



**John Coleridge Patteson University (JCPU)**

Anglican Church Of Melanesia

**INTERNAL QUALITY ASSURANCE (IQA) FRAMEWORK  
&  
UNIVERSITY QUALITY MANAGEMENT SYSTEM**

2026–2031

*(Bishop Patteson Theological College a Constituent College)*

June 2026

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## **1. Purpose**

The Internal Quality Assurance (IQA) Framework establishes the university-wide system through which **John Coleridge Patteson University (JCPU)** assures, monitors, evaluates, and continuously improves the quality of its academic programmes, governance, administration, research, and student services.

The Framework applies across the entire University, including all faculties, schools, institutes, and constituent colleges, like the **Bishop Patteson Theological College (BPTC)**.

It demonstrates compliance with institutional quality assurance standards.

## **2. Institutional Structure**

### **2.1 University Identity**

- **Institution:** John Coleridge Patteson University (JCPU)
- **Governing Authority:** Anglican Church of Melanesia
- **Location:** Solomon Islands
- **Scope:** University-level higher education provider

## 2.2 Constituent College

- **Bishop Patteson Theological College (BPTC)** is a constituent theological college of JCPU
- BPTC delivers theological education and ministry formation programmes
- BPTC operates under university-wide academic and quality assurance policies.

## 3. Scope of the IQA Framework

This Framework applies to:

- University Council and governance bodies
- Academic Board and sub-committees
- Faculties, schools, and departments
- Bishop Patteson Theological College (BPTC)
- Academic and administrative staff
- Students across all programmes
- Support services (HR, finance, ICT, library, student services)

## 4. Quality Principles

The IQA system is guided by:

- Academic excellence across all faculties and colleges
- Christ-centred mission and Anglican identity
- Student-centred learning and formation
- Accountability and transparency
- Evidence-based decision-making
- Continuous improvement (PDCA cycle)
- Stakeholder engagement (Church, students, community, employers)
- Cultural relevance in Pacific and Melanesian contexts

## 5. Quality Governance Structure

### 5.1 Governing Council

Highest authority for quality assurance across JCPU.

Responsibilities:

- approve university strategy and policies
- ensure institutional accountability

- oversee risk and sustainability
- receive annual QA reports from IQAC

## 5.2 Academic Board

Responsible for academic quality across all faculties and colleges.

Responsibilities:

- approve and review programmes (including BPTC programmes)
- maintain academic standards
- oversee assessment and moderation
- monitor learning outcomes

## 5.3 Internal Quality Assurance Committee (IQAC)

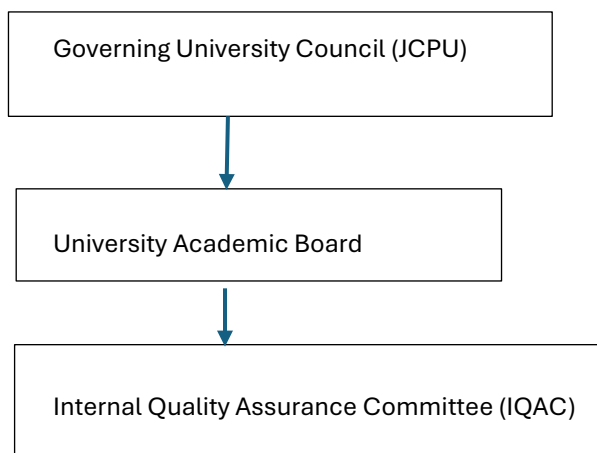
Central university-wide quality coordination body.

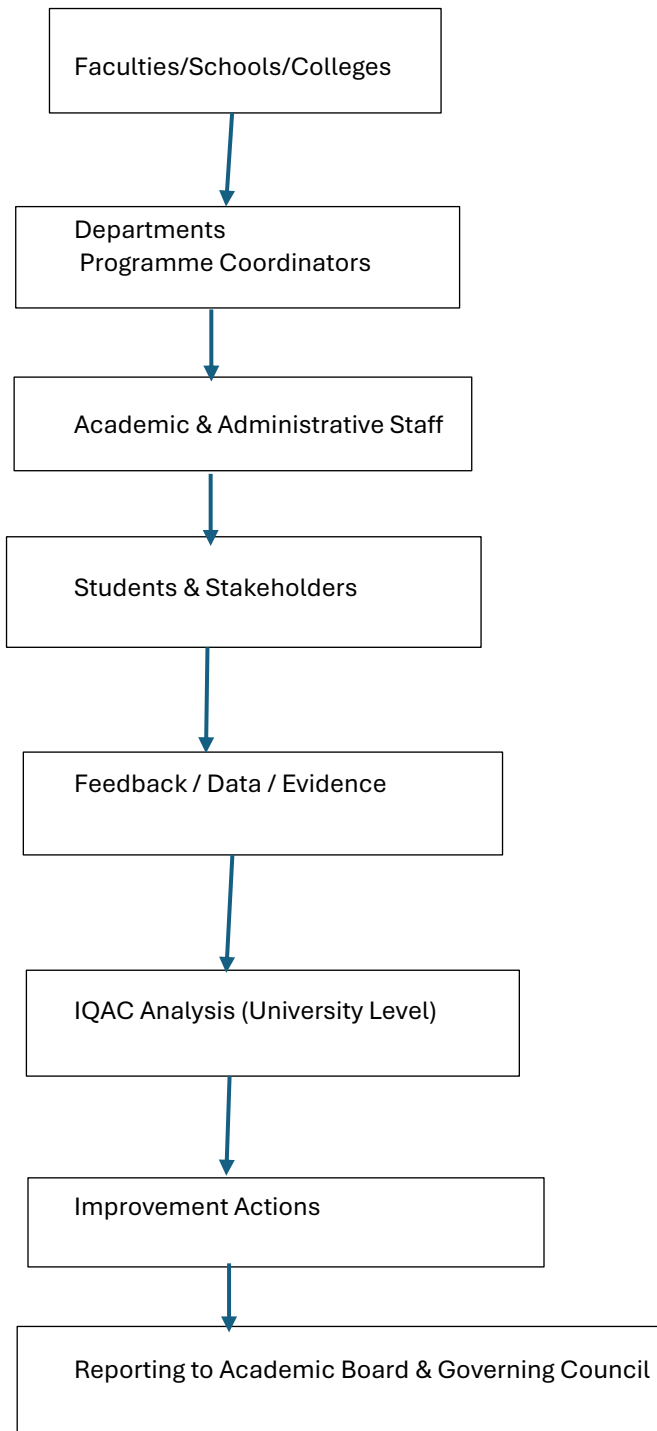
Responsibilities:

- implement IQA Framework across JCPU and BPTC
- coordinate internal audits across faculties/colleges
- monitor KPIs and institutional performance
- manage stakeholder feedback systems
- prepare Annual Quality Assurance Report
- coordinate EQAP accreditation evidence

Meets quarterly and reports to Academic Board and Governing Council.

## 6. IQA Organisational Structure





## 7. Quality Management Model

The University applies the **Plan–Do–Check–Act (PDCA)** cycle across all entities:

- **Plan:** university strategy, programme design, resource planning
- **Do:** teaching, research, administration, student services
- **Check:** audits, evaluations, surveys, performance monitoring

- **Act:** improvement actions, policy updates, corrective measures

This applies uniformly across JCPU and BPTC and upcoming colleges.

## 8. Relationship with Institutional Units

Unit	Role in IQA System
JCPU Council	Governance and oversight
Academic Board	Academic quality assurance
IQAC	Central QA coordination
Faculties/Schools	Academic delivery and monitoring
BPTC	Theological education delivery under university QA system
Admin Units	Support services and compliance

## 9. Quality Assurance Mechanisms

### 9.1 Academic Programme Quality

- programme approval and review (Academic Board)
- annual monitoring reports
- five-year review cycle
- external moderation (where applicable)
- stakeholder feedback (including Church and employers)

### 9.2 Teaching and Learning

- semester student evaluations
- peer teaching reviews
- learning outcome assessment
- academic performance analysis

### 9.3 Assessment Quality

- internal moderation
- examination board oversight
- grading integrity checks
- academic misconduct monitoring

### 9.4 Staff Quality

- annual performance appraisal
- professional development planning

- teaching effectiveness monitoring

### **9.5 Student Experience**

- entry, exit, and satisfaction surveys
- complaints and appeals system
- pastoral care feedback mechanisms

### **9.6 Institutional Performance**

- Key Performance Indicators (KPIs)
- financial audit reports
- enrolment and retention analysis
- graduate tracking studies

### **9.7 Internal Quality Audit**

Conducted annually by IQAC across ALL units, including BPTC:

- policy compliance
- academic quality
- administrative systems
- student services
- documentation and evidence

## **10. Continuous Improvement System**

1. Identify issue (data, audit, feedback)
2. Analyse root cause
3. Develop improvement plan
4. Assign responsibility
5. Implement action
6. Monitor progress
7. Evaluate outcomes
8. Report to governance

All actions recorded in a **University Quality Improvement Register**.

## **11. Key Performance Indicators (KPIs)**

### **Academic**

- completion rates (all faculties incl. BPTC)
- pass rates

- retention rates

### **Teaching**

- student satisfaction levels
- teaching evaluation results

### **Staff**

- appraisal completion rate
- training participation

### **Institutional**

- audit compliance rate
- policy implementation rate
- financial audit outcomes

### **Engagement**

- church/community engagement
- graduate outcomes

## **12. Evidence and Documentation System**

The University maintains a unified evidence system for all entities including BPTC.

Evidence includes:

- governance minutes (Council, Board, IQAC)
- academic programme documents
- assessment records
- audit reports
- surveys and feedback
- KPI dashboards
- improvement registers
- annual QA reports

All evidence is mapped through a **university-wide EQAP Evidence Matrix**.

### 13. Reporting Framework

#### Annual Quality Assurance Report

Prepared by IQAC and submitted to:

- Academic Board
- Governing Council

Includes:

- institutional KPIs
- audit findings
- programme performance (including BPTC)
- student feedback analysis
- improvement actions

### 14. Quality Culture

JCPU promotes a university-wide culture of quality through:

- staff induction across all units (including BPTC)
- QA training and capacity building
- student feedback participation
- leadership accountability
- transparent reporting systems
- continuous improvement practices

### 15. Review of the Framework

This University IQA Framework is reviewed every five years or earlier if required by:

- SITESA
- Governing Council
- Academic Board

### 16. Conclusion

This Internal Quality Assurance Framework establishes a unified **university-wide quality management system for John Coleridge Patteson University**, under which Bishop Patteson Theological College operates as a constituent theological college.

It demonstrates:

- integrated university governance of quality
- consistent QA processes across all units
- structured evidence-based monitoring
- continuous improvement systems
- full alignment with EQAP institutional accreditation requirements

The University confirms its readiness for external accreditation review.