



Quality Assurance and Continuous Improvement Policy

Policy

Swinburne Open Education (RTO 3059) implements a continuous improvement methodology to achieve systematic and sustained improvement in all areas of its operations in accordance with the requirements of Standard 2 of the *Standards for Registered Training Organisations (RTOs) 2015*.

Purpose

The purpose of this policy is to ensure that Swinburne Open Education implements systematic continuous improvement processes ensuring continued compliance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015*.

Scope

This policy applies exclusively to continuous improvement activities implemented by Up Education Online on behalf of Swinburne Open Education (RTO 3059) in accordance with the established partnership agreement.

Responsible Officer(s)

All members of the Swinburne Open Education Leadership Team are responsible for the application and outcomes of the continuous improvement Policy and associated Procedures.

All staff are responsible for implementing continuous improvement processes in accordance with these procedures.

Definitions

Definitions are located in the Glossary of Terms.

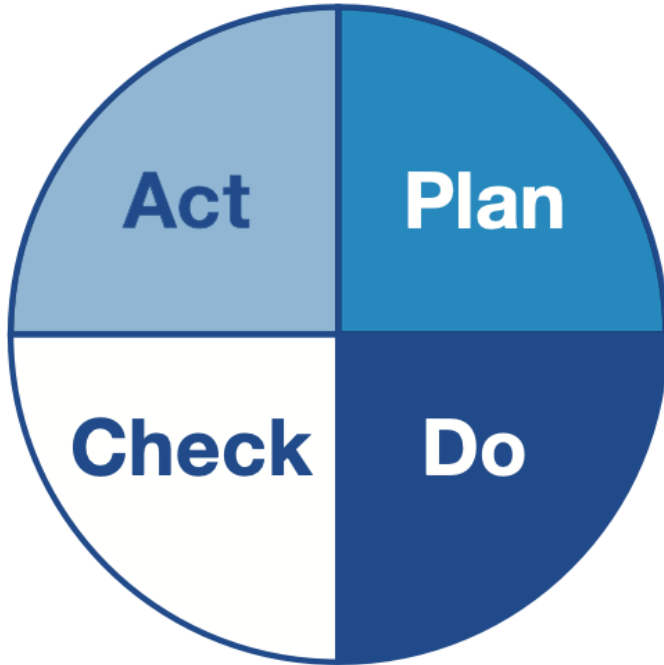
Review and Improvement

This policy and associated procedures are subject to regular review and improvement through Continuous Improvement processes as described in the Quality Assurance and Continuous Improvement Policy and Procedures.

Quality Assurance and Continuous Improvement Procedures

1. Improvement Methodology

Swinburne Open Education adopts a *Plan Do Check Adjust* cycle of continuous improvement.



Plan	Identify improvement opportunity
Do	Implement small scale change/improvement
Check	Review small scale test, use data to analyse
Act	Adjust as needed, may include - full implementation, Adjust and implement

2. *Quality Assurance and Continuous Improvement Framework*

Swinburne Open Education quality assurance and continuous improvement framework includes:

- Organisational governance structure,
- Education governance structure,
- Robust organisational Policy and Procedures,
- Review of implementation of Policies and Procedures,
- Audits/self-assessment of systems and processes,
- Review of self-assessment of performance,
- Stakeholder feedback,
- Review and analysis of feedback,
- Assessment moderation and Validation,
- Review of courses,
- Management of identified improvements through PDCA cycle.

3. *Quality management and governance*

Swinburne Open Education has implemented a governance structure to ensure quality of all processes and services. This includes:

- Internal Leadership Team accountable for all Policies, Procedures and improvement processes,
- Executive Working Group (for the Swinburne University of Technology partnership),
- Operational Working Group (for the Swinburne University of Technology partnership),
- Dedicated Swinburne University of Technology Quality Manager,
- Education Management team,
- Appeals and Complaints Committee,
- Quality and Improvement Committee.

The role of the Quality and Improvement Committee is to ensure that Swinburne Open Education conducts its operations to comply with external regulatory and legislative requirements, meet internal quality assurance standards and maintain current and accurate practice relative to policy and procedures.

The role of the Swinburne University of Technology Quality Officer is to:

- Monitor day-to-day compliance with the Partnership,
- Support course development and approval processes,
- Conduct bi-annual internal audit against RTO Standards and Partnership requirements.

4. *Internal review*

Key Performance Indicators (KPIs)

Swinburne Open Education has established organisational Key Performance Indicators relative to:

- Education performance,
- Business and corporate performance.

Swinburne Open Education reviews each of the KPIs on an ongoing basis, with monthly reporting and review by the Executive and Leadership teams.

Course Reviews

Swinburne Open Education develops and publishes an annual course review schedule. Course reviews include:

- Training and Assessment review,
- Assessment Moderation and Validation activity,
- Industry consultation and feedback,
- Course related feedback from surveys,
- Course related feedback from complaints and appeals.

Outcomes of course review activities are reported to the Leadership and Executive Teams for review and endorsement. Continuous improvement recommendations are logged in the Continuous Improvement Register and endorsed improvements actioned via the PDCA cycle.

Annual Self-assessment

Swinburne Open Education develops and publishes an annual self-assessment schedule.

The self-assessment systematically evaluates Swinburne Open Education operations relative to Policies and Procedures and external requirements including the RTO Standards.

Swinburne Open Education also implement an annual audit of financial and Work Health and Safety systems and processes.

Outcomes of self-assessment activities are reported to the Leadership and Executive Teams for review and endorsement. Continuous improvement recommendations are logged in the Continuous Improvement Register and endorsed improvements actioned via the PDCA cycle.

5. *Policy and Procedure*

Swinburne Open Education has implemented a coherent and integrated policy framework to support effective and consistent governance and management. Swinburne Open Education reviews Policy and Procedures as part of the annual self-assessment schedule annually.

Policies and Procedures are communicated to Swinburne Open Education staff during their induction and available on the Swinburne Open Education SharePoint repository. Policies and Procedures are accessible to enrolled students via the learning platform and Student Handbook and made available to prospective students and other stakeholders via the public website.

6. *Stakeholder feedback*

Swinburne Open Education collects, analyses and acts on stakeholder feedback via a number of mechanisms:

- Net Promotor Score (NPS),
- Student surveys,
- Graduate surveys,
- Employer surveys,
- Staff surveys/reviews,
- Industry engagement/consultation

7. *Management of identified improvements*

Swinburne Open Education records all identified improvements on the Continuous Improvement Register. The register is maintained by the Learning Development Support Team.

The Team reviews all recommended improvements and determines action to be taken. Actions may include:

- Implementing actions determined by other governance groups (E.g. Executive Team, Executive Working Group and Operational working group)),
- Endorsing improvement recommendation for action,
- Determining improvement action to be implemented,
- Rejecting improvement recommendation.

The Team Actions are logged in the Improvement Register. Where improvement actions are to be implemented, the actions are managed via the PDCA cycle and outcomes recorded in the Improvement Register.

8. *Quality Review Check Process*

In this quality review, there are four (4) key areas that are thoroughly checked, Learning Content, Assessments, Mapping and Miscellaneous.

Learning Content checks

These checks encompass all aspects related to the examination of learning content within the Learning Management System (LMS). It includes -

- Verify the unit code in the assessment overview within the Learning Management System (LMS) and ensure consistency in the module within the LMS. Confirm the functionality of associated links.
- Validate the learning module code, cross-referencing it with both the spreadsheet and Dynamics.
- Perform spot checks to ensure the coherence of sentences, spellings, and alignment of text with accompanying graphs, illustrations, or videos.
- Confirm the accuracy of the copyright statement.
- Ensure the inclusion of a forum within the module.

- Confirm that the topics are arranged in the correct order.

Assessment Checks

These checks encompass all aspects related to the examination of Assessments and Assessor guide within the Learning Management System (LMS). It includes -

- Validate the Assessment code by cross-referencing it with both the spreadsheet and Dynamics.
- Examine the assessment cover sheet to ensure the accuracy of the unit code, unit title, and logo placement.
- Verify the formatting of the assessment, confirming that answer boxes are set to block font and arranged in a row-table format.
- Confirm the correctness of the Copyright statement.
- Ensure the presence of the correct Header and Footer, with the footer containing either the Assessor guide or student details, page numbers, and the unit code/title.
- Confirm the absence of comments and track changes.
- Validate the functionality of all links.
- Check for the proper upload of all additional files.
- Confirm the correct upload of the Assessor guide with the accurate codes.
- Verify the settings in the Learning Management System (LMS), including the absence of due dates, correct submission settings, and grades acceptance.
- Ensure the absence of extra assessment IDs in Dynamics.
- Confirm that the assessment is appropriately linked to the correct units in Dynamics.

Mapping Document checks

These checks encompass all aspects related to the examination of mapping document. It includes -

- Confirm the accuracy of the unit code, unit title, and release number, ensuring that the mapping document contains all necessary components such as PCs, KE, FS, PE, etc.
- Maintain uniform formatting in accordance with our policies and procedures.
- Ensure the absence of any comments.
- Verify that font colours adhere to the requirement of not using coloured fonts.
- Validate the mapping of learning content for each PC, PE, FS, and AC, conducting spot checks for accuracy.
- Confirm the mapping of assessment questions for each PC, PE, FS, and AC, conducting spot checks for accuracy.



Other Miscellaneous checks

- Verify the presence of the following documents in SharePoint: Assessments in both Word and PDF formats, Supporting Documents, Assessor Guide in both Word and PDF formats, Mapping, and Independent Reviewer approval email.
- Ensuring the inclusion of a ready unit in the list of developed units.