



Quality Policy

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Accountable executive manager	DVC: Vanderbijlpark Campus/Designated function: Integrated Planning and Strategic Intelligence
Policy Owner	Director: Quality Enhancement
Responsible division	Quality Enhancement
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QUALITY POLICY

Preamble

Against the background of the dream to be an internationally recognised university in Africa, distinguished for engaged scholarship, social responsiveness and an ethic of care, the council of the North-West University (NWU) has adopted this Quality Policy on 9 September 2021.

1 Interpretation

This policy must be interpreted and applied in a manner consistent with the –

- 1.1 Constitution of the Republic of South Africa, 1996;
- 1.2 Higher Education Act, 101 of 1997;
- 1.3 Statute of the North-West University as promulgated from time to time; and
- 1.4 Related policies and frameworks provided for in national legislation, including SAQA, the CHE, the HEQC¹, other Education and Training Quality Authorities and other requirements of the Department of Higher Education and Training (DHET).

2 Definitions

In this policy and related documents of the NWU:

“**Prescribes**” means prescribes in the policies, rules, frameworks, processes;

“**Quality Assurance**” is the activity of providing evidence needed to establish confidence among all concerned that the quality-related activities are being performed effectively;

“**Quality Enhancement**” is an ongoing process of augmentation or improvement;

“**Quality Evaluation**”² is the systematic determination of merit, worth and significance of something or someone. Evaluation is often used to characterise and appraise subjects of interest in a wide range of human enterprises;

“**Quality Management**” is a method of ensuring that all the activities necessary to design, develop and implement a product or service are effective and efficient with respect to the system and its performance;

“**Quality Management System**” (QMS) is a system that outlines the policies and procedures necessary to control, evaluate and improve the various processes that will ultimately lead to improved business performance;

“**Quality Promotion**” means encouragement of the development and maintenance of quality standards; and

“**Quality Rules**” refer to rules in support of quality enhancement as approved and amended by Council.

¹ Higher Education Quality Committee

² In the field of evaluation, there is some degree of disagreement about the difference between the terms evaluation, review and assessment. For the purpose of this policy, these terms are regarded to be interchangeable.

3 Rules for the advancement³ of Quality

- 3.1 The University Management Committee (UMC) must adopt rules, consistent with this policy, for the enhancement of quality in all the activities of the university.
- 3.2 Rules made by the UMC for the enhancement of academic quality are subject to the approval of Senate.

4 Policy Statement

It is the policy of the NWU that –

- 4.1 the management of the university must promote ongoing quality enhancement and the fostering of a culture of continuous improvement'
- 4.2 self-driven quality assurance, quality promotion and external quality evaluation must be adopted as core values for the performance of all academic and support service/department functions of the university;
- 4.3 conditions must be created by management to assure and improve the teaching, learning, research, community engagement and/or implementation of expertise of the university;
- 4.4 the rules referred to in paragraph four must provide for an efficient and functional rules (that are enforceable), processes and procedures with a specific focus on –
 - 4.4.1 the establishment and development of a quality assurance culture in both the academic and support services domains of the university;
 - 4.4.2 the promotion of quality assurance and improvement actions at institutional, campus, faculty, school, programme, subject and support department levels;
 - 4.4.3 the empowerment of employees to develop, implement and execute quality assurance systems, processes, procedures and mechanisms;
 - 4.4.4 the monitoring and evaluation of the quality assurance actions within all functional units of the NWU;
 - 4.4.5 the monitoring of institutional quality assurance accountability as required by law; and
 - 4.4.6 full participation by the NWU in the national reviews and institutional quality audits undertaken by the CHE, the HEQC and other Education and Training Quality Authorities.

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³ The act of advancing