1. QUALITY MANAGEMENT SYSTEM

1.1 QUALITY MANAGEMENT POLICY AND SCOPE

TVEC is responsible for quality MANAGEMENT of TVET sector. The quality MANAGEMENT policies and processes of the TVEC promote a high quality TVET sector in Sri Lanka, responsive to the requirements of industry, learners and other stakeholders. Quality Management System has the following components:

- Quality Management System
- Registration of TVET institutions
- Accreditation of courses
- Institutional quality audit

1.2 Features of the Quality Management System (QMS) for a Training Provider

Scope of the QMS

The scope is to ensure a coherent “Quality Management System,” based on the ISO 9001:2008 quality management system and as per ISO IWA 2:2007 guidelines for the application of ISO 9001:2008 in education, is maintained by the training providers within the Technical and Vocational Education & Training sector. The quality management system shall ensure that the provider has the capability to establish and maintain an environment fit for delivering education and training to specified standard and ensure continuous improvement of the system.

“Adaptation of a process approach when developing the Quality Management System”

Process approach

Quality management system is related to matching the organization’s input systems, processes and outputs to their purpose. Quality management implies that the mechanisms and procedures by which the validity and reliability of the certified skills or competences are ensured are in place. Validity means that the assessment evaluates, what it aims to assess. Reliability means that the assessment based on evidence produces the same result on different occasions with different assessors. Validity and reliability shall ensure the acceptance of the certificate or diploma by individuals.

At the institutional level, an effective and efficient process-driven “Quality Management System”, which provides quality education and training programs, shall be established.
Expectations from the Provider

A quality training provider is an effective provider of education and training, offering a sound and stable learning environment that meets all legal requirements. A quality provider shall have goals and objectives that are appropriate and measurable with a vision in achieving these goals. To maintain accreditation, the provider is expected to have appropriate means in order to achieve these goals and objectives and to meet the expectations and satisfaction of the trainee through the provider’s quality management system.

The training provider’s quality management system shall describe all policies and procedures as to deliver education and learning activities as given below.

A  Purpose & Goals

• The purpose and goals must be clearly defined in a written statement approved by the governing body.
• The purpose and goals shall relate primarily to education and training processes and shall be measurable. These goals may be the same goals as defined in the strategic plan.

B Quality Management System

General Requirements

The Following six activities are to be identified, documented and to be implemented.

1. Identify the processes needed for the QMS in the organization
2. Determine the sequence and interaction of these processes
3. Determine the criteria & method needed to ensure that both operation and control of these processes are effective
4. Ensure the availability of resources and information needed for these processes including monitoring of processes.
5. Monitor measure and analyze the processes.
6. Implement actions necessary to achieve planned results and continual improvements of these processes

• There shall be evidence of a coherent quality management system incorporating organizational structures, responsibilities, procedures and resources for setting & implementing quality policies.

• The quality management system shall ensure that the training provider has the capability to establish and maintain an environment fit for delivering education and training to specified standards.

• The quality management system shall ensure that the training provider has adequate and appropriate good governance and management to achieve its goals and objectives.

Quality Manual

The quality management system shall be in accordance to ISO 9001:2008 and as per guidelines IWA 2: 2007 will include a quality manual

The quality manual shall show:

• The scope of the “Quality Management System” shall encompass the training provider’s current and intended delivery of education and training, including any local, national & overseas courses within and outside the “National Vocational Qualification Framework”.

• All delivery of education and training at permanent, regular or occasional delivery sites shall be covered by the quality management system.

• The quality manual shall include ah scope, mission, vision and a policy statement and interaction of its educational and support services.

• The manual will include responsibility and authority with clearly defined organization structure.
• Manual will indicate the Management Representative and its responsibilities.

• The institute shall document procedures and work instructions to the identified processes and will refer them in the quality manual.

• The institute shall identify the compulsory records and other records necessary to maintain the quality management system and give reference to them in the manual.

• As per the quality policy the establishment shall identify key process indicators as quality objectives and indicate plans to achieve these targets within a reasonable time frame.

• The establishment shall monitor the status of the above plans and quality objectives.

Reference: Model Quality Manual

Procedures

The quality management system shall be in accordance to ISO 9001:2008 and as per guidelines IWA 2: 2007 will include quality assurance procedures covering following processes:

When documenting procedure the compulsory procedures must be documented.

The other documents are desirable to control and improve the quality management system. The institute depending on the requirement could document optional procedures.

1. Process for control of documents - compulsory
2. Process for control of records - compulsory
3. Process for management review meetings
4. Process for training
5. Process for machine maintenance
6. Process for building maintenance & safety
7. Process for finance management - optional
8. Process for career guidance & counseling - optional
9. Process for selection & admission of students
10. Process for Design & Development - optional for non NVQ programs
11. Process for purchasing
12. Process for evaluation of suppliers
13. Process for control of training delivery service provision
14. Process for receiving, storing & issuing of academic documents & learner property
15. Process for assessment of staff, study plan etc
16. Process for learner complaints & feedback
17. Process for implementing suggestion box
18. Process for internal quality audits - *compulsory*
19. Process for monitoring & measuring educational services
20. Process for control of non conformance - *compulsory*
21. Process for corrective actions - *compulsory*
22. Process for preventive actions - *compulsory*
23. Process for franchise programs – *optional for franchise programs*

8.3 The Implementation and Operation of a Quality Management System in Training Centers

**Steering Committee**

The first step is to identify and nominate members for the steering committee Director/CEO should chair the committee,

**Management Representative**

The company should nominate a person as the Management Representative, who will be responsible to coordinate all activities related to QMS.

**Audit Coordinator**

The company to appoint an Audit Coordinator and an audit team, Audit Coordinator will be a member of the steering committee.

Audit coordinator and the team to be trained in quality management system auditing, they should be familiar with ISO 19011:2002 Guidelines for quality and/or environmental managements system auditing

**Awareness Program**

All employees should have a basic knowledge of the quality management system. At least three hour awareness program to be conducted covering the following subjects:-

Standardization
Basic concepts of quality
Process control (P-D-C-A Cycle)
Clauses in ISO 9001:2008
Benefits of QMS

**Identification of key processes and other processes – see 4.1 of the standard**

The committee should study the existing processes of the institute and identify them and the interaction between the processes.

In addition to these key processes identify:-
a) Compulsory processes needed as per ISO standards
b) Other processes needed by the institute

**Procedure documentation**

For all these three type of processes namely key processes, compulsory processes and institute needed processes identify and document the following:-

a) Objective & scope of the process
b) Responsibility of the process
c) Document the operation and control of the process

The procedure will indicate any work instructions, forms, guide lines, check sheets, plans etc needed for the implementation of the process.

This procedure documentation can be done by the individual process owner or by a group of steering committee members.

**Agree on document format and document numbering**

The steering committee members should agree the procedure and other document formats.. The numbering method of forms, lists etc. are to be agreed upon.

**Quality Policy & Quality Objectives**

The committee has to agree upon a suitable quality policy for the institute, it should be appropriate to the institute and should be understood by all employees.

Top management should establish quality objectives needed to meet requirements for services (7.1.a) which are established at relevant functions and levels

**Organization structure & responsibility**

Discuss and agree on the organization structure of the institute and document responsibilities of each job title.

**Quality Manual**


Mention the relevant procedures in the quality manual.

**Internal Auditing**

The identify audit team will audit the quality management system, any non –conformities to be rectified by the auditee department.

**Management Review meetings**
After one round of auditing a management review meeting to be conducted as per ISO 9001:2008 requirements.

Trail Assessment

After two rounds of auditing the institute should submit the application with the quality manual to TVEC. As per their comments conduct amendments and request them to conduct a trial audit.

Final Assessment

After rectifying the audit findings of the TVEC at the trial assessment stage, the institute should invite the TVEC for a final assessment.