Quality Framework

"Quality is how we deliver, assure, and continuously improve education."

Core Quality Statement

Deliver high-quality, student-centred education aligned with international standards and continuously improved through stakeholder engagement and evidence-based review.

This statement **anchors all decisions, policies, and actions** at KNIGHTS College.

Quality Pillars

Student-Centred Learning

- Students at the core
- Personalised Support

Excellence

- High academic standards
- Reliable Services

Stakeholder Engagement

- Student & Alumni
- Employers & Industry
- Regulators (MFHEA)

Academic & Service

- Fair, consistent assessment
- Relevant, flexible programmes
- Academic partners

Faculty & Staff

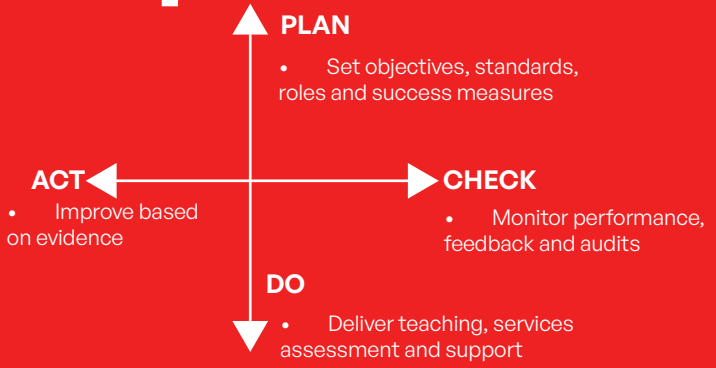
- Qualified && trained
- Industry experience
- Ongoing development

Quality Enablers

ISO 9001:2015 Quality Management System | MFHEA National Quality Assurance Framework | European Standards & Guidelines (ESG) | Clear governance, policies, and procedures | Data, metrics, surveys, audits, and reviews

These ensure **consistency, compliance, and credibility.**

Continuous Improvement



Governance & Oversight

- Knights College Board
- Quality Committee
- Academic Board
- Admissions & Scholarship Board
- Student Council

Quality is a **shared responsibility,** not a single department.

KNIGHTS Quality Statement – At a Glance

Our Quality Commitment

KNIGHTS is committed to delivering high-quality, student-centred education that meets international standards, satisfies stakeholders, and continuously improves year on year.

Quality at KNIGHTS is not a one-off activity — it is embedded in how we teach, support students, manage operations, and engage with industry and regulators.

What Quality Means at KNIGHTS

1. Student-Centred Excellence

- Students are at the heart of everything we do
- Programmes are relevant, practical, and aligned with industry needs
- Learning is supported through personalised guidance, flexible delivery, and strong academic support

Outcome: Strong learning experiences, employability, and student satisfaction.

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2. High Academic and Service Standards

- Academic programmes are designed, delivered, and reviewed to rigorous standards
- Teaching and assessment are fair, consistent, and continuously monitored
- Administrative and student services are designed to be responsive, reliable, and supportive

Outcome: Consistent, high-quality education and services across the institution.

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3. Qualified, Engaged Faculty and Staff

- Faculty and staff are professionally qualified and industry-experienced
- Ongoing training and development are actively supported
- Staff engagement and satisfaction are recognised as key to student success

Outcome: Motivated teams delivering better outcomes for learners.

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4. Stakeholder Engagement

KNIGHTS actively listens to and engages with:

- Students and alumni
- Faculty and staff
- Employers and industry partners
- Academic partners and regulators

Feedback is used to improve programmes, services, and decision-making.

Outcome: Education that remains relevant, trusted, and future-focused.

How We Assure Quality

Recognised Standards

KNIGHTS operates a **Quality Management System aligned with:**

- **ISO 9001:2015**
- **MFHEA National Quality Assurance Framework**
- **European Standards and Guidelines (ESG)**

This ensures compliance, transparency, and international credibility.

Continuous Improvement (PDCA Cycle)

Quality is managed through a clear cycle:

- **Plan** – set objectives, standards, and responsibilities
- **Do** – deliver programmes and services
- **Check** – monitor performance, feedback, and outcomes
- **Act** – improve based on evidence and review

Outcome: Ongoing enhancement of teaching, services, and operations.

Oversight and Accountability

Quality is overseen through clear governance structures:

- **KNIGHTS Board** – strategic oversight

- **Quality Committee** – institutional quality assurance
- **Academic Board** – academic standards and programme quality
- **Student Council** – student voice and engagement

Outcome: Shared responsibility and transparent decision-making.

Our Promise

KNIGHTS commits to:

- Reviewing quality objectives annually
- Meeting and exceeding regulatory and accreditation requirements
- Maintaining a culture of excellence, integrity, and innovation
- Preparing students to become **thinkers, doers, and leaders of tomorrow**