

## Internal QA Review Guideline (QA-GL-024)

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<b>Related Documents</b>	QA-Pol-023 – Quality Assurance and Enhancement Policy ED-Pol-097 – Programme Monitoring and Review Policy ED-SOP-098 – Programme Monitoring and Review Procedure

## **1. Internal QA Review**

The purpose of this guideline is to document the approach to reviewing the effectiveness of the QA system through Internal QA Reviews which is approached via three main avenues:

- Programme Reports and the Annual Programme Board Report (in accordance with [Programme Monitoring and Review Policy \(ED-Pol-097\)](#))
- Periodic Review of Policies and Procedures/Approval of revised Policies and Procedures in accordance with the [Policy and Procedure Guideline \(QA-GL-025\)](#).
- Internal Policy and Process Auditing (the focus of this document).

## **2. Internal Policy and Process Audit Planning**

2.1 The QA Manager prepares an Internal Policy and Process Auditing Plan annually.

2.2 In preparing the Internal Policy and Process Auditing Plan, the QA Manager take account of the following:

- Policies and/or processes that are identified by the SMT or managers in Professional affairs that are of concern.
- Areas where projects have recently been completed.
- Feedback received from learners or faculty (as logged by the Postgraduate Medical Education Centre).
- Policies and/or processes that related to risks identified on the Corporate Risk Register.
- Policies and Procedures with an upcoming "Next Review."

2.3 The QA Manager consults with the department managers to assign staff to complete Internal Policy and Process Audits. Processes are audited by staff who are familiar with the process but are not currently completing the process regularly.

2.4 The Internal Policy and Process Auditing Plan is approved by the SMT.

## **3. Performing Internal Policy and Process Audits**

3.1 The Internal Policy and Process Audit presents an opportunity for training on the practical application of the Plan-Do-Study-Act (PDSA cycle) which is provided by the QA Manager for all staff assigned an audit.

3.2 Areas to be assessed in an internal include:

- A comparison of documented process against practice.
- A check of records management in the area.

- A check for update on QCI guidelines.

3.3 Department Managers are responsible for scheduling time for staff to complete the audit.

3.4 The QA Manager reviews the form and ensures that areas of concern are addressed and the areas that cannot be addressed locally or that present a significant risk are reported to the SMT as well as the Programme Board where appropriate.