DULWICH COLLEGE | SINGAPORE |

Policy Name: DCSG Quality Manual		
Policy number: DCSG-PM-QA-03	Version number: 1	
Developed by: Quality Assurance Manager, Governance and Compliance Manager	Approved by: Director of Business Administration: Paola Morris	Approval Date: 20 April 2022
Date last reviewed: 20 April 2022	Reviewed by: Quality Assurance Manager	Date of next review: 20 April 2024
Policy Location Staff: https://dcsg.fireflycloud.asia/college-policies/iso-9001/qms-policy		

1.0 Introduction of Dulwich College (Singapore)

At Dulwich College (Singapore) our students always come first. The College offers a friendly, student-centred learning environment where your child is placed at the heart of the learning journey. The Dulwich educational philosophy places equal emphasis on intellectual and personal development. We are a truly international and holistic school which, as part of the "commonwealth of Dulwich", draws upon 400 years of tradition from our founding College in London and our sister schools in Asia.

In DUCKS, Junior and lower Senior School, the College follows an enhanced form of the English National Curriculum, incorporating elements of the Common Entrance syllabus. From the age of 10, our students are taught by subject specialist teachers in subject specific learning spaces. In Senior School, the College is an IB World school authorised to offer the IB Diploma as well as the International General Certificate of Secondary Education (IGCSE) and General Certificate of Secondary Education (GCSE).

All our students are encouraged to participate in sporting competitions and every child from the age of 7 is taught a musical instrument. Drama and opportunities for public speaking feature heavily from an early age.

As an internationally-minded school we believe in the importance of our young people acquiring confidence and competence in languages other than English. We offer a dual-language programme in English and Mandarin for children from 2 to 7 years of age and daily Chinese classes, streamed according to ability, for children from the age of 4. Additional modern foreign languages are offered in our Senior School.

Dulwich College (Singapore) Pte. Ltd.
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CPE Registration Number: 201027137D
Period of Registration: 09 January 2020 to 08 January 2024

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Bringing out the best in our students means developing and nurturing creative and confident individuals with the soft skills to tackle and enjoy the rigours of life in the 21st century. Our educational philosophy is based on teaching students how to learn. We encourage our students to work independently and develop their thinking to challenge and be challenged in return.

2.0 The organization

Dulwich College (Singapore) is part of the network of Dulwich College International (DCI) schools founded by Education in Motion (EiM), a global education company that aspires to be a leader in pioneering education for a sustainable future. The College shares the same purpose, mission and pillars with other education brands under the EiM brand.

Day to day operational management of the College is overseen by the College Leadership Team (CLT) which comprises of the Head of College, Deputy Head of College, Director of Business Administration and Bursar, Head of Senior School, Head of Junior School, Head of DUCKS, Director of Admissions and Marketing and Director of Communications. In addition, Directors from other functions (e.g. ICT and Professional Development) may be opted in for a term or a longer period, depending on the College's areas of focus, expertise or priority.

2.1 Responsibilities and Authorities

The responsibilities and authorities of all personnel of DCSG are defined in relevant established management system policies and procedures. It is the responsibility of the College Leadership Team (CLT) and/or relevant departmental-in-charge to ensure that all new employees are briefed on their responsibilities related to this policy.

3.0 Propose Quality Policy and Quality Objectives

The Director of Business Administrator (DBA) established the following quality policy statement to be read, understood and implemented by every employee.

3.1 Quality Policy

DCSG is committed to providing a high standard of education and services to all of its employees, students, contractors, visitors and other external stakeholders.

At Dulwich College (Singapore), we work to foster an environment conducive to learning through the following strategies:

• Ongoing review of curriculum and expansion of outdoor learning opportunities at all levels

• Strengthening employee competencies through professional development.

• Adhering to Singapore's legislation and applicable standards.

• Constant interaction and communication with students and stakeholders in order to improve our services

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• Pursuing continual improvement through regular review and evaluation of the delivery of high-quality services.

The Quality Policy shall be made available to the public through the following means, but not limited to:

a) "Policy Display in company Website"

Copies of the Quality Policy are displayed and readily accessible to all members of the public through DCSG website;

b) Distribution through employees

Employees shall direct all requests related to the Quality Policy from members of the public whom they have contacts with to the DBA and the Quality Assurance Manager.

3.2 Quality Management System (QMS) Objectives

Documented QMS objectives have been established at relevant functions, levels and processes needed for the QMS. The QMS objectives shall:

a) Be consistent with the Quality Policy and in compliance with applicable standards;

b) Be measurable;

c) Consider applicable requirements;

d) Be relevant to conformity of products and services requirements, and enhancement of customer satisfaction;

e) Be monitored;

f) Be communicated; and

g) Be reviewed and updated at least annually and as appropriate.

Planning Actions to Achieve QMS Objectives

When planning to achieve the Quality objectives, DCSG determines

a) What will be done;

b) What resources will be required;

c) Who will be responsible;

d) When it will be completed and timeframe;

e) How the results will be evaluated, including performance indicators for monitoring progress toward achieving its measurable objectives;

f) How the results will inform future initiatives and activities;

g) How they will influence activities, instill best practice and focus on training needs.

The quality objectives are reviewed during Management Reviews.

4.0 Dulwich College (Singapore) (DCSG) – Business Process Model

The business process of DCSG is as follows. The fundamental processes are outlined in detail in the various polices, which can be found in Annex 1. The policies that defined the processes

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were synchronized with the intranet framework and programme, e.g. Firefly, OpenApply, SAP etc to ensure that the systems were complete and retained for traceability purposes.

The relevant process owners effectively establish the needs and expectations of interested parties. Risks are assessed and actions are taken to reduce the risk to as low a level as is reasonably practicable. The risk register is reviewed and updated on annually during CLT Blu Sky meetings.

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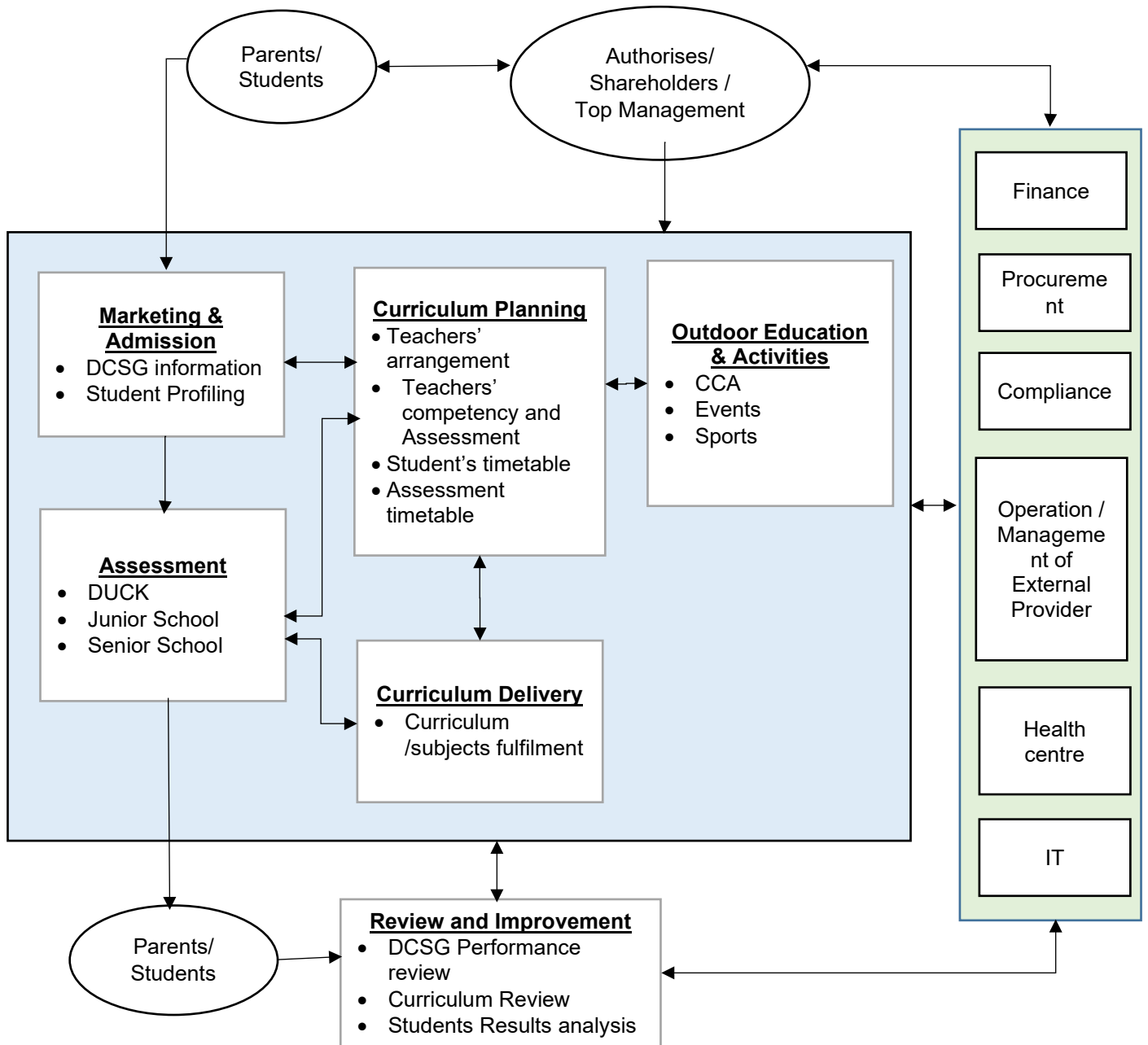
5.0 Scope of Quality Management System - ISO 9001:2015
Scope: Provision of International Education for children from Kindergarten to Year 13.

6.0 Exclusion Clauses

The following clauses of the ISO 9001:2015 International Standard are excluded from the company's Quality Management System:

Partial exclusion for clause 8.3 Design and Development of Product and Services
Clause 8.3.2 Design Planning
Clause 8.3.3 Design Input

DCSG does not carry out curriculum design and development to meet specific requirements of Parents and/or students. The curriculums design planning and Design input are disseminated to DCSG through EIM global.

Annex 1 - Polices vs ISO 9001 Clauses

	DCSG Policies	Document Number	ISO 9001 Clauses
	Management System		
1	Knowledge Management with Document Control	DCSG-PM-COM-02	7.5
2	Internal Review and Assessment	DCSG-PM-QA-01	9.2
3	Management Review	DCSG-PM-MGT-05	9.3
4	Risk Management Policy and Register	DCSG-PM-COM-04	4.1,4.2, 6.1
	Admissions		
1	Admissions Policy	DCSG-PM-ADM-04	8.2
2	Admissions Procedures	DCSG-PM-ADM-05	8.2 & 8.5.2
	Curriculum Design and Review		
1	Curriculum Design, Development and Review (DUCKS)	DCSG-PM-DUCKS-01	8.3.4, 8.3.5 & 8.3.6
2	Curriculum Design, Development and Review (Junior School)	DCSG-PM-JS-01	8.3.4, 8.3.5 & 8.3.6

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3	Curriculum Design, Development and Review (Senior School)	DCSG-PM-SS-02	8.3.4, 8.3.5 & 8.3.6
	Curriculum Planning and Delivery		
1	Course Planning and Delivery (DUCKS)	DCSG-PM-DUCKS-02	8.5.1
2	Course Planning and Delivery (Junior School)	DCSG-PM-JS-02	8.5.1
3	Course Planning and Delivery (Senior School)	DCSG-PM-SS-03	8.5.1
	Outdoor Education and Trips		
1	Educational Visits Policy	DCSG-PM-ACAD-05	8.5.1
	Student Assessment		
1	Assessment Policy (DUCKS)	DCSG-PM-DUCKS-05	8.5.1, 8.5.2, 8.6
2	Assessment Policy (Junior School)	DCSG-PM-JS-05	8.5.1, 8.5.2, 8.6
3	Assessment Recording and Reporting Policy (Senior School)	DCSG-PM-SS-09	8.5.1, 8.5.2, 8.6
	Review and Improvement		
1	Student Performance and Graduate Outcomes	DCSG-PM-ACAD-02	8.6 and 9.1.1
2	Performance Measurement and Analysis	DCSG-PM-MGT-04	9.1.1 & 9.1.3
3	Strategic Planning and School Improvement Plan	DCSG-PM-MGT-02	8.1 and 10.1
4	Process of Conduct Student Satisfaction Survey	DCSG-PM-WC-01	9.1.2
	Procurement		
1	Procurement Policy	DCSG-PM-PRO-01	8.4, 8.7
	Operations		

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1	Traffic and Marshalling Duties SOP	DCSG-SOP-OPS-02	8.5.1,8.5.2,8.5.3
2	DCSG Transport Policy	DCSG_OPS 002_2018	7.3,8.5.1
3	Facilities Management Policy	DCSG-PM-OPS-05	7.1.4,8.5.1,10.2

7. Other related policies and procedures

Documents related to this policy	
Related policies	Refer to Annex
Forms or other organisational documents	Objectives and Targets DCSG-PM-QA-03-F01

8. Review processes

Policy review frequency: Once every two academic years or as and when necessary	Responsibility for review: Quality Assurance Manager, Governance & Compliance Manager
Review process: i) Quality Assurance Manager and Governance & Compliance Manager to conduct policy review ii) Modification will be made where appropriate. iii) Submit for review and approval by the DBA	

9. Approval Details

Approved by: Paola Morris

20 April 2022

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Signature and Date

Signed only required in hardcopy

10. Revision History

Revision Table:		
Date	**Version**	**Review Description**
20 April 2022	1	Initial Release

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