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

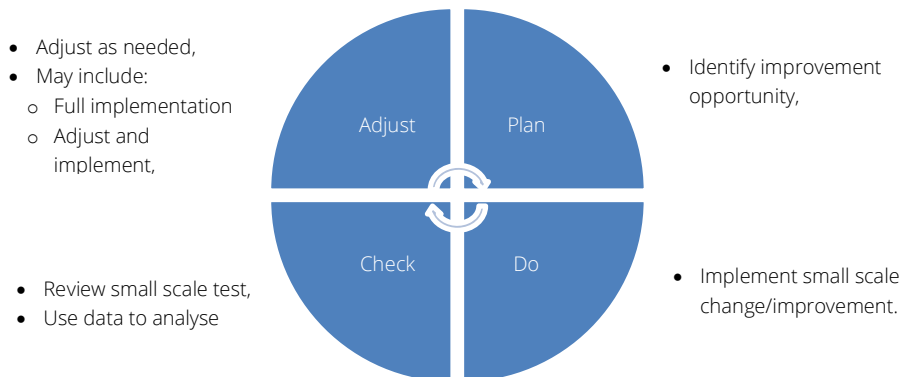Definitions are located in the Glossary of Terms.

Review and Improvement

This policy and associate 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.

- Adjust as needed,
- May include:
  - o Full implementation
  - o Adjust and implement,

Adjust | Plan

- Identify improvement opportunity,

Check | Do

- Review small scale test,
- Use data to analyse

- Implement small scale change/improvement.

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,

- Review of Key Performance Indicators,

- 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,

- Teaching and Learning Committee,

- 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 Quality and Improvement Committee.

The Committee 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, Appeal and Complaint Committee),

- Endorsing improvement recommendation for action,

- Determining improvement action to be implemented,

- Rejecting improvement recommendation.

The Committee 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.