

## 4-013 - Quality Assurance

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MOTION: 2021-24

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POLICY NO: 4-013

Quality programs and services are a key component of the success of Lambton College. The importance of quality programs and services is recognized in the Strategic Plan. A quality-assurance process plays a central role in the realization of quality in all of the College undertakings.

The purpose of a quality-assurance process is to ensure that the programs and services that the College provides to its students, clients and community are of a high and improving quality. The process will also help to ensure that the College is fulfilling its responsibilities as a publicly-funded institute, using its resources efficiently and effectively, and planning and budgeting wisely.

### Policy

Lambton College will implement and continuously operate a comprehensive Quality Assurance Process. This process will be in compliance with the Minister's Binding Directive, meet the requirements of the Program Quality Assurance Process Audit (PQAPA) and serve the quality-assurance needs of Lambton College.

The Process will provide evidence and assurance to the Board that the College is constantly and continuously monitoring and improving the quality of the programs and services that it provides to its students, clients and community.

The President will report annually to the Board on the Quality Assurance Process, its findings and the resulting changes and improvements.

The following principles will direct the Quality Assurance Process.

1. The Process will cover all programs and service functions provided in support of the programs.
2. The Process will be continuous in nature.
3. The Process will be objective and data-based.
4. The Process will be efficient in order to minimize the use of College resources and avoid onerous demands on any department while providing the required results.
5. The Process will be internally directed.
  1. The College will oversee the Process.
  2. Each program department will apply the Process to the programs within the department.
  3. Periodically, the department will draw on clients and external experts for assistance, a broader perspective and increased objectivity.

6. The Process, including the findings and outcomes, will be open to the College community within the usual privacy constraints. The Process will result in recommendations for improvements, the implementation of recommendations and documentation of both.