

## Elements of the QI Framework – Implementation

Element	Implementation
A robustly independent, well briefed and well qualified Council to effectively oversee and support the activities of the University	Responsibility of Chancellor and Council, supported by Secretariat
A planning and budget cycle, with plans providing clear strategic directions that are appropriately supported by the budget	Executive Director (Vice-Chancellor's Office) and Executive Director (Finance & Resources)
Reviews against these plans and budgets including annual operational monitoring and five yearly strategic review of major organisational units	Executive Director (Vice-Chancellor's Office) ensures implementation of review cycles (see policy on Organisational Unit Reviews approved by SEG August 18, 2008)
Data and evidence based decision making supported by high quality, accessible management information	Executive Director (Finance & Resources) ensures timely and well defined data available to decision makers. Also collection and analysis of data necessary to inform decisions
Organisational (Academic, administrative and committee) structures with clear responsibilities and accountabilities, including those for quality assurance	Review of Council and Academic Board Committees and assigning oversight of policy compliance to relevant committee Responsibility for quality assurance to form part of management (and other relevant) position descriptions (People and Culture Division oversight)
Policies, procedures and processes supporting the fulfilment of the strategic plan	Maintenance of the new Policy Framework by Secretariat. Responsibility of relevant senior portfolio holders and the responsible policy committees to ensure review and updating of policies and procedures in their areas
A robust risk management framework integrated into University planning and review processes	Wide communication and education by Director Risk Management, so that risk evaluation is built into consideration of new initiatives
Well articulated governance role for Academic Board in academic quality assurance (policy approval, monitoring of academic reporting and reviews)	New Academic Board Committee structure and assignment of policy responsibility and reporting requirements to relevant subcommittees
Rigorous approval processes, monitoring and review of units and courses, including student feedback to inform improvements	Curriculum, Teaching and Learning Committee oversight. New Course Lifecycle Policy and Procedures encompassing approval, review and closure processes New student feedback processes
Student academic and personal support services and monitoring of student grievances, using these to inform quality improvements	Activities of the Student Services Division New complaints management system
Transparent and thorough staff performance management processes for all members of staff and support for professional development	People and Culture Division responsible for Performance Management Policies, Procedures and processes as well as some provision of staff professional development
Wide communication of quality improvements in response to evaluations of all kinds	Responsibility of individual Subject co-ordinators, Course co-ordinators, Heads of School, Divisional Managers and Directors, Deans, PVCs, DVCs, VC – assuring quality is everyone's responsibility
A strong service culture across all levels of the institution	Responsibility of People and Culture Division to educate about, and of all line managers to foster, a service culture