

PEQAB Policy 12: Internal Quality Assurance

The Postsecondary Education Quality Assessment Board (PEQAB) is committed to quality in the fulfillment of its mandate. This Internal Quality Assurance policy delineates the Board's commitment to quality and outlines the general framework for work on assuring and improving the quality of the Board's activities, processes, and procedures.

Objective

The objective of the Board's internal quality assurance work is to assure and improve the quality of its activities. More specifically, the Board's internal quality assurance work will:

- Ensure the rigor and transparency of its criteria and processes
- Ensure that the Board:
 - conforms to best practices
 - maintains leadership in quality assurance
 - continues to implement its criteria in a fair, full, and consistent manner.
- Enable the Board to account for its activities by:
 - highlighting whether the Board's activities and results reflect its vision and values
 - providing measurements which document the quality of the Board's activities internally and for external stakeholders.

Some aspects of the Board's commitment to quality are identified in the following formal documents:

- *Post-secondary Education Quality Post-secondary Education Choice and Excellence Act, 2000*, which outlines the Board's mandate
- *Terms of Reference* between the Postsecondary Education Quality Assessment Board and the Minister of Colleges and Universities--as these exist from time to time
- Board members' legislated obligations set out in *Ontario's [Agencies and Appointments Directive](#)* / [ontario.ca](#)

Other internal quality assurance work occurs in the context of stakeholder consultations and the Board's core business of reviewing applications and making Recommendations to the Minister.

Quality Assurance Principles

In addition to the governing documents, the Board's internal quality assurance work is informed by a number of principles:

- Systematic: The Board ensures that all components of internal quality work are consistent and documented.

- Learning: The Board utilizes experience from activities and processes for future improvement.
- External stakeholders: The Board actively involves its stakeholders in internal quality work.
- Internal reflection: The Board draws on the interpretation of internal quality work outcomes and of development activities as the basis for open and unbiased debate.
- Follow-up: The Board follows up all its surveys and stakeholder feedback.
- Transparency: The Board communicates the results of its internal quality work to relevant stakeholders such as the Ministry, applicant institutions, and visitors to the Board's web site.
- External evaluation: The Board is evaluated by an external panel normally at least every seven years.

Main Elements

The Board has an internal quality assurance system consisting of the following main elements:

- PEQAB Policy 10. Member Code of Conduct which establishes rules that govern the professional and ethical responsibilities of Board members in carrying out the mandate of the Board.
- The PEQAB Policy 11. External Expert Review Panel Code of Conduct which establishes rules of for the professional and ethical responsibilities of the external expert review panel members appointed by the Board.
- PEQAB Policies 8. and 9. Conflict of Interest in place for Board members and all External Experts who participate in the Board's quality assurance processes.
- An internal reflection mechanism to respond to internal recommendations for improvement.
- A procedure for reporting survey findings and stakeholder feedback and for following up the results.
- Ongoing monitoring of its quality assurance regime to ensure the Board's criteria remain in accordance with educational standards recognized in Ontario and other jurisdictions.
- Participation in Canadian and international quality assurance, conferences and activities.
- External feedback mechanisms to collect and track feedback from stakeholders for future development, including:
 - meetings/interviews with the different stakeholders carried out both regular and ad-hoc basis
 - Reviewer and applicant surveys after the completion of Reviews, with surveys administered by an independent party.

- An external review of the quality of the Board's operation and its compliance with international best practice normally every seven years.
- A comprehensive internal review of its activities, a Self Study, based on internationally recognized best practice, conducted in preparation for an external review.

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