



INTERNATIONAL QUALITY REVIEW

The Quality Assurance Agency International

Section 1: Scope of Learning Programmes to be offered

(Please use to select the option(s))

- Learning programmes to be offered to the local public

- Learning programmes (in-house training) to be offered only to the staff of the
Operator and/or the Holding Company/Parent Organisation of the Operator

- Others (please specify): _____

Section 2: Operator Details

Name of Operator
Name of Award Granting Body (if applicable)
Operating Address
Official Website
Contact Person
Contact E-mail

Section 3: Background of the Operator

3.1 Please describe the nature of business of the Operator and the Holding Company/ Parent Organisation, if applicable.

3.2 Do you consider your organisation a higher education/ academic programme operator, a vocational and professional programme operator, or both (dual-sector)? Please use '✓' to select the option(s) (both options for dual-sector)

Higher education/ academic programme operator

Which area(s)/ sub-area(s) of study do your programmes belong to?

Vocational and professional programme operator

Which industr(ies) do your programmes belong to?

3.3 Please use '✓' (multiple selections allowed) to select the legal status and business nature that best describes the core business of the Operator and the Holding Company/ Parent Organisation, if applicable:

Government

Statutory body

Trade union

Registered society

Limited company

Sole proprietorship

Partnership

An education institute

An charitable organization

Others: _____

Section 4: Education/Training Provision

4.1 Please provide the Vision and Mission of the Operator and/or the Holding Company/ Parent Organisation, if applicable.

4.2 Please describe the education/ training objectives and the scope of the education/ training provision.

4.3 Please provide the following information about the existing operation of learning programmes:

Year of establishment of the Operator	
Commencement year for operating learning programme(s)	
Number of learning programmes being operated	
Area(s)/sub-area(s) of study / Industr(ies) involved	
Target learners of existing programmes	
Total number of learners in the last 12 months	

4.4 Please provide details of the learning programme(s) that is/are planning to seek for accreditation in the coming two years.

Name of Programme	Duration	Annual intake

Section 5: Organizational Structure

5.1 If a Holding Company/ Parent Organisation exists, please explain its relationship with the Operator.

5.2 Please provide an organisational chart and describe the hierarchical structure of the governance and management of the Operator, with clear indication of the chains of command and the reporting lines of staff in different functions/ departments/ units).

5.3 Please state the major functions and responsibilities of the key personnel in the governance and management structure related to training and educational service.

Job Title	Employment (FT, PT)	Major Responsibilities
1.		
2.		
3.		
4.		
5.		

5.4 What are the channels used by the management to communicate with staff on policies and procedures?

Section 6: Learners Record Management

6.1 Please provide the policies/ guidelines/ methods for maintaining integrity, security, accuracy and currency of learner data and records (e.g. admission records, learners' personal details, assessment results, etc.)

a. Procedures of managing learner records: checking, inputting, retention period, etc.

b. Method(s) used for storing and backup

c. Policy/ guidelines for data privacy and security (e.g. access rights to learner records)

d. Measures for maintaining data integrity, accuracy and currency

6.1 Please state the method(s)/ channels (e.g. website, electronic learning platform) used for providing programme and service information (e.g. timetables, learning support facilities and services, availability of training and support staff for learner consultations, etc.) to learners.

Section 7: Teaching/Training Venues, Facilities and Equipment

7.1 Please provide address of teaching/training venue(s) for programmes offered by the Operator / collaborative partnership (if different from the operating address). If different teaching/training venues are used, please list them separately.

7.2 Please list the facilities and equipment for each of the teaching/training venues mentioned above, which are necessary for operation of learning programme(s) within the scope of the education and training provision.

Type of Room ¹	No. of Room	Seating Capacity	Facilities/ Equipment

7.3 Please provide the guideline(s)/ method(s) for the Operator(s) to regularly review the adequacy and appropriateness, in terms of quality, safety, quantity, accessibility, security and utility, of its facilities and equipment. When and how the follow-up action(s) have been/ will be taken?

¹ Type of room, e.g. training room, computer laboratory, language laboratory, etc.

Section 8: Quality Assurance Mechanism

8.1 Please outline your quality assurance mechanism for programme development, approval, monitoring, review and modification of learning programmes(s) (e.g. committee structure and/or flowcharts delineating the approval and review processes).

8.2 Please provide details of the responsible personnel/ committees/ external members for programme development, approval, monitoring, review and modification of learning programme(s).

Responsible Staff (Positions & Names)/ Committees / Units (Operator) (Please also specify the responsible Operator in the collaborative partnership)	Major Responsibilities (e.g. Programme Development, Approval, Monitoring, Review and Modification)

8.3 Please explain the procedures, frequency and responsible staff/ committee/ unit for reviewing the effectiveness of the quality assurance mechanism and for continuously improving the internal quality assurance capacity.

Section 9: Programme Development and Approval

9.1 Please specify mechanism/ methods used for ensuring the programme(s) can address the industry/ community needs and can meet the HE objectives and standards (e.g. consulting external stakeholders to collect information on community/ industry needs of the learning programme(s) seeking accreditation).

9.2 Please describe the programme vetting/ validation/ approval procedures and the associate approval criteria (the standards of quality) at programme and/or organisational levels that guide the review and approval of its learning programmes to ensure that the HE standards, educational/training and programme objectives are met.

9.3 Please describe the approach used to monitor programme delivery (e.g. class observation, internal review meetings, interim course/ module/ subject evaluation, irregularity report, etc.).

Programme Management and Monitoring Activities	Responsible Unit/ Person (Operator)	Frequency	Review Focus <i>(e.g. quality of module/ programme delivery)</i>	Tools Employed <i>(e.g. class observation form)</i>	Follow-Up Procedures

9.4 Please explain the procedures for handling learners' complaints to ensure that there are available channels for learners to file their complaints, and the complaints are handled in a reasonable timeframe by appropriate staff/ committees/ units.

Section 10: Programme Review and Continuous Improvement Measures

10.1 Please explain the programme review process and continuous improvement measures:

- Programme Review Procedures/ Activities for programme evaluation, enhancement: e.g. collect feedback from various stakeholders (graduates, learners, teaching staff, external members, employers, etc.); collect relevant sources (statistical information, programme performance, etc.); programme re-validation, etc.
- Responsible staff/ committee/ unit for programme/ course/ module/ subject review
- Frequency of the activities/ meetings
- Review focus (the standards of quality and performance indicators/ requirements) at programme and/or organizational levels: e.g. learning outcomes, programme structure, admission requirement, HE credits, graduation rate, completion rate, etc.
- Tools Employed: e.g. questionnaire, statistical records
- Follow-Up Procedures: e.g. continuous improvement measures at programme and/or organizational levels, modification (learning and teaching materials, teaching venues, etc.)

Programme Review Procedures/ Activities	Responsible Unit/ Person (Operator)	Frequency	Review Focus	Tools Employed	Follow-Up Procedures