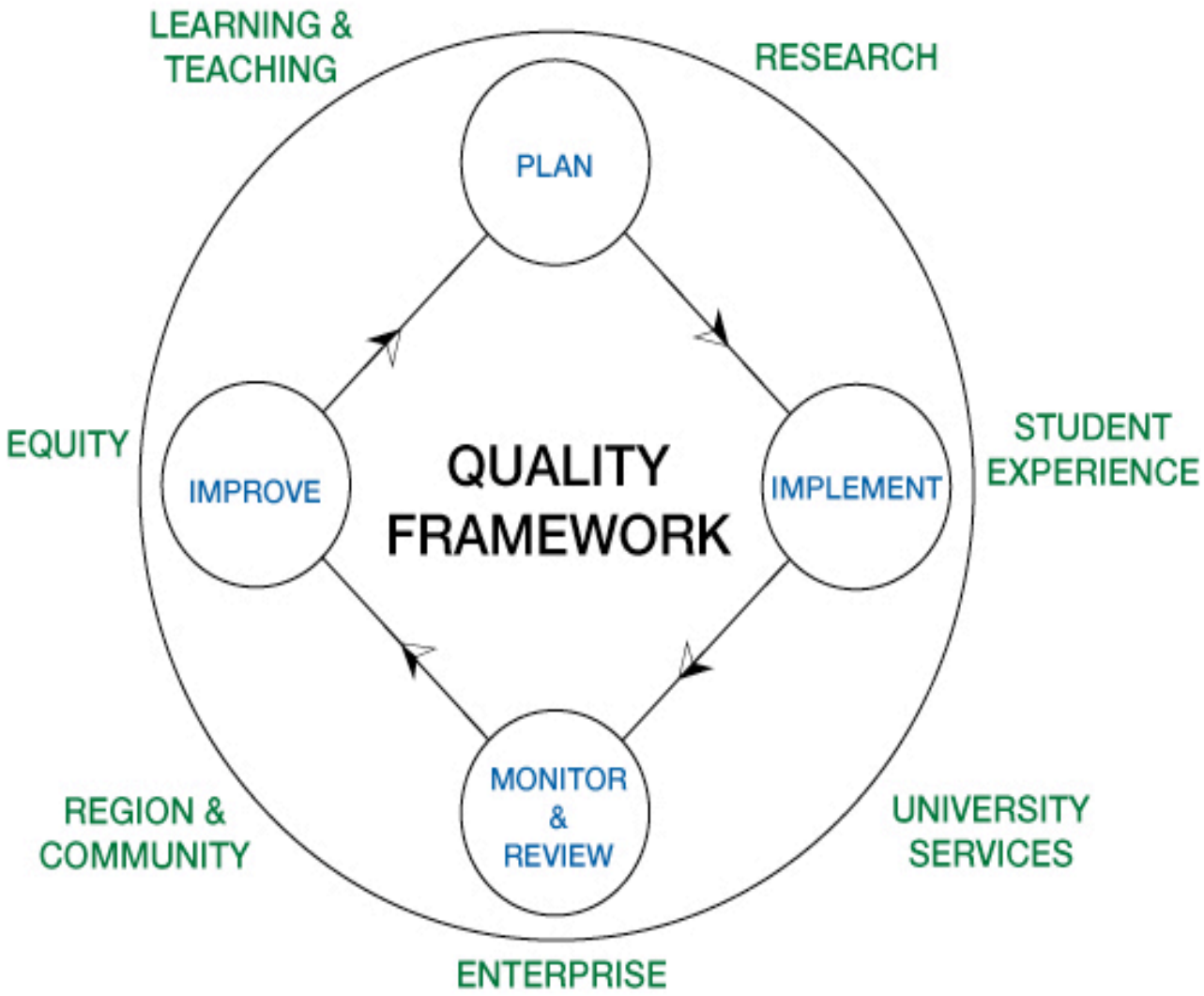
Southern Cross UNIVERSITY



SOUTHERN CROSS UNIVERSITY
QUALITY FRAMEWORK

PLAN

- Strategic Plan
- Functional Plans
- Service Level Plans
- Risk Management Plan

IMPLEMENT

- Committees
- Key Policies, Procedures & Rules
- Budget Allocation
- Annual Operational Plans
- Delegations Register

MONITOR & REVIEW

- Self-Review
- Organisational Unit Review
- Course Review
- Peer Review
- VC's Reviews
- Offshore Quality Review
- AUQA Review
- Feedback Surveys
- Benchmarking
- Course Advisory Committees
- Performance Reporting
- Internal Audit

IMPROVE

- Reward and Recognition
- Continuous improvement projects
- Implement review recommendations
- Changes as a result of stakeholder feedback

Key components of the Quality Framework include:

Planning:

A planning framework that includes:

- University Strategic Plan 2005-2010
- Functional Plans:

  (i) Academic Plan 2006-2008 .
  (ii) Research Plan
  (iii) Capital Management Plan
  (iv) International Plan
  (v) Regional Plan

- Service Level Plans - Underpinning the Functional Plans are an array of Service Level Plans that are operationalised by specific Service Level Agreements. Service Plans are developed for: the Library, Student Services, Information Technology, Human Resources, Marketing and Finance.
- Risk Management Plan

Implementing:

- Implementation through governance processes and delegations (eg responsible committees / officers)
- Using key policies and legislation where appropriate
- Budget allocations and reviews
- Operational plans at organisational level

Monitoring & Reviewing:

- Annual Self-review processes across all organisational units
- Organisational Unit Reviews every 5 years
- Course Reviews every 5 years
- Peer review of units
- VC's Reviews – strategic and efficiency oriented reviews as required
- Collaborative and Offshore Program Reviews
- AUQA external review every 5 years
- Feedback Surveys including:
  (i) Course Experience Questionnaire (CEQ) and Graduate Destination Survey (GDS)
  (ii) First-Year Experience Student Survey
  (iii) Student Feedback on Units
  (iv) Employer Survey
  (v) Staff Survey
  (vi) Community Perceptions Survey
  (vii) Individual organisation unit satisfaction surveys, e.g. Library, IT, Student Services

- Benchmarking Framework
- Course Advisory Committees
- Performance Reporting
- Internal audit

Improving:

- Reward and Recognition
- Continuous improvement processes / projects.
- Implementing recommendations from reviews
- Making changes as a result of stakeholder feedback