PP-29 Quality Assurance Policy & Procedures

Contents

Purpose

This policy and procedure ensure that Australian Institute of Science and Technology (AIST) has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

This ensures compliance with Clauses 2.1, 2.2 and 6.5 of the Standards.

Definitions

The **Act** means the National Vocational Education and Training Regulator Act 2011

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Data Provision Requirements is the legislative instrument which is a subsection of the Act

Quality Indicators means Learner engagement and Employer Satisfaction data as outlined in the Data Provision Requirements 2012

AVETMISS Data Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard which ensures the consistency and accuracy of vocational education and training (VET) information and covers three national data collections

RTO means Registered Training Organization

Standards means the Standards for Registered Training Organizations (RTOs) 2015

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Policy

1. Australian Institute of Science and Technology (AIST):

   - Is committed to ensuring the quality of services provided across of all of its operations – this includes training and assessment services, student support, customer service and effective management of the business and its staff. This also includes to ensuring the quality of any services provided on Australian Institute of Science and Technology (AIST)'s behalf by third parties.

   - Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.

2. As an RTO, Australian Institute of Science and Technology (AIST) is required to comply with the requirements of the VET Quality Framework and the Standards for RTOs. Regular internal audits are scheduled to ensure ongoing compliance with these requirements and monitor quality delivery. Refer to the VET Regulation and Legislation Policy and Procedure.

3. Systematic continuous improvement is a fundamental component of the quality assurance approach used by Australian Institute of Science and Technology (AIST).

4. Opportunities for improvement will be identified through the following mechanisms:

   - Regular feedback is collected from students, staff, industry, employers and AVETMISS data on a regular basis and information gathered is collated and analyzed.

   - Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.

   - Data from Quality Indicator Surveys provided to students and employers.

   - The outcomes of internal audits.

   - Management meetings held by the RTO will be used as an opportunity for managers to identify areas that require improvement from their experience.

   - Outcomes of assessment validation meetings will identify areas where assessment and training practices can be improved.

5. Improvements will be recorded and acted upon on a continual basis to ensure Australian Institute of Science and Technology (AIST) is responsive to areas that require improvement.

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Procedures

1. Feedback and Surveys

Refer Standard 2 – Clause 2.2

Procedure	Responsibility
Collect Unit feedback from students • At the end of the delivery of each unit, provide each student with a *Unit Feedback Form*. • The feedback form is optional however all students should be encouraged to hand back a completed survey. • Submit returned feedback form to office for collation.	Trainers/Assessors
Collect Training/Assessment Improvement Suggestion Form from Trainers • 4 weeks after each unit being delivered (Most marking has been done), trainers/assessors must fill out the *Training/Assessment Improvement Suggestion Form* in relation to the areas that they think need improving regarding the training and assessments for each unit. • The Training/Assessment Improvement Suggestion Form is mandatory for trainers/assessors • The content of the feedback will be discussed in monthly meeting for continuous improvement in Training and Assessment.	Trainers/Assessors

Collect feedback from employers and students at workplace visits
 	
• At each workplace visit:
  – Provide students with a *Student Visit Survey*
  – Provide the workplace supervisor with a *Workplace Visit Survey*
 	
• The surveys are optional however please encourage students and workplaces to submit a completed survey where possible.
 	
• Students can provide the completed survey to the Educator or return it to the office.
 	
• Educator should return completed surveys to the office for collation.
	Trainers/Assessors

Collect Quality Indicator Surveys from students – Learner Engagement • The *Learner Questionnaire* will be provided to students at the midpoint of their course. • Encourage all students to complete the survey as Australian Institute of Science and Technology (AIST) is required to collect responses from at least 50% of students. • Students should hand in completed surveys at the class. • Provide completed surveys to the office for collation.	Trainers/Assessors

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Procedure	Responsibility
Collect Quality Indicator Surveys from workplaces – Employer Satisfaction • The *Employer Questionnaire* will be provided to employers of AIST graduates if applicable. • The Survey is optional. However, encourage employers to complete the survey where possible.	Educators/AIST Management Team
Collect AVETMISS data • Collect AVETMISS data from the student management system • AIST management will use the AVETMISS statistics for	Compliance Manager
Collate surveys using relevant collation tool • Throughout the year, completed surveys will be returned. • They should be collated using the relevant collation tool quarterly for any surveys received during the preceding period, or at the end of a cluster/ unit for each cohort. • Collate each different type of survey separately. • Use the collated data to identify areas that show weakness, and/or require improvement. • A summary of the collation should be recorded on the *Feedback Register*. • Bring completed analysis to the next management meeting to discuss. This will include making a plan for implementing identified improvements and discussing all feedback received.	Compliance Manager
Feedback Register • The *Feedback Register* is used to record the feedback received by the RTO where there is no other suitable place for it to be recorded. For example information received during a complaint or appeal (which may be considered feedback) will go on the *Complaints and Appeals Register*. Feedback that prompts an improvement item will go on the *Continuous Improvement Register*. General feedback which may be positive or negative that doesn't require action can be recorded on the *Feedback Register.* • The *Feedback Register* will be reviewed at each management meeting for discussion and reflection on how the organisation can learn from the feedback.	Compliance Manager

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2. Improvements

Refer Standard 1 – Clause 1.9, Standard 2 – Clause 2.2 and Standard 6 – Clause 6.5.

Procedure	Responsibility
Continuous Improvement Register • The *Continuous Improvement Register* is a master list of all the improvement suggestions identified and acted upon by the RTO. • Improvements identified through feedback and surveys, quality indicator data, management meetings, informal suggestions, assessment validation and complaints and appeals will be recorded on the register. • The register should be updated regularly with any improvement suggestions made through formal and informal streams – such as *Suggestion for Improvement Forms*, surveys etc. • At each management meeting the register will be reviewed. • A plan will be put in place for implementing improvements during the meeting. • Management meetings will also be used as an opportunity to identify improvements made that may not have been recorded on the register. • The plan should be recorded on the register and items marked as complete once the improvement has been made.	Management Team
Complaints and appeals • In line with the *Complaints and Appeals Policy and Procedures*, complaints and appeals incidents should be used as an opportunity to identify areas for improvement. • Each complaint and/or appeal will be discussed at management meetings to identify root causes and identify areas in which the RTO can improve and learn from the incident to prevent recurrence.	Management Team
Assessment validation • The outcomes of validation sessions will be used as an opportunity to make improvements to training and assessment systems and practices. Actions identified during assessment validation should be documented on the *Continuous Improvement Register* and discussed at the next management meeting. Refer to the *Assessment Validation Policy and Procedures*.	VET Manager

3. Management Meetings

Procedure	Responsibility
Schedule dates annually • At the commencement of each year, set dates for the management meetings. • Invite all members of the management team to attend.	CEO

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Procedure	Responsibility
• Managers who have conflicting appointments should notify the meeting organiser as soon as possible.	

Prepare agenda
• At least 1 week prior to each meeting, develop the agenda.
• Use the Management Meeting Agenda Template to prepare the agenda and it includes standing agenda items which are to be included at each meeting.
• Standing agenda items are:
  – Review of last meeting minutes – have all items been actioned?
  – Recent feedback received – collated surveys, feedback register etc
  – Complaints and appeals – discussion of any recent complaints or appeals
  – Recent assessment validation
  – Continuous improvement
  – Recent or upcoming changes in legislation and VET regulations
  – Monitoring of changes to business or operations to inform ASQA about
  – Financial performance
• Agenda is to be approved by the CEO prior to circulation.
• Circulate the agenda to all managers along with any relevant attachments and reading material at least 2 days prior to the meeting.
• Keep a copy of the agenda.
	CEO
	
	VET Manager

Record the meeting minutes • Record names of all people who attended the meeting and any apologies. • Record a brief summary of key discussions, all decisions and any actions agreed upon during the meeting. • The CEO is to approve the final copy of the minutes prior to circulation. • The minutes with any attachments relevant to the meeting are to be circulated to all members of management team within 1 week of the meeting. • Management meeting minutes must be saved.	CEO VET Manager
Follow up on actions from management meetings • Ensure items in minutes are followed up accordingly. Tasks that arise out of the management meeting should be communicated to relevant people by the relevant manager. • Registers should be updated accordingly.	CEO VET Manager