILITIES

5.1 Overall responsibility for oversight and implementation of this policy, its uptake and impact on practice in the University, its evaluation, monitoring, review and amendment, reside at all levels of the University, under the Executive Council. All parties must ensure that QAE complies with this policy, is monitored and reviewed in accordance with this policy, and that changes are made where appropriate as a consequence of such review.

5.2 The *Quality Assurance Office*, accountable to the Executive Council, oversees the implementation, operations and impact of this policy on meeting its purposes for QAE.

5.3 *Deans* and *Heads of offices and units* are responsible for ensuring the highest standard of QAE in their units and that this policy is implemented in all the work for which the unit is responsible. Each academic, administrative, support and service unit, under the Dean/Head of the unit, is accountable to the University for the policy's implementation, monitoring and review, and the Dean's/Head of unit's annual report and development planning must address quality assurance and enhancement.

5.4 *Students* are responsible for meeting the requirements of QAE where they apply.

6. REFERENCES

This policy should be read in conjunction with documents listed in the Annex, which are subject to amendment.

7. REVIEW

7.1 This policy takes effect from 26 November 2018 and is subject to ongoing review and amendment as appropriate.

7.2 Amendments to this policy are made by the Executive Council in response to advice and recommendations from across the University.

ANNEX: RELATED DOCUMENTS
- The Quality Assurance Office
- Director of the Quality Assurance Office
- Proposal pro-forma for New Programmes
- Guidance Notes for External Feedback
- University Framework for Quality Assurance
- Faculty Framework for Quality Assurance
- Programme Framework for Quality Assurance