

Quality Assurance Policy & Procedures.

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Purpose

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

This ensures compliance with Clauses 1.5, 1.6, 1.9, 2.1, 2.2 and 6.5 of the Standards for RTOs 2015.

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 Provider'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

Provider has the meaning under the ESOS Act being a registered VET provider. This term is used as DIT offers both VET and CRICOS services.

Services means training or teaching, assessment, related educational and support services and/or activities related to the recruitment of prospective learners.

SRTOs means the Standards for Registered Training Organisations – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 which can be accessed at www.asqa.gov.au

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Policy

1. Systematic Quality Approach

- Darwin Institute of Technology (DIT):
 - Is committed to ensuring the quality of services provided across of all of its operations – this includes training or teaching and assessment services and processes, student support, customer service and effective management of the business and its staff. This includes ensuring the quality of any services provided on DIT's behalf by third parties, including Education Agents. DIT considers industry engagement as a part of its quality assurance approach.
 - To provide training relevant to employers and to maximise students' opportunities for employment, advancement or further education, DIT develops a range of strategies to engage with relevant industry stakeholders (i) consultation with industry practitioners at time of development of Training and Assessment Strategies, (ii) seeking opinion from the industry practitioners on the assessment tools to establish appropriate contexts, methods, resources and (iii) on competency of trainers and assessors who will deliver training and assessment. DIT will use a "Consultation Instrument" to carry out this pre-implementation stage.
 - To monitor the implementation of DIT's training & assessment strategies and practices to ensure DIT's training continues to meet industry needs, particularly in areas where technology and/or techniques change rapidly: (i) DIT will continue the engagement and seek feedback about how it has provided training and assessment, including feedback on the resources used for both training and assessment. (ii) DIT will confirm industry's ongoing expectations for current industry skills and knowledge of trainers and assessors. Once the delivery is finished, we will design a "Industry Survey", based on the issues identified during delivery to seek opinion from industry stakeholders on how to address them.
 - Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.
 - Has a management team which oversees the quality of services. Director of Studies (DoS) will drive the quality assurance operations.

2. Continuous Improvement

- Systematic continuous improvement is a fundamental component of the quality assurance approach used by DIT.
- Opportunities for improvement will be identified through the following mechanisms:
 - Periodic feedback is collected from students, staff, and industry practitioners on a regular basis and data gathered is collated and analysed. Regular feedback is collected through:
 - Trainer/assessor surveys which are administered at end of delivery of a unit
 - Surveys completed at the end of a unit by students, workplaces (if any) and host workplaces (if any)
 - Surveys of the industry practitioners regarding current industry practice, technological change, problems identified in above-mentioned surveys, etc.
 - Quality Indicator Surveys provided to students and employers at the end of their courses
 - Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.

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- Internal audits conducted on a regular basis will identify areas in which performance could be stronger.
- Management meetings held by DIT will be used as an opportunity for managers to identify areas that require improvement from their knowledge and what they have learnt from staff.
- Outcomes of assessment validation meetings will identify areas where assessment and training systems and practices can be improved. Current industry practitioners will be invited to join validation sessions as part of industry engagement.
- Improvements will be recorded and acted upon on a continual basis to ensure DIT is responsive to areas that require improvement.

3. Internal Audits

- DIT is required to comply with the requirements of the VET Quality Framework and the Standards for RTOs 2015 and the ESOS Act, National Code 2018 Standards. Regular internal audits are scheduled to monitor ongoing compliance with these requirements and ensure quality delivery. Usually the frequency of internal audit is 1 year, but it can be more frequent based on management decision.

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Procedures

1. Feedback and Surveys

Procedure	Responsibility
A. Collect student feedback at the end of each unit. <ul style="list-style-type: none"> At the end of each unit, provide the <i>Unit Feedback Survey</i> to all students. This will be provided at the last class for the unit, once assessment has occurred, or during a visit by assessor in the workplace, or after submission of an assessment. The survey is optional, however all students should be encouraged to hand back a completed survey. Submit returned surveys to DoS office for collation. 	Trainer/Assessor
B. Collect feedback from hosts and students at workplace visits (if any) <ul style="list-style-type: none"> At the end of work placement: <ul style="list-style-type: none"> Provide students with a <i>Student Workplace Feedback Survey</i> Provide the workplace supervisor with a <i>Host Employer Feedback Survey</i> The surveys are optional however please encourage students and workplaces to submit a completed survey where possible. Students/workplaces can provide the completed survey to the trainer or return it to the office. Trainer should return completed surveys to the DoS office for collation. 	Trainer/Assessor
C. Collect feedback from Industry practitioners <ul style="list-style-type: none"> At the end of delivery of a qualification <ul style="list-style-type: none"> Select at least four industry practitioners (e.g. CPA for accounting qualifications) Provide them Training and assessment strategies, assessment tools, learning resources, assessor's profiles and ask feedback. Design a survey based on the issues identified in previous student, employer surveys, latest regulatory impacts, technological changes, etc and conduct the survey on the practitioners 	
D. Collect Quality Indicator Surveys from students – Learner Engagement <ul style="list-style-type: none"> The Quality Indicator Survey will be provided to students <u>at end of course</u>. Encourage all students to complete the survey as DIT is required to collect responses from at least 50% of students. Students should hand in completed surveys at the class. 	Trainer/Assessor

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Procedure	Responsibility
<ul style="list-style-type: none"> Provide completed surveys to the office for collation for reporting to ASQA. 	
E. Collect Quality Indicator Surveys from workplaces, where trainers have delivered training – Employer Satisfaction <ul style="list-style-type: none"> The Quality Indicator Survey will be provided to employers at the end of course if a course is delivered in customer premise. Encourage all workplaces to complete the survey as DIT is required to collect responses from at least 50% of employers. Provide completed surveys to the office for collation for reporting to ASQA. 	Trainer/Assessor
F. Collect feedback from staff <ul style="list-style-type: none"> Request for all trainers and assessors to complete a <i>Feedback Form</i> at end of delivery of each unit – this asks a range of questions on training/teaching and assessment practices. Other staff are asked to provide formal and informal feedback at any time by discussing feedback with their manager, or to make improvement suggestions, by filling in a <i>Suggestion for Improvement Form</i>. 	DoS & Trainer/assessors and other staff
G. Collate surveys <ul style="list-style-type: none"> Throughout the year, completed surveys will be returned. 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 <i>Feedback Register</i>. 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. 	DoS
H. Feedback Register <ul style="list-style-type: none"> The <i>Feedback Register</i> is used to record the feedback received by DIT 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 <i>Complaints and Appeals Register</i>. Feedback that prompts an improvement item will go on the <i>Continuous Improvement Register</i>. General feedback which may be positive or negative that doesn't require action can be recorded on the <i>Feedback Register</i>. The <i>Feedback Register</i> will be reviewed at each management meeting for discussion and reflection on how the organisation can learn from the feedback. 	DoS

2. Improvements

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Procedure	Responsibility
A. Continuous Improvement Register <ul style="list-style-type: none"> The <i>Continuous Improvement Register</i> is a master list of all the improvement suggestions identified and acted upon by DIT. 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 <i>Suggestion for Improvement Forms</i>, surveys etc. At management meetings, 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. 	DoS/ Management team
B. Complaints and appeals <ul style="list-style-type: none"> In line with the <i>Complaints and Appeals Policy and Procedure</i>, 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 DIT can improve and learn from the incident to prevent recurrence. Post-Arrival Student Survey on Agents' Services and Agents' Office Spot Check reports by Business Development Manager will also be used to identify continuous improvement items. 	Management Team
C. Assessment validation - VET <ul style="list-style-type: none"> 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 <i>Continuous Improvement Register</i> and discussed at the next management meeting. Refer to the <i>Assessment Validation Policy and Procedure</i>. 	DoS

3. Management Meetings

Procedure	Responsibility
A. Schedule dates annually <ul style="list-style-type: none"> At the commencement of each year, set dates for the management meetings. Management meetings should be at least once in a month. Invite all members of the management team to attend. Managers who have conflicting appointments should notify as soon as possible. 	DoS

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Procedure	Responsibility
B. Prepare agenda <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 If upcoming, Reporting of (i) AVETMISS data (ii) Quality Indicator Survey outcome to ASQA of the year (iii) CEO Annual Compliance Declaration. 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. 	DoS
C. Record the meeting minutes <ul style="list-style-type: none"> 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. 	DoS
D. Follow up on actions from management meetings <ul style="list-style-type: none"> 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. 	DoS

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Procedure		Responsibility
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