

QUALITY MANAGEMENT SYSTEM

A.3

TITLE: POLICY: QUALITY MANAGEMENT

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1. DEFINITIONS/ABBREVIATIONS

2. PURPOSE

The purpose of the QMS policy is to foster an environment where the quality and calibre of the College's core and auxiliary operations are continually improved. This is done by continuous monitoring of the quality of the products and services rendered by Hugenote Kollege. The QMS process must direct the College's approach to alignment and updating of products to meet customer needs and changes in the training environment.

Hugenote Kollege commits that all quality assurance activities of the organization will be carried out systematically in accordance with defined and documented policies and procedures, will meet applicable legislative requirements, will be visible and measurable, and will ensure that the needs of students, associates and stakeholders are met.

The following are the objectives of this policy:

- Help the College achieve its vision, mission, and objectives as stated in its strategic documents.
- Position the College's quality management system in line with the Council on Higher Education's legal framework for quality assurance.
- Encourage ongoing quality improvement of the College's research, learning and teaching, and social impact activities as well as the management, administrative, and governance structures involved in facilitating these functions.
- Specify the principles and regulations that guide the College's quality management system and practices.
- Describe each role player's obligations in relation to this policy, including their respective positions.

3. SCOPE

This policy and the associated documentation must be followed by the entire College, and it applies to all employees and students.

4. REFERENCES

- SAQA Act (No 58 of 1995) and ETQA Regulations R1127 of 1998 under the SAQA Act specify

- the criteria for accrediting education and training service providers
- Further Education and Training Act (Act 98 of 1998)
 - National Education Policy Act (Act 27 of 1996)
 - NSB Regulations (Government Gazette No 18787; 28 March 1998)
 - ETQA Regulations (Government Gazette No 19231; 8 September 1998)
 - Criteria and Guidelines for Providers (SAQA 2001)
 - A Quality Assurance Framework (QAF) for Higher Education in South Africa; 2021.

5. PRINCIPLES

The principles below inform this policy:

- Hugenote Kollege will operate a Quality Management System that complies with National Standards as set by the South African Quality Authority (SAQA). The Quality Management System (QMS) will include policies, procedures and review mechanisms, to gain, and maintain, accreditation and registration as a provider of education and training.
- Quality is the responsibility of all Hugenote Kollege's associates and staff. Therefore a quality culture will be promoted within the organization through sharing information, including staff in decision making and delegating specific quality management functions to suitably skilled and competent persons.
- The system will focus on customer requirements to ensure client and partner(s) satisfaction, safety and legality.
- The Management of Hugenote Kollege will make resources available for the personnel training, infrastructure and work environment of the system. The Quality Management System (QMS) will be reviewed regularly to ensure its continued suitability and effectiveness.
- Where deficiencies related to the operation of the QMS are found, corrective and preventative action will be taken to ensure continual improvement of the College's policies and procedures.
- The MQR will ensure regular reviews of the system and communicate the results to the staff to ensure the improvement of the system. The Management of Hugenote Kollege are committed to ensuring that the Quality Management System is:
 - implemented
 - maintained
 - improved
 - and understood by all personnel to ensure compliance and Client Satisfaction.
- Hugenote Kollege will establish and maintain a programme of internal QMS Reviews to ensure the continued efficient and effective operation of the QMS and to promote continual improvement.
- The Policy and Procedures describe the system to be implemented for assuring quality, related to all Hugenote Kollege functions and activities.
- Accountability and transparency: All quality assurance procedures must be open to the public and

- thoroughly recorded for the College to accept full accountability for its deeds.
- **Excellence:** All quality assurance procedures must give staff/departments/Schools the freedom to evaluate their performance using the strictest criteria for integrity, renewal, and applicability.
 - **A comprehensive and systemic approach:** The quality management system is to ensure that all entities can account for the quality of their activities, not only in isolation but also in an integrated manner across the entire College, to produce well-rounded graduates with personal, professional, and socially valuable skills.
 - **An accommodating culture:** Self-evaluation is a reflective practice that should be supported by a collaborative setting that encourages open dialogue and the exploration of various viewpoints among staff, students, and/or stakeholders. Most of the time, the material in self-evaluation and peer review reports is solely intended for internal use. As such, it must be handled with the utmost care, discretion, and respect for the wellness of all students and staff.
 - **Simplicity:** Quality assurance procedures must be thorough and complete, but they shouldn't be overly burdensome or time-consuming. The timing of cyclical or periodic assessments must take into account national reviews and evaluations by professional bodies and, to the extent possible, avoid duplication.
 - **Sustainability:** To ensure a successful college, it is essential to acknowledge the importance of the total economic, ecological, and social health of staff, academic departments, programs, and qualifications, as well as professional academic support services and organizational structures.

The above principles necessitate the following requirements:

- The foundation of any review process is critical reflection carried out by a self-evaluation committee following predetermined themes and criteria, to gain self-insight and identify opportunities for improvement.
- Peer review and benchmarking to ensure excellence, openness, and accountability: A self-evaluation process is usually followed by a peer review by experts who have studied the self-evaluation report and evidence portfolio. These experts then visit the self-evaluation site and conduct interviews to confirm the quality claims, identify commendable accomplishments, and offer suggestions for improvement. Unless a specific professional body specifies otherwise, peer review panels are normally external to the College and, if practical, include local and foreign peer reviewers.
- Implementation of improvement measures and feedback on them: The goals of self-evaluation and peer review processes include improvement and personal growth. As a result, the recommendations made in such reports must be carefully evaluated and taken into account when planning and implementing the follow-up measures that must be specified in a follow-up report to the College's Quality Committee.
- Continuity and adaptability: The College must employ standardized themes and criteria, comparable data, and consistent application of these to maintain the best possible continuity with the quality management system. Although there is some flexibility for the system's various levels of development, themes and criteria may be modified and used only with the approval of the College's Quality Committee.
- Rigour with an evidence-based approach: All self-evaluation conclusions must be supported by data. This calls for gathering, analyzing, taking into account, and including stakeholder feedback (such as student



feedback on modules and stakeholder satisfaction surveys) in the evidence portfolio, which is then to be discussed with competent insight and methodological rigour in the resulting self-evaluation reports to produce valid and reliable compliments and recommendations.

- Participation of students and other stakeholders is required. Students must, where appropriate, be represented on self-evaluation committees and have the necessary skills to actively participate in peer and self-evaluation of schools, programs, and qualifications as well as evaluations of professional academic support services and organizational structures where they play a significant role. Where possible, comments from stakeholders (such as those from advisory forums, clients, employers, graduates, industry partners, and/or students) must be gathered, analyzed, and taken into account.
- A systematic, ongoing quality management system: Activities for quality assurance, improvement, and control are carried out continuously as well as at specific intervals within a fixed cycle or periodically (i.e. as required).

6. RESPONSIBILITIES & AUTHORITY

The responsibility for implementing the requirements of this procedure rests with Hugenote Kollege Management. Hugenote Kollege realizes that quality is the responsibility of all of Hugenote Kollege's personnel and therefore will promote a quality culture within the organization.

7. RELATED POLICIES

All other policies of Hugenote Kollege.