



Policy Code

VIP20112

THE QUALITY ASSURANCE POLICY

Preface : This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our institution. Vishan Infotech will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help students achieve the highest possible standards. Vishan Infotech operates an integrated system for quality assurance and enhancement which makes an effective contribution to the achievement of the Vishan Infotech's Strategic Plan and helps to achieve standards set by Fiji Higher Education Commission. The ultimate aim, underlining this system, is the Vishan Infotech's commitment to produce the best possible High Quality Student output.

Such a system must be sufficiently robust to safeguard the standards of the academic awards and clearly articulate with the vision for Fiji Higher Education Commission.

Vishan Infotech understands the importance of keeping abreast of external developments and best practice in higher education and sees this as part of being a self-critical academic community which evaluates and enhances its quality assurance procedures to encourage that culture, the maintenance and enhancement of the academic standards of the institution depend foremost on the commitment of management & staff continually to evaluate and reflect on the quality of the educational experiences provided for students.

Background : Vishan Infotech has been subject to external audit as well as scrutiny from a wide range of professionals and statutory regulatory bodies i.e TPAF, Ministry of Education earlier. Vishan Infotech has well-established, comprehensive and rigorous arrangements for the approval, review, modification and annual monitoring of its academic provision. These arrangements for quality management and enhancement build upon last 15 years' experience and reflection.

Over the years, Vishan Infotech has modified many aspects of its quality assurance policies and procedures to ensure they reflect best practice internally and across the sector and Vishan Infotech is committed to further changes and enhancements in years to come. The key principles set out below, together with the management procedures, are important as guides to the management & staff in their endeavour to secure the standards of the awards and a high quality student output.



1) Key Principles & focus :

The main principles & focus underlining the Vishan Infotech's Quality Assurance policy are

- That quality assurance and enhancement within the system are best achieved through the fostering of an ethos of critical self-reflection in partnership with students.
- That rigorous external peer review (External Evaluation Committee) are vital means to identify areas for improvement, to foster collaboration and the exchange of best practice;
- That it is desirable to promote consistency rather than standardisation wherever possible;
- That students and other stakeholders are key contributors to the shaping of Vishan Infotech policies and mechanisms in the area of quality and standards;
- That all policies and procedures relating to quality and standards should be subject of regular review to ensure their ongoing fitness for purpose in a rapidly changing internal and external environment i.e Information Technology.

Wherever appropriate, the procedures will promote the identification of quality standards and performance indicators against which performance can be measured, evaluated and improved.

2) Procedures & Responsibilities :

Board of Governors :

Governors play a key role in supporting the work of the Institution and help inform discussions and monitoring carried out at committee level as to the progress being made in meeting targets set, achieving the aims of the - Institution Improvement Plan, and making reliable evidence based on judgments based on evaluating the work of the Institution through the - Institution Self Evaluation Checklist, the governors are invited to visit the Institution both formally and informally.

The Governing body monitors and reviews the impact policies through:

- The Report from "Academic Head" about the functioning & impact of policy implementation
- Regular visit to observe the functioning of Institution.
- Discussions with staff, students, parents and other stakeholders.
- The Governing body regularly evaluate and review documentary evidence at the meetings.
- Observations of classroom practice where this is deemed appropriate and useful.



3) External Evaluation

The External Evaluation Committee (comprising of three distinguished academic members from outside institutions and industry) will undertake a regular minimum cycle of line management evaluation activities.

The External Evaluation Committee will monitor the impact of the policies through :

- Structured observations of students evaluation
- Scrutiny of student's assignments & activities
- Observation of student's class-base work and other activities
- Ensuring that there is a quality and progression in the learning process
- Performance check of staff and senior managerial team

All the evaluation activities result in feedback to the relevant people and minutes of meeting. This process is monitored by through both formally and informally visits to the institution.

All feedback leads to the production of simple action plan for the next review meeting. The Academic head is line manager by the "Board of Governors " and is supported through annual review. The Academic head submits the report quarterly on the progress of the Institution improvement plan with the "Board of Governors" to monitor the Institutional activity.

The Academic head is required to give regular evaluation updates to the "Board of Governors" through committee meetings.

In addition to performance, management reviews of their teaching staff, as the line manager has the responsibility of:

- A. **Checking the progress of the Institution** periodically all departmental meetings for example:
 - Monitoring and noting progress and reports on progress towards department target should be field in department report.
 - Reviewing the departmental improvement plan which should be in line with Institution format.
 - Ensuring that schemes of work of each unit/course are in place or there is a plan of action with specific dates by which work schemes will be created/resourced.
 - Ensuring the department has the strategy for literacy, numeracy and ITC, in line with Institution policy and that is implemented.
 - Checking classroom display and moderating, at least quarterly.
- B. **Maintaining records** of all the student's assessments undertaken by keeping copies of all Modules and transcripts / grades of the students.



- C. **Monitoring Teaching and Learning**, record keeping, making Assessment/moderation, financial records etc. to ensure consistency across tutors/lecturers in the department.
- D. **Monitoring progress towards achievement targets** by agreeing achievement targets for all students with each teacher. The all departmental staff have a clear view of what groups/individuals have achieved, should achieve and that any deviation from progress towards this identified and remedial actions put in place. Each progress check and academic review day enable the discussion of this process.
- E. **Monitoring Assessment Results**, mock/modular exams and departmental performance against target set and working with the line manager to identify improvement strategies.
- F. **Observing Tutors/Lecturer**, and setting and monitoring their performance management objectives.
- G. **Reviewing** the departmental plan

4) Tutors & Lecturers

To monitor the work of students and evaluate their responses to **teaching methods**, resources and assessment information. They review their practice on daily basis and record the method and outcomes on daily planning and assessment.

Department tutors will work with students both inside and outside the classroom to:

Focus of Quality Assurance

- Monitor students behavior
- Monitor responses to Institution policy and practices
- Review with the need for changes in practice on a regular basis
- Performance management of Institution support staff
- To encourage continuous improvement in the quality of all teaching and learning Units/courses, thereby making learning an enjoyable activity and through this, increasing students retention and the achievement of individual learning aims.
- To suggest and sustain a diverse range of unit/course content
- To provide information which supports strategic planning for Vishan Infotech's development plan.
- To establish standards and monitoring procedures for providing a supportive and accessible range of services to all students
- To ensure rigorous, standardised and consistent assessment procedures, which meet the standards set by Fiji Higher Education Commission



5) Students :

- Monitor their own progress through **reflection of activities** in all aspects of their development.
- Have their view sought on classroom practices emanating from Institution policies that affect the way in which they learn and develop.
- Self-evaluate with appropriate tutor/lecturer by making agreed changes as necessary.
- Students at the time of Enrollment will be made aware of the quality standards and procedures at Vishan Infotech by “Student’s Manual”
- Students feedback including comments in the suggestion box, review meetings and exit questionnaires will be analysed and acted upon
- Students performance in the workplace will be monitored and evaluated
- Students files will be continuously and rigorously assessed for quality

The academic head will forward the Quality Assurance policy to the “Board of Governors” for final approval and implementation

EFFECTIVE DATE : 01/01/2016 TO 31/12/2019

The Review of the Quality Assurance policy would be done at the end of every academic year by the “Board of Governors”

REVIEW DATE : December 2019

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