



Quality Assurance Policy and Procedure

Purpose

This policy and procedure outline the strategy of Sydney International Business College in implementing an effective quality assurance approach to support continuous improvement processes within the operations of the college. The practices followed will be in compliance with Standards for RTOs 2015 Clause 2.1-2.2.

Scope

This policy applies to all entire operations of the college and all stakeholders involved in the operations.

Definitions

College	Sydney International Business College
Continuous Improvement	Continual enhancement of the college's performance so that the changing needs of clients and industry continue to be met.
Systematic	Planned, purposeful and repeatable actions to improve our products and services to our clients.
Q&C	Quality and Compliance
Assessment Validation	A quality review process that confirms that the college's system can consistently produce valid assessment judgements/
ASQA	The Australian Skills Quality Authority (the national regulator for VET sector)

Policy

The college will ensure that:

- Our client services are continuously improved by collecting, analysing and acting upon relevant data.
- A systematic approach is implemented to support continuous improvement processes. This includes the development of a plan that covers the following:
 - What data is to be collected
 - How data is collected
 - Where data is collected from (stakeholders)
 - Who will collect the data
 - When the data is collected
 - How often data is collected
 - How to implement the data collected to ensure demonstrable improvements to client services.
 - How to review and monitor the improvement to gauge the effectiveness of improvements in place.

Refer to **Appendix 1** at the end of this policy and procedure.



Procedure

1. Client Feedback	Responsible Person
1. Distribute surveys to all students twice per term, namely: <ul style="list-style-type: none"> o First survey in midterm (week 5) o Second survey in end of term (week 10) 	Q&C Team
2. Collect, discuss and analyse feedback during the Q&C meeting. Feedback is summarised using Survey Outcomes Report.	
3. Record any opportunity for improvement in Continuous Improvement Register.	
4. Action any opportunity of improvement	
2. Trainer & Assessor Feedback	Responsible Person
1. Require all trainers and assessors to complete Trainer Assessor Report Form in week 5 and week 10.	Q&C Team
2. Collect, discuss and analyse feedback collected during the Q&C meeting.	
3. Record any opportunity for improvement in Continuous Improvement Register.	
4. Action any opportunity of improvement	
3. Complaints and Appeals	Responsible Person
1. Refer to Complaints and Appeals Policy and Procedure upon the receipt of any complaints and appeals.	Q&C Team
4. Assessment Validation	Responsible Person
1. Refer to Assessment Validation Policy and Procedure for more information.	Q&C and Validation Team.
5. Quality Indicator Survey	Responsible Person



1. Distribute Learner Questionnaire to students and Employer Questionnaire to employers (if applicable) https://www.asqa.gov.au/rto/responsibilities/data-collection-and-provision/quality-indicator-annual-summary	Q&C Team
2. Collect, discuss and analyse feedback during the Q&C meeting. Feedback is summarised in the Annual Summary Report Template as provided by ASQA. Submit the report to ASQA on June each year. https://www.asqa.gov.au/rto/responsibilities/data-collection-and-provision/quality-indicator-annual-summary#how-and-when-to-submit-data	
3. Record any opportunity for improvement in Continuous Improvement Register.	
4. Action any opportunity of improvement	

6. Q&C Meeting	Responsible Person
1. Conduct a Q&C Meeting at least once per fortnight / every two weeks.	Q&C Team
2. Use a Q&C Meeting Agenda to document items for discussion in the meeting.	
3. Discuss and document items to be discussed using a Q&C Meeting Minutes	
4. Discuss the outcomes in Q&C meeting.	
5. Record any opportunity for improvement in Continuous Improvement Register.	
6. Action any opportunity of improvement	

7. Industry Engagement	Responsible Person
1. Refer to Industry Engagement Policy and Procedure for more information.	Q&C Team

8. Annual Internal Audit	Responsible Person
1. Determine the date for annual internal audit	Q&C Team
2. Conduct an internal audit using ASQA Self-Assessment or Internal Audit Tool (RTO & CRICOS)	
3. Document outcomes of the internal audit e.g. any remedial and/or rectification required.	



4. Discuss the outcomes in Q&C meeting	
5. Record any opportunity for improvement in Continuous Improvement Register.	
6. Action any opportunity of improvement	

Related Documentation

- Continuous Improvement Register
- Mid Term Survey Questions
- End of Term Survey Questions
- Survey Outcomes Report
- Q&C Meeting Agenda
- Q&C Meeting Minutes
- Internal Audit Tool (RTO & CRICOS)

Document Control

Policy Owner:	Sydney International Business College
Endorsed By:	CEO
Person Responsible for Implementation:	Q&C Team
Endorsement Date:	October 2022
Version:	1.0



Appendix 1

<i>What data to be collected</i>	<i>How data is collected</i>	<i>Where data is collected from (stakeholders)</i>	<i>Who will collect the data</i>	<i>When the data is collected</i>	<i>How often data is collected</i>	<i>How to implement the data</i>	<i>How to review and monitor</i>
Client Feedback	Surveys	Students	Q&C Team (or appropriate delegate)	Mid of each term and end of the term (week 5 & week 10)	Twice per term	The data is collected, discussed and analysed during Q&C meeting. Appropriate actions are suggested, and actions are implemented.	Ongoing feedback to gauge the effectiveness of actions in place.
Trainer and Assessor Feedback	Surveys	Trainers & Assessors	Q&C Team (or appropriate delegate)	At the end of each term	Once per term	The data is collected, discussed and analysed during Q&C meeting. Appropriate actions are suggested, and actions are implemented.	Ongoing feedback to gauge the effectiveness of actions in place.
Complaints and Appeals	As it occurs	Students, Trainers & Assessors, Third Parties	Q&C Team (or appropriate delegate)	As it occurs	As it occurs	The data is collected, discussed and analysed during Q&C meeting. Appropriate actions are suggested, and actions are implemented. Complaints and Appeals Policy and Procedure is	Ongoing feedback to gauge the effectiveness of actions in place.



What data to be collected	How data is collected	Where data is collected from (stakeholders)	Who will collect the data	When the data is collected	How often data is collected	How to implement the data	How to review and monitor
						followed throughout the whole process.	
Assessment Validation	Holding a validation session with validation team who collectively meet requirements in Clause 1.11 of RTO Standards 2015.	Assessment judgments & Assessors	Q&C Team (or appropriate delegate)	Once every 6 months (ensuring 100% training products are validated within 5 years period)	Every 6 months	<p>The data is collected, discussed and analysed during Q&C meeting.</p> <p>Appropriate actions are suggested, and actions are implemented.</p>	Ongoing training and monitoring & feedback to assessors
Quality Indicator Survey	Surveys	Students & Employers (if applicable)	Q&C Team (or appropriate delegate)	Once per year and submitted to ASQA at the end of June of each year	Once per year	<p>The data is collected, discussed and analysed during Q&C meeting.</p> <p>Appropriate actions are suggested, and actions are implemented.</p>	Ongoing feedback to gauge the effectiveness of actions in place.
Quality and Compliance Meeting	Meeting (online or face to face)	Q&C Team	Q&C Team (or appropriate delegate)	Once per week	Once per week	<p>The data is collected, discussed and analysed during Q&C meeting.</p> <p>Appropriate actions are suggested, and actions are implemented.</p>	Weekly meeting to gauge the effectiveness of system in place



<i>What data to be collected</i>	<i>How data is collected</i>	<i>Where data is collected from (stakeholders)</i>	<i>Who will collect the data</i>	<i>When the data is collected</i>	<i>How often data is collected</i>	<i>How to implement the data</i>	<i>How to review and monitor</i>
Industry Engagement	Meeting with industry experts, attending industry workshops, conferences and forums, surveys, subscribing to industry newsletter etc.	Industry Experts	Q&C Team (or appropriate delegate)	At least once per year	At least once per year	The data is collected, discussed and analysed during Q&C meeting. Appropriate actions are suggested, and actions are implemented.	Ongoing training and monitoring & feedback to relevant stakeholders. E.g. if the industry engagement relates to trainer and assessor industry currency, relevant trainers and assessors are informed of the actions required.
Annual Internal Audit	Internal Audit using ASQA Self-Assessment or RTO & CRICOS Audit Tool.	All stakeholders in the college, QMS (Quality Management System) and College Practices	Q&C Team (or appropriate delegate)	December of each year	Once per year	The data is collected, discussed and analysed during Q&C meeting. Appropriate actions are suggested, and actions are implemented.	Ongoing training and monitoring & feedback to stakeholders involved.