

Name:	Academic Total Quality Management Policy
Approved by:	Group Accreditation & Compliance Manager
Date Approved:	11.09.2019
Approved by:	General Manager - Technology & Design Division
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Implementation Owner	Academic Dean
Maintenance Owner	Group Accreditation & Compliance
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Section 1 – Introduction

1) Purpose

AIT is committed to an academic Total Quality Management (TQM) system for enhancing our academic courses, where all members of staff and faculty work towards creating and maintaining the best possible learning environment.

Oversight of AITs TQM is the responsibility of the AIT Academic Board.

2) Scope

This policy refers to the operations of the organisation in the VET and HE sectors. This policy refers to the management of an academic Total Quality Management system across AIT.

3) Review Cycle

AIT's Academic board will undertake formal and regular reviews of the implementation of TQM. TQM Reviews will take place not less than once every year.

Formal reviews may be limited to, at the discretion of the Academic Board, oversight and review of the:

- i) Annual Teaching and Learning Plan
- ii) Annual Academic TQM report

Section 2 – Policy

1) Course Teaching and Learning Plan

Planning, implementing, checking and enhancing AIT courses and teaching and learning is the cornerstone of our Academic TQM.

AIT will develop an annual Teaching and Learning Plan outlining the academic aims, goals and objectives for the forthcoming 12 month period.

The Teaching and Learning Plan addresses:

- i) expected provision of courses
- ii) suggested provision of new courses
- iii) expected major subject reviews
- iv) historic data
- v) goals for student retention, progression and satisfaction
- vi) goals for faculty retention, progression and satisfaction
- vii) moderation goals
- viii) benchmarking initiatives
- ix) goals for academic performance and distribution (grading)
- x) goals for analysis and review

The Teaching and Learning Plan will be referred to the Academic Board for advice and recommendations, in advance of being used.

2) Academic TQM Reports

Having comprehensive, accurate and actionable information is a necessary component for the ongoing planning, implementation, checking and enhancement of AIT's courses.

AIT will develop an annual TQM report outlining results for the previous 12 month period.

AIT will develop a TQM report each term outlining results for the previous completed term. The

TQM reports will provide information on:

- i) historic data
- ii) levels of student retention, progression and satisfaction
- iii) levels of faculty retention, progression and satisfaction
- iv) moderation
- v) benchmarking initiatives
- vi) results for academic performance and distribution (grading)
- vii) attendance
- viii) appeals
- ix) plagiarism

TQM term reports will be completed within 6 weeks after the end of the most recent teaching term.

TQM reports will be referred to the Academic Board for advice and recommendations, at their next available meeting.

TQM reports will form the foundation of targets for the ongoing enhancement of AIT's courses through the Teaching and Learning Plan.

3) Publication

This policy is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

Section 3 – Reference and Supporting Information

1) Definitions

Word/Term	Definition
TQM	Total Quality Management

2) Supporting documentation

Document name	Document type	Location
Charter of the Academic Board	Policy	Internal

Section 4 – Change History

1) Change History

Version	Approval date	Department	Approved by	Change
V1.0	04 September 2017	Principal Executive Officer	Principal Executive Officer	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	General Manager	
V1.1	05 September 2019	Group Accreditation & Compliance	Compliance Manager	Update to new template
		Technology & Design Division	General Manager	