

QUALITY MANAGEMENT AND/OR QUALITY PRODUCTS

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Vocational Education and Training (VET) providers who deliver nationally endorsed qualifications have been obliged to satisfy prescribed national quality standards since 1998. Similar requirements are now in place in the Higher Education sector. The lessons learned by TAFE NSW-Sydney Institute may help others to avoid some of the pitfalls in gaining and maintaining quality certification.

TAFE NSW-Sydney Institute gained national recognition for its approach to quality management. In 2002, the Institute also gained international quality management certification, ISO 9001-2000, for the whole of its operations.

The purpose of this paper is to present TAFE NSW - Sydney Institute's experiences in planning for and gaining Quality accreditation and some of the lessons we learned.

Resume of Author

Merrilyn Kennedy has a Master of Science (Vocational Education – University of Southern California) and a Master of Science (University of Sydney). Merrilyn has worked since 1973 as an academic and as an organisational researcher in tertiary education institutions. She is currently Manager, Research Performance and Evaluation at TAFE NSW Sydney Institute after some 10 years in similar positions in TAFE NSW.