



Institute for Security and Law Enforcement Studies
Quality Management Framework

1 Quality Management Framework Overview

1.1 PRINCIPAL FEATURES

Diagram one provides an overview of the quality management framework being implemented at Institute for Security and Law Enforcement Studies (ISLES). This concept is derived from University of Western Sydney framework.

Quality Management Framework

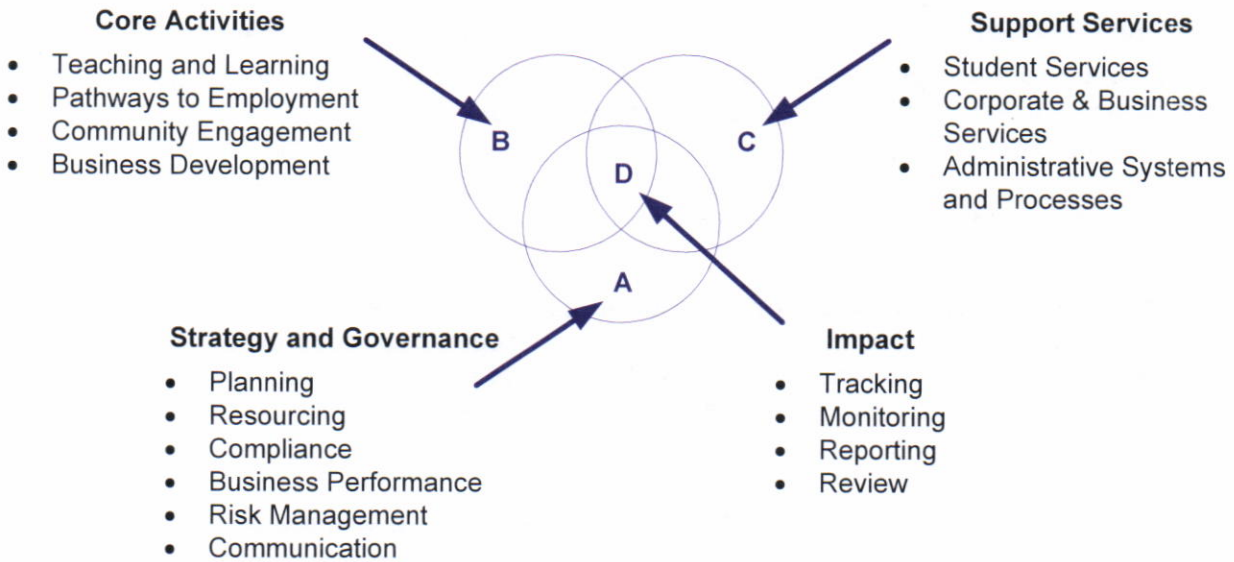


Diagram One

The Institute for Security and Law Enforcement Studies (ISLES) Quality Management Framework also incorporates quality management and support for teaching and learning programs as illustrated in Diagram Two:

Quality Management For Teaching and Learning Programs

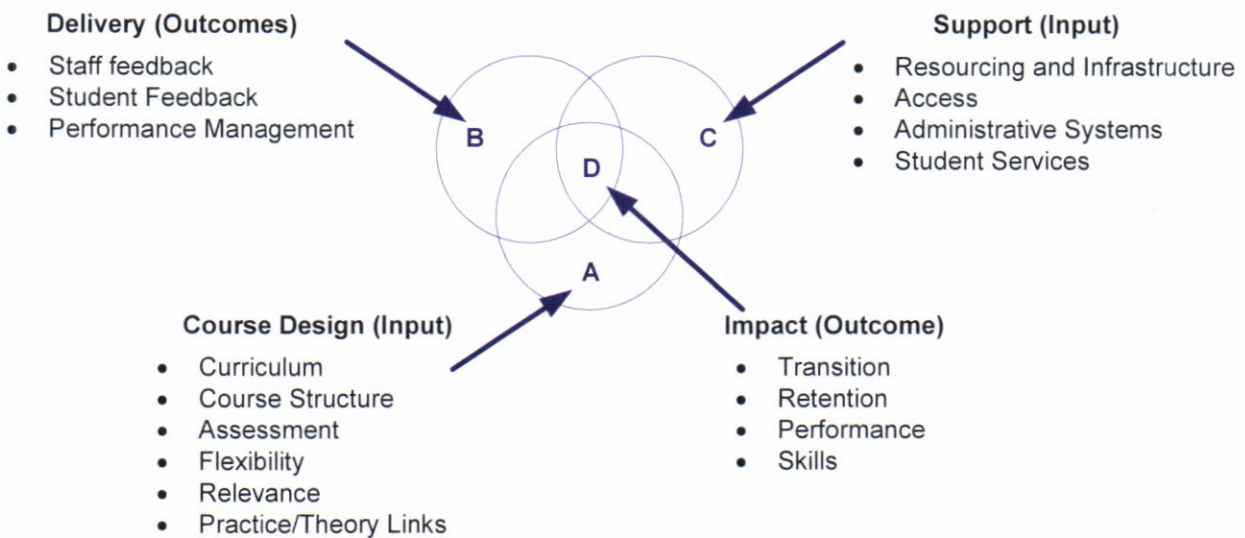


Diagram Two

1.2 KEY ASPECTS

Key aspects of the approach to quality management at ISLES include:

- Developing and implementing the mechanisms for the collection of data for **evidence – based decision making** and continuous improvement.
- Identification of and collaboration with, other appropriate domestic and international entities for the purposes of **benchmarking**.
- A focus on the **quality and consistency** of the student experience across all the training programmes of the ISLES
- **Integration** of the quality management framework into the strategy, planning and performance management processes to ensure the evolution of a change capable organisation with a commitment to a **culture of continuous improvement**.
- **Prompt and appropriate responses** to student and staff feedback on the quality of their teaching and learning experience and support services.
- Consistent and regular **communication** with all stakeholders, including the overseas institution, agencies, with progress on the implementation, monitoring and review of the ISLES Quality Management Framework.

Institute for Security and Law Enforcement Studies (ISLES) seeks to ensure that its core activities of teaching, learning, employment pathways, community engagement and business development are working effectively with the direct support of enabling services such as IT, student services, financial management, marketing and human resources, to achieve its strategic imperatives.

ISLES will utilize and use the concept of **Plan, Implement, Review and Improve (PIRI) cycle** to ensure its strategy and planning, resourcing, core activities and enabling systems and infrastructure are continuously tracked and improved and reflect the key performance indicators and business priorities.

