



College House Institute of Theology
(operating as Theology House)

**Operational Manual
and
Quality Management
System**

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Introductory Note

This document is designed to fulfil the requirements of the New Zealand Qualifications Authority, QA Standard One. The College House Institute of Theology, operating as Theology House (TH), is a Private Training Establishment. At present TH offers no courses that are approved by NZQA.

References in this document to courses offered by TH are simply for completeness, for internal management purposes and to show the overall management systems accountable to the Board.

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1 Goals and Objectives

1.1 Vision and Purpose

The **vision** of College House Institute of Theology is,

to equip people in the Canterbury and Westland areas for Christian service and understanding through quality theological education and ministry formation.

The **purpose** of College House Institute of Theology is defined by its deed dated 28 July 1994, which has a statement of objects as follows:

- (a) The education and training of candidates for ordination in the Anglican Church in Aotearoa, New Zealand and Polynesia, such education and training to be carried out in accordance with the constitution of the Anglican Church and under the direction of the Bishop of Christchurch.
- (b) The education of men and women of any age in the principles of the Christian faith.
- (c) Such other forms of education and training, conducive to the attainment of the objects set out in (a) and (b) above, as shall be from time to time approved by the Board of the Institute.

1.2 Values

The values of TH reflect those of the Anglican Church. These include commitment to:

- ö equipping people for Christian service as an expression of the gospel of Jesus Christ,
- ö open enquiry and critical thought,
- ö working ecumenically; respecting and learning from all traditions in pursuit of authentic response to God,
- ö accessible and affordable educational opportunities to equip people for greater participation in church and society,
- ö enabling people to learn from the best of Christian understanding and practice

TH stands within and draws from a broad stream of Christian thinking and practice.

As a body with an ecumenical as well as an Anglican focus, TH seeks to embody the following values.

- ö We value engagement in society.
- ö We believe that this life matters, that we can make a difference, that everyone has potential to participate in and contribute to church and society.

- ö We value exploration and questions more than answers.
- ö We delight in the creation and the creator and we delight in critical thought and human creativity.

Accordingly

TH is committed to

- ö fostering skills for on-going adult learning,
- ö drawing constructively on the rich heritage of Christian thought and practice,
- ö enhancing understanding of how Christianity impacts on lives and society,
- ö building community and supporting individual development,
- ö equipping individuals for leadership and effective participation in church and society.

1.3 Whom Do We Serve?

TH's programmes are particularly tailored to people of any age living in Christchurch and more broadly in the Canterbury or Westland districts who –

- ö wish to explore the religious dimension of culture and society
- ö wish to develop their contribution in service to others in church and community
- ö value learning for its own sake, not necessarily for a qualification
- ö are seeking flexible and affordable study
- ö are willing to explore intellectual boundaries and desire to be stretched
- ö desire more than information and knowledge, and value engagement and wrestling with issues
- ö may not have extensive prior learning or books available

1.4 Key Goals and Objectives

In order to carry out the purposes stated in the Trust Deed of TH, the Board have established the following Goals. These Goals and their attendant Objectives are subject to annual review by the Board.

- 1.4.1 To provide and promote a wide variety of courses in theology for clergy and laity, including opportunities for people to hear local and visiting speakers through seminars or conferences, and to engage in theological discussion.

Objectives 2006-2008

- ö To maintain and extend the range of courses offered,
- ö To undertake a review of the range annually;
- ö To seek further opportunities for overseas visitors.
- ö To maintain good links with parishes in the Diocese of Christchurch, with Te Pihopatanga o Aotearoa o Te Waipounamu, and with churches of other denominations in the Canterbury area.

- ö To review annually the way these links are maintained.
- ö To explore ways of fostering closer links with Te Pihopatanga o Aotearoa o Te Waipounamu.
- ö To expand the mentoring or supervision for individual learners and people working towards tertiary qualifications in theology and year-long courses in theology.
- ö To explore options for access to local accommodation as a means for enhancing TH as a conference venue for small conferences and for hosting live-in theological seminars.
- ö To extend the current survey of clients and church leaders for ideas and needs when planning the programme of courses.
- ö To review the number of courses offered at other sites in Christchurch and in other centres and explore ways of increasing the percentage of courses at other sites.

1.4.2 To provide and promote courses in training in ministry skills for clergy and laity, including opportunities for members of Tikanga Pakeha to enrich their understanding of and interaction with members of Tikanga Maori.

Objectives 2006-2008

- ö To review the range of ministry training opportunities offered
- ö To extend the content of material related to Tikanga Maori
- ö To maintain good links with parishes in the Diocese of Christchurch, with Te Pihopatanga o Aotearoa o Te Waipounamu, and with churches of other denominations in the Canterbury area.
- ö To review annually the way these links are maintained.
- ö To explore ways of fostering closer links with Te Pihopatanga o Aotearoa o Te Waipounamu.
- ö To explore options for access to local accommodation as a means for enhancing TH as a conference venue for small conferences and for hosting live-in theological seminars.
- ö To extend the current survey of clients and church leaders for ideas and needs when planning the programme of courses.
- ö To review the number of courses offered at other sites in Christchurch and in other centres and explore ways of increasing the percentage of courses at other sites.

1.4.3 To maintain, promote, update and expand the theological library.

Objectives 2006-2008

- ö To review annually the range of new books purchased for the Library;
- ö To review annually the Library operations to ensure the maintenance of high standards.

1.4.4 To publish educational material on the Christian faith.

Objectives 2006-2008

- ö To ensure the continuing publication of further parts of the course, *God's Never-Ending Story*, with a view to completing this by the end of 2006.
- ö To explore other opportunities for publishing theological material.

1.4.5 To fulfil satisfactorily any contractual obligations entered into for the delivery of theological or ministry training programmes or the provision of resources.

Objectives 2006-2008

- ö To review annually the contract with the Diocese of Christchurch for the delivery of the Diocesan Ordination Training programme;
- ö To explore options for extending this to incorporate the Post-Ordination Training programme.
- ö To review annually the contract with the Diocese of Christchurch for the management and maintenance of the Diocesan Educational Resources
- ö To review annually the contract with EIDTS for the teaching of Hebrew.

1.5 Process for Stakeholder Consultation and Review Process

1.5.1 Financial Stakeholders

The two primary financial stakeholders (College House and St John's College Trust Board) are provided with copies of the Annual Report of TH. College House appoints two members of the TH Board, and St John's College Trust require a full audit of all monies provided by way of grants for each year.

The other stakeholders with whom TH has a financial connection are the Anglican Diocese of Christchurch and EIDTS.

The arrangement with the Diocese is by way of formal contracts for services and these are reviewed annually. In addition, though not directly related to these contracts, the Diocese appoints two members to the Board of TH.

The arrangement with EIDTS is by acceptance of their request to teach courses in Biblical Hebrew and by fulfilling all requirements so that EIDTS can meet its obligations for such courses with NZQA.

1.5.2 Other Stakeholders

With other stakeholders the process for consultation and review is more informal. All participants in courses run by TH are asked to complete an evaluation form which includes questions about the management of courses and suggestions for future courses. The Director has responsibilities within the Diocese of Christchurch and is on several diocesan committees whose terms of reference relate to the work of TH. Contact is maintained regularly with numerous parishes of all mainline churches in Christchurch and feedback is encouraged.

2 Systems to Achieve Goals and Objectives

2.1 Governance and Management

2.1.1 Ownership and governance

College House Institute of Theology is an incorporated charitable trust subject to its own trust deed. The trustees are members of a board made up of nine persons from the following bodies

- The Bishop of Christchurch, ex officio, as Warden of TH
- Two persons appointed by the Standing Committee of the Diocese of Christchurch
- Two persons appointed by the Governing Body of College House
- Four persons appointed by the Board of Theology House

The term of office in each case is four years.

TH reports annually to the Diocese of Christchurch and to College House.

TH is registered as a Private Training Establishment with the NZ Qualifications Authority.

2.1.2 Quality Management Systems

Appointments Procedures

The Director and any other staff shall be appointed by the Board following a process including the advertising for and interviewing of applicants.

Tutors of courses shall be appointed by the Director following consultation with other professional people working in the particular field of study and related disciplines.

Director

The Director is responsible to the Board through the Chairperson. The Director is responsible for:

- ö overall direction and implementation of all plans and operations
- ö recruitment of tutors
- ö development of courses: foundational and occasional, and visiting lecturers
- ö exploring future of TH
- ö marketing of TH and its courses
- ö personnel management, including all tutors, the administrator and the librarian
- ö financial and property management, including annual budget and fees in association with the accountant
- ö liaison with sector stakeholders, including diocesan educators, other Anglican providers, EIDTS, ecumenical liaison persons, NZQA

The Director is the Venerable Dr Ken Booth MA, BD, MTh, PhD, VRD.

Administrator

The Administrator is responsible to the Director for the smooth running of the administration and financial affairs of Theology House. The Administrator's key duties are:

- ö Maintain the financial and administrative records to a high degree of accuracy.
- ö Co-ordination of courses run by TH and liaison with the Director, tutors and students.
- ö Secretarial duties to the Board
- ö General administrative duties.
- ö Oversee maintenance of the premises and equipment.

The Registrar is Mrs Julie Parr.

Librarian

The Librarian is responsible to the Director for the efficient and effective management of both the libraries of the Theology House and the Anglican Resource Centre. The Librarian's key duties are:

- ö Control of the annual book and journal budget approved for the library.
- ö The development and maintenance of library services at a high professional standard to fulfil the information needs of students and staff of the Institute, and other users of the library.
- ö Good liaison with other theological libraries and maintenance of an effective inter-library loan system.
- ö Alignment of the library goals with those of the Institute.
- ö Maintenance of personal information skills and knowledge through continuing education.
- ö Management of the Anglican Resource Centre collection and associated services as detailed in the attached Schedule of Responsibilities.

The Librarian is Mrs Judith Curtis.

Tutors

Each course has a tutor whose role is to establish a partnership with the student as an adult learner. Where courses are done for credit, tutors comment fully on written work submitted by the student and are available for clarification, encouragement and support of students.

Tutors are appointed for their subject knowledge and credentials, and their aptitude to tutoring.

Where courses are done for credit, tutors set and mark all assessment tasks which are then forwarded to an assessor. Tutors work in partnership with the assessor in relation to assessing student performance.

Tutors are responsible for keeping an accurate record of each student's assessment marks and forwarding them to the Administrator.

Guidelines and task description for each tutor are negotiated with the Director for each course.

Tutors are contracted as required and are accountable to the Director.

Treaty of Waitangi

TH, regards its tangata whenua stakeholders as the Maori cultural strand of the Anglican Church.

TH is committed to expressing and promoting principles of partnership as implied by the Treaty.

TH is committed to ensuring its methods and programme content recognise where appropriate the particular cultural and historical context of Aotearoa New Zealand.

TH is predominantly an expression of the Pakeha cultural strand of the Anglican Church, and as such positions itself as a Pakeha partner to the Maori section of the Anglican Church and its theology and ministry training.

TH works to ensure equitable access to people of all cultures and seeks to respect the cultural values of its students.

2.1.3 Financial Management

Annual budgets are approved by the TH Board.

Student fees for any course running longer than three months are indemnified through a student fee indemnity trust fund.

Accounting practices will conform to current industry standards.

2.2 Personnel

2.2.1 Management and Administration

TH employs permanent staff to provide management and administrative services, and contracts tutorial staff as required.

The Director is charged with managing on behalf of the Board educational management (including the Library), financial management, student support, quality management and staff management. The Director achieves this through his/her own and the Administrator's expertise, and by working with skilled volunteers (particularly Board members) and contracted expertise.

The Director and Administrator also effectively provide executive services to the Board.

2.2.2 Employment Conditions

Employment agreements and contract documents define the relationship with all key personnel. TH is committed to good employment and equal employment opportunity practices.

2.2.3 Performance Appraisal and Staff Development

Position	Appraisal	Development
Director	Triennial review by Board Chair following an agreed performance feedback process	Participation in NZATS and ANZATS conferences, and other appropriate conferences, with study leave on application.
Administrator	Annual review by Director	Skill based training as required

Librarian	Annual review by Director	Attendance at conferences as appropriate.
Tutors	Student feedback to Director, via evaluation form completed at the conclusion of each course.	All tutors are expected and encouraged to be undertaking professional development in their own field.

2.3 Physical and Learning Resources

2.3.1 Physical

Programmes offered by TH are delivered in three ways – on site, at other sites, and through materials sold

Programme	Delivery Mode	Physical Environment
On-site courses	seminar/lecture/workshop	The Board accepts responsibility for ensuring that safe and adequate equipment and furnishings are provided and maintained, for all tutors and students.
Off-site courses	seminar/lecture/workshop	Held in appropriately certified facilities hired for the occasion.
Course sold	books	Participant's own environment. TH takes no responsibility for the physical environment or facilities.
Office areas for Director Administrator and Librarian	Administration and Library	The Board accepts responsibility for ensuring that safe and adequate equipment and furnishings are provided and maintained, for the Director, the Administrator, and the Librarian.

2.3.2 Learning Resources

Programme	Learning Resources Provided
Short Courses (not assessed) TH currently has no assessed courses.	<ul style="list-style-type: none"> ö Description of course in advertising brochure ö Arrangement for access to library services. ö Should TH develop assessed courses, a comprehensive introduction would be provided for all expectations of students.

2.4 Learner Information, Entry and Support

Information for students and prospective students is provided in periodic advertising material. This includes all information relating to courses, fees, and enrolment procedures. A *Handbook* is available that covers additional information in respect of Complaints Procedures, student welfare, disciplinary procedures, and terms and conditions of enrolment. See the *Handbook 2006*.

TH does not enrol international students.

2.5 Development, Delivery and Review of Programmes

2.5.1 Development

The Director is to keep in view the objects and goals of Theology House and to explore options for courses in a wide range of theological issues. In developing courses he is expected to consult appropriate members of the Board and others engaged in theological and ministerial education. He is to report all courses to the Board at each Board meeting. Key stakeholder input into development and design decisions include training needs identified by churches, participant feedback, and tutor feedback.

2.5.2 Delivery

TH attempts to make clear through its advertising and website the nature of the programmes, the time requirements and relevant study methods. The website is <http://theologyhouse.ac.nz>

Standards of delivery by tutors are closely monitored by soliciting and processing evaluation feedback from students on conclusion of each course;

2.5.3 Review

The range of courses is reviewed annually. Reviews are conducted by the Director and at least two other Board members with theological and educational interests. Reviews may be prompted by either feedback from students and/or tutors, or by reflection on the courses on offer.

Reviews may result in the redrafting of courses or the advertising, the dropping of some courses or the development of new ones

Learner and stakeholder satisfaction is monitored through systematic feedback collected from students and tutors, and by regular stakeholder consultation. The key stakeholders considered for satisfaction levels are current students, past students, tutors, training and resource personnel in member churches.

2.6 Assessment and Moderation

TH currently offers no assessed courses.

2.7 Notification and Reporting on Learner Achievement

Although no assessed courses are currently offered, full details of course enrolments and attendance are kept and where work is done by participants and seen by the tutor records are kept of satisfactory completion of the work.

3 Achievement of Goals and Objectives

3.1 Measurement against performance indicators

Each of the goals and objectives set for the current period (1.4 above) has appropriate performance indicators and measures.

Performance indicators for the Director are implied in the Job Description attached to the Director's employment contract.

Performance indicators and measurement for the Administrator are implied in the Job Description attached to the Administrator's employment contract.

Performance indicators and measurement for the Librarian are implied in the Job Description attached to the Librarian's employment contract.

Performance indicators and appropriate appraisal processes are not in place for tutors since no assessment courses are offered. These would be developed if any course was to be an assessed course.

3.2 Process for updating goals, objectives and performance indicators in the light of performance measurement

Annually the Board (TH) will review its goals and objectives in the light of reports and feedback from the Director, the Administrator, the Librarian and key stakeholders.

3.3 Processes for collecting feedback from learners, clients and other stakeholders to confirm effectiveness and lead to improvement

Evaluative feedback is requested from participants at the conclusion of each course. This allows for course and tutor performance to be kept under constant review.

Tutors are asked for verbal feedback in relation to each course. Feedback and recommendations are considered by the Director.

The Director undertakes regular personal contact with the main 'client' organisations, in particular the Anglican Diocese of Christchurch and other churches in the Canterbury area. In this way he ensures a responsiveness to the needs of these stakeholders and monitors their satisfaction levels.

The work of Theology House is funded by student fees, annual grants from its parent body, College House, in accordance with the trust deed, by contracts with the Diocese of Christchurch for services in managing the Diocesan Ordination Training programme and the Anglican Resource Centre, and by grants from St John's College Trust Board. Accountability to the external funders is maintained at a high level by the Director; feedback from the funders is related to funding applications and accountability processes and is taken seriously.

3.4 Document Control

All records of Theology House will be held in the Registered Office and will be under the control of the Administrator. Privacy of information will be protected and there will be a 'back-up' process for all electronic records. Duplicates of all material will be stored off-site.

3.5 Review of the Quality Management System and its Management

The Quality Management System will be under the oversight of the Director of Theology House. The Director will report to the Board on any changes or alterations that are required from time to time. Each year the Board will review the QMS and adopt updated goals and objectives that shall comply with statutory and other regulatory requirements and will reflect the on-going development and delivery of the programmes and activities.

Any significant changes to the Goals and Objectives of Theology House, to the Systems to achieve those Goals and Objectives, and to the QMS itself shall be reported to the NZQA.

4 Glossary

ANZATS	Australian and New Zealand Association of Theological Schools
Board	Theology House Board
TH	Ecumenical Board of Theological Studies
EIDTS	Ecumenical Institute of Distance Theological Studies
LTh	Licentiate in Theology
NZATS	New Zealand Association of Theological Schools
NZQA	New Zealand Qualification Authority
Tikanga Maori	Maori cultural stream of the Anglican Church in Aotearoa, New Zealand, and Polynesia
Tikanga Pakeha	Pakeha cultural stream of the Anglican Church in Aotearoa, New Zealand, and Polynesia

5 Supplements

- ö Job Descriptions and Contracts/Agreements
- ö Tutor Letter of Appointment
- ö TH Handbook
- ö Student Evaluation Sheet
- ö Sample of Advertising Brochure