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CAMARINES NORTE STATE COLLEGE
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QA

The *Quality Assurance*
QUALITY ASSURANCE
PRIMER

CAMARINES NORTE STATE COLLEGE

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I. Background

The Quality Assurance Office (QAO) at Camarines Norte State College (CNSC) serves as a key administrative unit focused on maintaining and improving the quality of the institution's academic programs, services, and overall processes. It plays a crucial role in ensuring that the institution consistently meets national standards and guidelines, especially those required by regulatory bodies such as the Commission on Higher Education (CHED), Quality Management certifying bodies (CB's) and other related government agencies.

QAO is responsible for making sure that CNSC consistently delivers high-quality education in line with both national and international expectations, ensuring that its processes are robust, adaptable, and continually improving.

II. QAO Vision

A dynamic catalyst for excellence and innovation in higher education, fostering a culture of continuous improvement, accountability, and global competitiveness through transformative quality assurance processes that empower the institution to deliver world-class education and holistic development of future-ready graduates.

III. QAO Mission

The Quality Assurance Office (QAO) is committed to ensuring the highest standards of academic excellence and institutional integrity by implementing robust quality assurance frameworks, fostering a culture of continuous improvement, and aligning educational practices with national and global benchmarks. We are dedicated to empowering all stakeholders through collaboration, transparency, and innovation, driving the transformation of higher education for the holistic development of learners and the advancement of society.

IV. QAO Goal and Objectives

Generally, the Quality Assurance Office shall establish a comprehensive and sustainable quality assurance system that enhances academic and operational excellence, supports innovative educational practices, promotes stakeholder engagement, and ensures compliance with local and global standards.

Specifically, the QAO shall:

1. develop and implement quality assurance practices and procedures through informed assimilation of and reflection on emerging quality developments, both of national and international standards;
2. provide guidance and support in all quality assurance activities;
3. monitor the compliance of all academic programs with the regulatory and statutory standards, as well as the national and international quality standards;

4. facilitate accreditation and certification of all academic programs with the national and international certifying bodies; and
5. develop and promote sustainable best practices in quality assurance in aid of the realization of the vision and strategic directions of the institution.
6. Regularly evaluates programs and services, using feedback for development, and implementing changes to keep up with new trends in education

V. Quality and Environmental Policy

We, at the Camarines Norte State College, aiming to become a Premier Higher Education Institution in the Bicol Region, are committed to the utmost care of the environment in providing excellent services in instruction, research, production, and extension that are responsive to the satisfaction of our students and other stakeholders.

To achieve these, we shall implement an internationally recognized integrated management system in our operations, processes, and services shall:

- comply with applicable statutory and regulatory requirements, the mandates of the College and relevant needs and expectations of our students and other stakeholders, and the requisites of our quality and environmental management system;
- delight our students and other stakeholders by providing value-adding experiences to become well-rounded and more competitive future leaders amid global issues;
- protect the environment and prevent pollution by optimizing the use of electricity, paper, water, and other resources and adopt the safe and responsible methods of reduction, reuse, recycling, and proper disposal of wastes;
- provide our employees support to grow and achieve their full potential in their respective fields, thereby sustaining a competent, motivated, engaging, and environmentally conscious workforce;
- develop and extend innovative technologies to our stakeholders contributing to the country's sustainable development; and
- establish objectives aimed at improving the efficiency of our operations, processes, and services for our college's growth and development.

We shall make this policy an essential part of our instruction, research, extension, and production services to ensure that it continuously provides us with strategic directions in improving our overall quality and environmental performance and our integrated management system.

VI. Key Responsibilities of the Quality Assurance Office

1. Program Accreditation and Certification

The QAO assists the academic delivery units to prepare for and manage the accreditation process with external accrediting bodies such as the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACCCUP) and other international program certification agencies like the ASEAN University Network – Quality Assurance (AUN-QA). It ensures that academic programs meet the benchmark standards in various accreditation levels.

2. Internal Quality Assurance

The QAO develops and implements internal quality assurance processes, which involve self-assessment, continuous improvement, and regular monitoring of institutional performance. This system helps the institution evaluate and improve its practices from within, ensuring alignment with both CHED's requirements and international best practices.

3. Compliance with CHED's Policies, Standards, and Guidelines

The QAO ensures that the institution complies with policies, standards, and guidelines set by the Commission on Higher Education (CHED) for all the degree program offerings. In coordination with the academic delivery units, the office monitors and assists the compliance with CHED Memorandum Orders (CMOs) that govern program-specific guidelines.

4. Institutional Audits and Monitoring

The QAO, in collaboration with the Management System and Improvement Office (MSIO), conducts periodic audits and evaluations to assess the institution's performance against its quality standards. These audits cover academic programs, student services, administrative processes, and other aspects of the institution. It also conducts regular self-assessment audits, tracking institutional performance, and addressing gaps in quality processes.

5. Development of Policies and Frameworks

The QAO develops quality assurance frameworks and policies related to quality standards to ensure that all academic delivery units adhere to both national requirements and international best practices.

6. Support for Continuous Improvement

The QAO promotes a culture of continuous improvement in all academic programs by conducting periodic internal and institutional audits, local

accreditation visits, program reviews, compliance monitoring, capacity building, and benchmarking activities.

7. Data Collection and Reporting

The QA office collects and analyzes data related to the institution's performance, such as student outcomes, research productivity, faculty qualifications, and student feedback. This data is used to inform decision-making, reporting to CHED, and preparing for accreditation reviews.

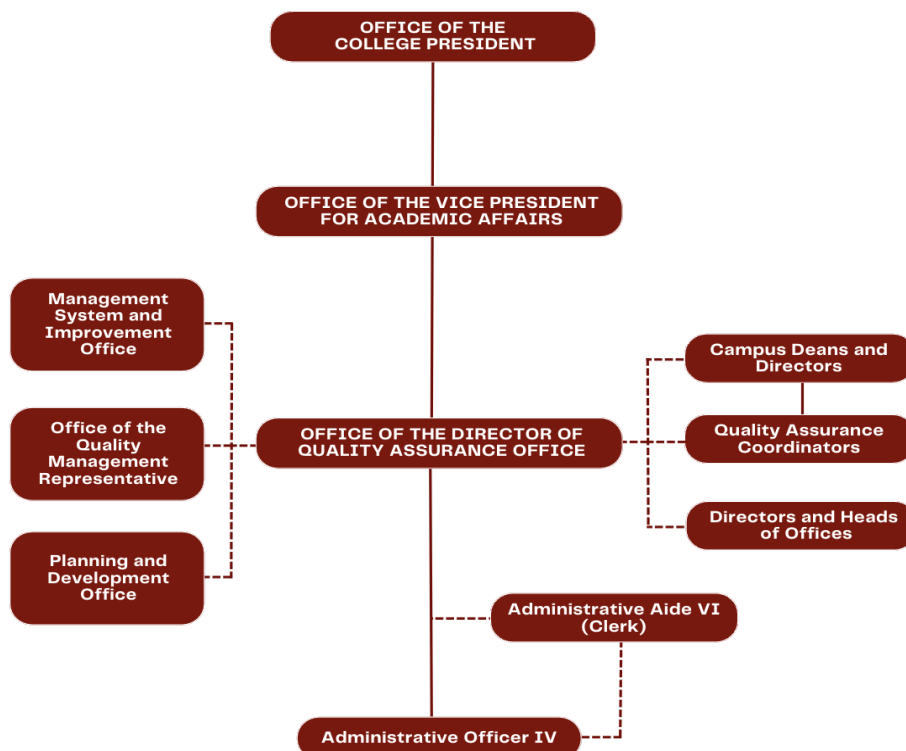
8. Global Competitiveness and Internationalization

To improve global competitiveness, the QAO office helps the institution in aligning its programs with international standards. This includes fostering partnerships with foreign universities, benchmarking against global quality assurance practices, engaging in cross-border collaborations, and integrating international quality frameworks.

VII. Organizational Structure



ORGANIZATIONAL STRUCTURE



VIII. Key Processes

The CNSC shall operate through well-defined processes aimed at ensuring continuous improvement, maintaining academic standards, and meeting both national and international quality benchmarks.

The processes shall revolve around systematic evaluation, data-driven decision-making, stakeholder engagement, and continuous improvement to ensure that the institution adheres to both national regulations and international quality standards, driving excellence and sustainability in higher education.

1. Internal and External Accreditation

The institution shall undergo internal and external accreditation and certification to ensure that the program offerings meet the set standards of local and international accrediting and certifying agencies like the Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACUP) and the ASEAN University Network - Quality Assurance (AUN-QA).

2. Internal and External Audits

In coordination with the Management System and Improvement Office (MSIO), internal and external audits are regularly conducted to check the compliance of processes in terms of quality management standards such as ISO 9001:2015. The results of the audits shall be the basis for the continual improvement of the documented processes and services.

3. Program Monitoring and Review

This is conducted to monitor the adherence of the academic programs to the policies, standards, and guidelines of pertinent CHED Memorandum Orders and other regulatory and statutory requirements.

The academic programs are also reviewed through a rigorous, systematic, objective, impartial, and expert-based evaluation to determine how effective the programs are working based on its program intended learning outcomes and impact on stakeholders.

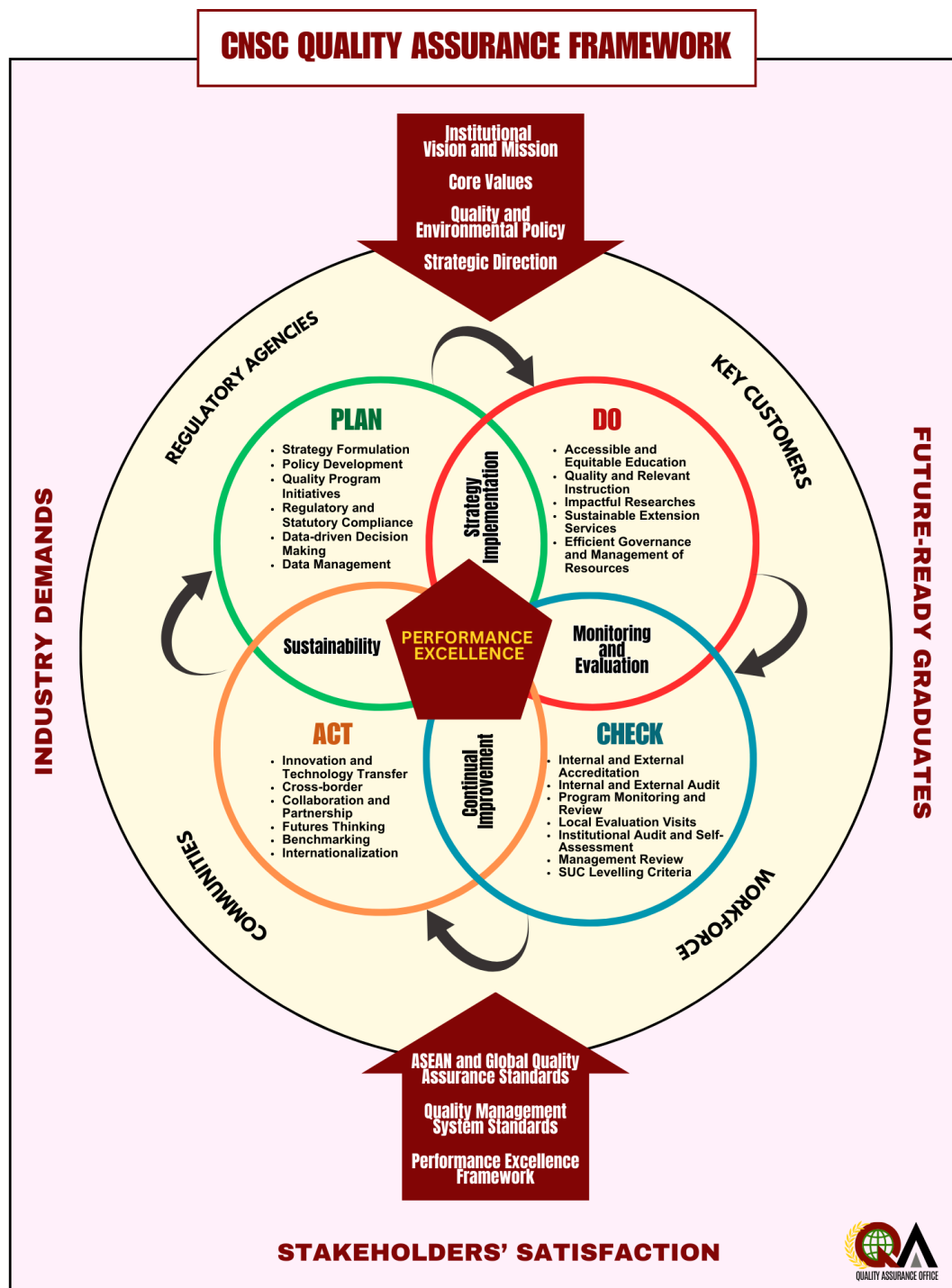
4. Internal Visits

Internal visits are held to assist the academic delivery units with programs scheduled for external accreditation and certification. Experts and local accreditors of the institution are invited to evaluate benchmark areas and offer recommendations for the improvement of the documentation.

5. Institutional Audit and Self-Assessment

In coordination with the Planning and Development Office (PDO), the institutional audit and self-assessment are conducted to evaluate the institution's performance based on the key result areas indicated in the SUC Levelling instrument such as access and equity, relevance and quality of instruction, excellence in research and creative works, extension services, and governance and management of resources. It also aims to produce reports with findings and recommendations for improvement as well as to implement corrective actions and monitor their effectiveness over time.

IX. Framework



The QA framework demonstrates the inputs-processes-outputs required by the unit, with the ultimate goal of fulfilling current industry demands and generating future-ready graduates. It employs a combination of various quality management principles, standards, and criteria, including the ISO 9001:2015 Standard, the Performance Excellence Framework of the Philippine Quality Award Criteria for Educational and Government Institutions, the SUC Levelling Standards, and the Asean Global and Quality Standards. The processes used to fulfill the institution's goals follow W. Edwards Deming's "Plan, Do, Check, Act" principle. This ensures that excellent services and products are consistently delivered at the institution's standards. Stakeholders' satisfaction is the key reason for existence of Quality Assurance Office.

X. Compliance

Guided by the Quality and Environmental Policy, the Camarines Norte State College shall comply with applicable statutory and regulatory requirements relevant to quality assurance. The Quality Assurance Office in coordination with delivery units and offices concerned shall take the lead in ensuring that all academic programs adhere to pertinent government policies, standards, and guidelines. The institutions maintains focus on majors statutory and regulatory standards namely:

- List of CMOs, COPCs
- SUC Leveling
- ISO 9001:2015
- Institutional Sustainability Assessment
- DENR requirements
- LGU's requirements
- AACCUP Program Accreditations

XI. Milestones

The Quality Assurance Office has achieved the following milestones:

Year	Milestones
2018	CNSC as a Multi-Campus ISO 9001:2015 Certified Institution (1st Recertification)
2019	ISO 9001:2015 1st Surveillance Audit (Maintained)
2019	ISO 9001:2015 2nd Surveillance Audit (Maintained)
2019	Pres. Rodrigo R. Duterte signed into law R.A. 11399 also known as "An Act Converting the Camarines Norte State College (CNSC) in the Municipality of Daet, Province of Camarines Norte into a State University to be Known as the University of Camarines Norte (UCN), and Appropriating Funds Therefor"

2020	CNSC as a Multi-Campus ISO 9001:2015 Certified Institution (2nd Recertification)
2021	ISO 9001:2015 1st Surveillance Audit (Maintained)
2022	ISO 9001:2015 2nd Surveillance Audit (Maintained)
2023	28/38 or 73.68% of the Programs Offered are AACUP-accredited
2024	CNSC as a Multi-Campus ISO 9001:2015 Certified Institution (3rd Recertification)
2024	38/39 or 97.44% of the Programs Offered have Certificate of Program Compliance (COPC) issued by the Commission on Higher Education (CHED)

XII. Quality Assurance Plan

Quality Assurance Plan 2024-2029

KEY RESULT AREA	OBJECTIVES	PERFORMANCE INDICATORS	STRATEGIES
<i>A. Quality Assurance and Enhancement Program</i>			
1. Strengthen the Institutional Quality Assurance (QA) Culture	Establish a robust QA framework and promote QA values at all levels of the institution	<ul style="list-style-type: none"> - Increased participation in QA-related activities and initiatives - Number of QA training sessions conducted per year - Positive feedback from faculty, staff, and students on QA processes 	<ul style="list-style-type: none"> - Conduct QA orientation and workshops for faculty, staff, and students - Create a QA Manual and disseminate to all stakeholders - Develop a QA Communication mechanism to regularly update all personnel
2. Align Institutional Policies and Processes with National and International Standards	- Ensure all institutional policies and academic programs comply with government and	Number of policies revised/created <ul style="list-style-type: none"> - National and International Accreditation levels achieved (e.g., ISO*, PQA Criteria*, QS 	<ul style="list-style-type: none"> - Benchmark policies with top-performing institutions - Conduct gap analysis and internal audits/local

	international quality standards	rating*, THE*, AACUP, AUN, CHED-RQUAT, COD/COE, NUCAF, NUCA,) <i>* in coordination with Management System and Improvement Office (MSIO)</i>	accreditation to identify compliance areas - Pursue accreditation from recognized bodies
3. Improve Faculty and Staff Competencies* <i>*in coordination with Deans, Directors and Learning and Development Department</i>	- Enhance professional development and continuous learning of faculty and staff	- Percentage of faculty and staff completing CPD activities - Number of faculty with postgraduate degrees - Number of trainings and seminars attended	- Develop a structured training and development plan - Provide support for postgraduate studies and CPD programs - Establish a faculty mentoring system
B. Maintenance and Continual Improvement of Quality Management System			
4. Sustain the Implementation of Quality Management System (QMS)	- Maintain compliance with QMS standards and continuously improve processes	- ISO recertification or renewal - Number of successful internal and external audits - Reduction in non-conformance findings	- Conduct annual internal and external audits - Update QMS documentation regularly based on audit results - Develop action plans to address non-conformances
5. Strengthen Data Management and Utilization for Decision Making	- Enhance data collection, analysis, and reporting to support evidence-based decision making	- Establishment of a centralized data management system - Number of reports generated and utilized for planning	- Develop an institutional research agenda - Invest in data management systems and tools - Train personnel on

			data analysis and utilization
6. Enhance Stakeholder Engagement in Quality Assurance Processes	<ul style="list-style-type: none"> - Increase involvement of students, parents, alumni, and industry partners in QA initiatives 	<ul style="list-style-type: none"> - Number of stakeholders participating in QA activities - Number of feedback surveys conducted - Satisfaction rate of stakeholders 	<ul style="list-style-type: none"> - Create QA committees with stakeholder representatives - Develop a feedback mechanism for stakeholders - Organize stakeholder meetings, consultations, and forums
7. Establish a Continuous Quality Improvement (CQI) Program	<ul style="list-style-type: none"> - Create a structured approach for the continuous review and improvement of all academic and administrative processes 	<ul style="list-style-type: none"> - Number of CQI activities conducted - Number of improvements made based on CQI recommendations 	<ul style="list-style-type: none"> - Establish a CQI committee to oversee the program - Conduct regular process reviews and root cause analysis sessions - Implement a reward and recognition system for QA excellence
8. Updating of Risks and Opportunities Assessment Worksheets	<ul style="list-style-type: none"> - Identify, assess, and manage risks that could impact institutional quality 	<ul style="list-style-type: none"> - Risk Management Framework established and implemented - Number of risk assessments conducted - Number of risk mitigation plans developed 	<ul style="list-style-type: none"> - Conduct risk assessment workshops - Integrate risk management into strategic planning processes
Quality Assurance Program Evaluation and Benchmarking			

<p>9. Conduct Regular QA Program Evaluation and Benchmarking</p>	<ul style="list-style-type: none"> - Assess the effectiveness of QA programs and identify best practices 	<ul style="list-style-type: none"> - Number of QA programs evaluated and benchmarked - Benchmarking reports and action plans created 	<ul style="list-style-type: none"> - Collaborate with other institutions for benchmarking activities - Participate in QA networks and associations - Conduct annual reviews and report findings to stakeholders
<p>10. Foster a Culture of Innovation and Excellence in QA</p>	<ul style="list-style-type: none"> - Promote innovation and excellence in all QA initiatives 	<ul style="list-style-type: none"> - Number of innovations implemented - Recognition and awards for QA excellence 	<ul style="list-style-type: none"> - Establish an innovation fund for QA projects - Organize an annual QA Excellence Awards program - Develop QA research projects focusing on innovation

XIII. Program Accreditation Status

Please see attached Inventory/Schedule of Program Accreditations.