

Quality Assurance Framework

Version	Approved by	Approval date	Review date
01	Board of Directors	August 2024	September 2025

Administrators Responsible	President, Dean
Purpose	This Quality Assurance Framework outlines our commitment to delivering high-quality education through comprehensive policies, procedures, and practices that ensure excellence in teaching and learning.
Scope	The framework applies to all facets of our educational delivery, including curriculum development, teaching methods, academic performance, student services, and regulatory compliance. We adhere to the Higher Education Standards Framework as stipulated by TEQSA, ensuring our courses meet national and international educational standards.

1. Overview:

The International School of Global Leaders (ISGL) is at the starting point of its educational journey, with a deep commitment to the highest levels of quality and excellence in our upcoming programs. This commitment extends to continuous monitoring, strategic planning, solid policy development, and smart use of financial resources, all aimed at systematically improving and boosting the efficiency and effectiveness of our school and its community.

A key part of ISGL's drive for excellence is our strong governance and management structure, crucial for ensuring the top quality of every aspect of our educational offerings. The Board of Directors takes on the main role for steering the strategy and protecting the overall quality of ISGL's higher education efforts. At the same time, the President, with authority from the Board, is focused on maintaining the quality of ISGL's corporate, financial, and academic administrative operations.

In addition, the Academic Board, given responsibility by the Board of Directors, ensures that all courses offered by ISGL meet our high standards.

Our Quality Assurance Framework (QAF) outlines the fundamental principles, structure, and systems that support ISGL's unwavering commitment to quality. The QAF is a testament to ISGL's continuous dedication to thorough evaluation and ongoing improvement, marking our ambition to stand out as a leader in higher education and in the excellence of our course delivery. Following the standards set in the TEQSA Act (2011), ISGL is dedicated to ensuring the outstanding quality of its higher education programs and the validity of the degrees we award.

2. Guiding Principles and Framework

ISGL's Quality Assurance Framework (QAF) fortifies our policies and procedures, guaranteeing the implementation of essential quality controls within an ongoing cycle of improvement. This ensures our programs not only comply with the TEQSA Act (2011), the Higher Education Standards Framework (Threshold Standards) 2015, and the Australian Qualifications Framework (AQF), but also cater to:

- The diverse needs and expectations of our students.
- The present and forthcoming skill and knowledge demands of the international business landscape.
- Delivery within a stringent quality assurance system.
- Upholding standards and quality on a par with premier global institutions, even as we operate solely in Sydney, Australia.

Central to ISGL's QAF is the PIRI model (Plan, Implement, Review, and Improve), promoting perpetual enhancement through a systematic cycle.

This model unfolds through the following iterative steps:

- **Plan:** Establish and endorse strategic directions along with significant enhancements to existing practices, informed by comprehensive internal or external reviews.
- **Implement:** Execute the approved plans and monitor the outcomes, benchmarking against predetermined performance indicators.
- **Review:** Assess performance via thorough analysis of outcomes and data, using these insights for informed re-planning.
- **Improve:** Elevate practices based on the reviews and maintain successful strategies identified during the process.

By embracing this dynamic approach, ISGL embeds a culture of continuous advancement and responsiveness to the educational environment's evolving demands.

3. Key Components

a. Governance:

ISGL maintains a strong framework for both corporate and academic governance, diligently overseen by the Board of Directors and the Academic Board, which includes the valuable perspective of independent and external specialists. The Board entrusts particular duties to dedicated sub-committees, ensuring effective, efficient governance and the facilitation of the PIRI process across our institution. This governance framework ensures the clarity of ISGL's strategic ambitions, effective risk management, the safeguarding of academic integrity, regular evaluation of governance practices, and absolute adherence to regulatory standards in our higher education functions.

b. Policy Structure:

Recognising the critical importance of a well-defined, cohesive policy structure, ISGL emphasises the regular and methodical evaluation of its policies and procedures. This meticulous approach is designed to keep our operations up to date, in line with legal requirements, and ensure they are consistently applied and integrated throughout ISGL's various departments. We disseminate these policies and procedures to students through resources like the Student Handbook, our official website, and during introductory events, while our staff receive updates via the Staff Handbook, during introductory programs, and through consistent email communications. In this line, ISGL has implemented an all-encompassing Policy Framework Policy, outlining the protocols for policy development, approval, execution, and periodic review.

c. Strategic Blueprint:

The Strategic Plan is the cornerstone of ISGL's planning and serves as our guiding star. The procedures for its creation, regular review, and management are specified in our Strategic Planning Policy. The Board of Directors is actively involved in overseeing the crafting and endorsing of the plan, with a focus on vital elements such as the institution's vision, mission, fundamental values, strategies, and goals. The development of the Strategic Plan is a task undertaken by the President, who engages with a spectrum of internal and external parties for insights and may, at their discretion, form a temporary committee to assist in this initiative.

Related Documents

- a. All ISGL Policies
- b. Learning and Teaching Enhancement Plan
- c. Risk Management Plan
- d. Strategic Plan