



## CTS College of Business and Computer Science - Quality Policy

### Mission

To provide high quality and relevant educational opportunities whilst promoting excellence in staff and students.

### Vision

**To become the foremost provider of Quality Training Services enabling individuals and organizations to achieve the pinnacle of success through the efficient and effective delivery of industry-relevant courses, in a customer-focused manner, using the best and most qualified tutors and courseware locally, regionally and internationally.**

### Policy Statement

CTSCBCS shall commit to consistently achieving a high standard of student learning outcomes for the institution's entire range of educational provision, and shall ensure quality and non-discriminatory learning, high academic standards and service delivery through a regular review and continuous improvement process. The College's commitment to the delivery of a quality education experience is demonstrated through the use of a robust quality framework.

### Purpose

The Quality Policy shall be to enhance the effectiveness of its educational provision in a stimulating and dynamic learning environment. The Quality Policy shall be resonant with the institution's mission statement, directionally congruent with our business and strategic plan and shall not contradict other policies of the College.

The policy confirms the College's commitment to quality and describes the University's approach to quality assurance and continuous improvement. Quality Objectives

This policy serves to guide CTSCBCS's approach to quality management and articulates the principles that underpin our quality management framework. The objectives of this policy are to:



- Explain the Quality Management Framework
- Specify the desired outcomes of the Policy and Framework
- Outline how continuous improvement can enhance outcomes for students, staff, partners and other stakeholders.
- Ensures all policies, procedures and practices are all embedded in quality.

## Scope

The Quality Policy applies to the entire College community which include students, staff and partners universities. The Quality Policy applies to all the College's activities which directly or indirectly support or impact on it's tertiary education services.

Item	The process of measuring and monitoring outcomes against predetermined (usually best practice) standards.
Continuous Improvement	The ongoing process of change for the purpose of improvement to practices and processes.
Continuous Improvement Cycle	The cyclic process of Plan, Do, Review and Improve.
Internal Quality Audit	The systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criterion is fulfilled.
Quality	The totality of features and characteristics of a product or service that demonstrates its ability to satisfy stated or implied needs.
Quality Assurance	The program of activities to ensure products and services are of the desired quality.
Quality Control	The program of inspection activities to ensure products and services are of the desired quality prior to delivery or release.
Quality Objectives	Desired outcomes of the implementation and application of the University's <a href="#">Quality Framework</a> .
Quality Reviews	Quality Reviews are activities undertaken to measure the quality of operations that have already been made or delivered. Also known as Quality Audits.



Item	The process of measuring and monitoring outcomes against predetermined (usually best practice) standards.
Quality Framework	The system in which activities used to carry out Quality Control, Quality Assurance and Continuous Improvement are completed at the University.
Quality Key Performance Indicators	Set targets of the Quality Objectives which are measured, monitored, reported, analysed and actioned via the University Governance and Management Committees.
Self Review and/Evaluation	Internally based process to facilitate the evaluation, reflection and review of process and practices. This includes but is not limited to benchmarking, audits and program or course review.
Governance and Management Committees	Relevant committees that support the academic, operational and quality governance of the University's Vocational Education and Training and Higher Education programs.

## Quality Management Framework

The quality management framework is aligned with the mission and vision statements of CTS College. The approach used to develop, implement and maintain our quality management system is influenced by various factors. We have determined the needs and expectations of stakeholders and have established a quality policy and objectives for our organization. We have identified our processes and responsibilities necessary to achieve our quality objectives. This forms the main principle of our quality management framework.

The purpose of the framework is to:

- ensure that we satisfy the needs and expectations of students and other stakeholders
- achieve our mission and vision
- ensure we strive for continuous improvement.

The components of the framework include the following:

- Continuous Improvement



## Continuous Quality Improvement

Another key area of the framework is continuous improvement. Continuous improvement helps the college to meet student requirements and our mission and vision. Two fundamental ways continual improvement is conducted is by revision of existing processes and practices and/or ongoing improvement activities. These improvements are usually based on the analysis of data and feedback provided by students and other stakeholders.

To ensure continuous improvement, the college practices the key principles which are outlined in the ADRI cycle developed by the Australian Business Excellence Framework. The cycle consists of 4 steps in the entire process Approach → Deploy → Review → Improve.

### Approach

Identifies our intent; the planning processes and infrastructure designed to achieve the intent and to track progress:

- What goals have been established?
- What strategies, structures and processes have been developed to achieve our intent
- What quantitative and qualitative performance indicators have been designed to track progress?
- How does our approach align with our mission and vision?

### Deploy

The approaches to achieve the objectives are put into effect, supported by the required infrastructure, facilities and resources, as well as training to ensure staff understand the approaches and can implement them

### Review

The outcomes are monitored and evaluated using feedback from stakeholders and an assessment is made as to whether the objectives have been met appropriately.

### Improve

The cycle is closed with the identification of any amendments in approach or deployment necessary to achieve the defined objectives or whether new objectives can be set to generate a new round of improvements.

To support the ADRI approach, CTS College has adopted the following approaches:



- Continuous reviews of policies and procedures
- Continuous staff performance feedback and reviews

The Quality Policy of CTSCBCS is rooted in the institution's core educational objectives described below:

- **Quality student learning outcomes** – CTSCBCS shall endeavour to consistently achieve quality student learning outcomes, teaching and overall positive student experiences.
- **Continuous review and improvement** – the College shall evaluate student outcomes against established indicators, encourage an ethos of critical self-evaluation and shall seek feedback from students which will provide the basis for analyses and conclusions on which improvements are planned.
- **Compliance with law** – CTSCBCS shall comply with all applicable laws governing providers of education and shall operate within the spirit and letter of the law.
- **Equity and Fairness** – the College shall adopt principles of equitable educational opportunities for all students and shall make decisions on evidence based criteria and not on irrelevant factors.
- **Quality Management System** – the institution shall establish and implement a Quality Management System (QMS), as set out in a documented Quality Manual, which contextualizes the quality policy in relation to defined standards, processes and procedures that promote quality enhancement and high academic standards. The Quality Management Systems shall incorporate feedback loops that inform, modify and improve the quality and standards of the educational provision.
- **Communication with stakeholders** – CTSCBCS shall ensure the institution's documented Quality Policy is adequately communicated to its stakeholders including students, staff and employers. Stakeholders shall be encouraged to also communicate their needs and to make contributions for improvement of the College's Quality Policy.



- **Affordable fee structuring** – CTSCBCS shall endeavour to provide a costing structure that is affordable, consistent and competitive. Students shall be able to benefit directly from a flexible and affordable fee structure for each programme.
- **Personal Commitment From Employees** – All academic and administrative staff shall conform to a personal commitment of providing quality services and student support excellence at all times. Staff should be aware of and contribute to adding value to the mission and vision statement of the college.
- **Student Success** – CTSCBCS shall inspire its students to achieve academic and career success through the provision of quality services. All students will be provided with quality lecturing services, quality classroom facilities and quality academic support and training.

## Implementation of Quality Policy

CTS College's commitment to the delivery of this quality policy is demonstrated through the use of an organisational Quality Framework and communications plan. Performance of the policy will be measured and monitored through continuous stakeholder feedback and surveys. The academic division inclusive of the Academic Director, QMS Representative and Programme managers are responsible for the Quality Management System objectives. They shall be responsible for carrying out the following:

- Attaining feedback from all stakeholders.
- Developing methods for identifying and understanding the needs of stakeholders as well as encouraging their feedback.
- Sensitizing stakeholders to the institution's mission and vision statement.
- Ensuring the QMS is reviewed and improved through the use of strategic tools such as a self study.

## Approval Signature

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Ravi Ragoonath  
Executive Director

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Date

