CG3: Quality Assurance Policy & Procedures

Contents

Purpose

This policy and procedure ensures that Australian Employment & Training Services has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

This ensures compliance with Clauses 1.9, 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

RTO means Registered Training Organisation

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

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

Policy

1. **Systematic Quality Approach**

   - Australian Employment & Training Services:

     - Is committed to ensuring the quality of services provided across of all of its operations – this includes training 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 Australian Employment & Training Services' behalf by third parties.

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

     - Has convened a management team which oversees the quality of services by the RTO.

2. **Continuous Improvement**

   - Systematic continuous improvement is a fundamental component of the quality assurance approach used by Australian Employment & Training Services.

   - Opportunities for improvement will be identified through the following mechanisms:

     - Regular feedback is collected from students, staff, industry and employers on a regular basis and data gathered is collated and analysed. Regular feedback is collected through:

       - Surveys completed by students at classes and visits

       - Surveys completed at the end of a course by students and workplaces

       - Quality Indicator Surveys provided to students and employers at the end of their course

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

     - Internal audits conducted on a regular basis will identify areas in which performance could be stronger.

     - Management meetings held by the RTO 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.

   - Improvements will be recorded and acted upon on a continual basis to ensure Australian Employment & Training Services is responsive to areas that require improvement.

3. **Internal Audits**

   - As an RTO, Australian Employment & Training Services is required to comply with the requirements of the VET Quality Framework and the Standards for RTOs 2015. Regular internal audits are scheduled to monitor ongoing compliance with these requirements and ensure quality delivery. Refer to our *VET Regulation and Legislation Policy and Procedure* for further details about our internal audits.