

1.3 Embedding a quality culture

A positive, quality culture is embedded – the totality of a provider’s teaching and learning community is working in a coherent and cohesive way towards implementing the quality agenda. The provider is committed to the active development of a culture which recognises the importance of quality, quality assurance, quality improvement and enhancement. To support the development of a quality culture, the provider develops a strategy for the continuous enhancement of quality in all activities and measures the achievement of the objectives set, as in the case of other corporate or organisation planning strategies, plans and goals. Some features of such quality strategies include:

- A provider-owned quality system where all of a provider’s staff and learners are involved in quality assurance, and in which quality is accepted as a responsibility for all to improve upon. There is a willingness amongst staff to improve quality and an acceptance that all staff have a part to play in that improvement.
- The assignment of specific quality assurance responsibilities based on the subsidiarity principle. Policy and procedures are designed in consultation with all those involved in their implementation, as well as with key stakeholders.
- Procedures that include illustrations describing and explaining the quality assurance feed-back and feed-forward paths.

- A holistic approach towards quality assurance where continuous improvement is key. Procedures are integrated into the normal activities of the provider, with minimum unnecessary administrative requirements.
- A commitment to the provision of adequate resources to enable and facilitate the implementation of the quality assurance procedures, the consistent application of these and quality improvement plans.
- A balanced, organisation-wide approach to the implementation of quality assurance procedures to ensure that:
 - the burden of procedures does not obscure the purpose of establishing a quality culture
 - a standardised approach does not obscure the ownership and primary focus on quality improvement