Version 180904

POLICY AND PROCEDURE VET- Quality Management

Purpose and policy

Acknowledge Education (AE) is committed to implementing a planned and an ongoing process to systematically review and improve its policies, procedures, products and services through analysis of relevant information and collection of data from clients and other interested parties, including its staff.

The purpose of this policy is to provide the necessary systems, evidence, and processes to fulfill the requirements of the regulatory climate as well as function as a strategic planning procedure focussed on the continuous improvement of the VET operations at Acknowledge Education. It also enables Acknowledge Education to become a stronger and a more sustainable organisation that meets the needs of its clients and stakeholders.

This policy and procedure supports the Standards for Registered Training Organisations 2015 in ensuring AE is delivering quality training and assessment and is able to adapt to client needs as required. It is also able to ensure that AE is able to act in a responsive manner to all identified issues and areas of concerns.

It provides a range of systems and processes to ensure that all stakeholders of AE are able to contribute to the development and improvement across its operations.

Scope

This policy applies to, VET courses at Acknowledge Education Pty Ltd, trading as Acknowledge Creativity, Front Cooking School, Melbourne Language Centre, and Stott's College.

Procedure

1. Acknowledge Education is committed to ensuring it is able to provide quality training and assessment services, ensure compliance, and effectively react to changing customer needs, compliance requirements, and feedback from stakeholders. The RTO will ensure that all staff are actively and regularly involved in formal meetings to provide relevant information and support to staff and allow staff the opportunity to suggest improvements and identify areas of concern.

   The Quality Management process is ultimately managed by the CRO and implemented by the CRO.

   The following activities are undertaken to ensure all staff are involved in the continuous improvement and quality processes.

   1.1. Meetings

   Department meetings are to be held at least monthly and minuted. The meetings are to be attended by:
   - Head of Department and/or Course Coordinator
   - CRO

- WBT Coordinator (if applicable)
- Student Administration
- Student Support Officer

The meetings ensure that the current activities, requirements, and general overview of the AE RTO operations are undertaken and reported to the CRO through these meetings. Topics discussed can include:

1.1.1. Compliance items
- 1.1.1.1. Identify any compliance issues, concerns or achievements
- 1.1.1.2. General ASQA updates
- 1.1.1.3. Updates regarding the Standards for Registered Training Organisations 2015
- 1.1.1.4. Policy & Procedure updates
- 1.1.1.5. Other regulatory requirements
- 1.1.1.6. Discuss any continuous improvement undertaken
- 1.1.1.7. Identify and discuss and policy and procedure amendments
- 1.1.1.8. Updates of any Training Package or version changes / updates
- 1.1.1.9. Any changes to any qualifications on Scope of Registration
- 1.1.1.10. Student Management System (Database) updates

1.1.2. General training Items
- 1.1.2.1. Discussion on the courses (i.e. student numbers, student progress, completion numbers, students on intervention, training resources)

1.1.3. Current Course Overview
- 1.1.3.1. An overview of the courses currently running
- 1.1.3.2. Progress reports on delivery and assessments within each course
- 1.1.3.3. Trainers to report and discuss students progress
- 1.1.3.4. Attendance and progress of students to be discussed

1.1.4. Student Administration
- 1.1.4.1. Any student record issues
- 1.1.4.2. Assessment records and outstanding paperwork
- 1.1.4.3. General administration requirements
- 1.1.4.4. Database updates

1.1.5. Feedback Summary
- 1.1.5.1. An overview of any student feedback that has been collected (either orientation, midpoint or completion feedback)
- 1.1.5.2. An overview of any staff feedback that has been collected
- 1.1.5.3. Complaints and appeals that have been logged

1.1.6. Internal / External Validation Discussion
- 1.1.6.1. Network updates
- 1.1.6.2. Assessment / resource validations
- 1.1.6.3. Professional development undertaken by Trainers (to be documented on the Professional Development Logs)

1.1.7. Occupational Health & Safety Issues

1.1.7.1. Any Issues?

1.1.8. General Business

1.1.8.1. Any items that may be of relevance to the operation of the AE.

1.1.8.2. Any OHS issues

1.1.8.3. IT updates/ issues

1.1.8.4. Other topics

1.2. Feedback

Feedback is gained from the following stakeholders:

- Students
- Staff

1.2.1. Student Feedback

Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for AE to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout the program at an informal level. AE shall also conduct formal feedback throughout the student course.

- At the conclusion of each 10 week term/stage
- Completion Feedback - At the end of the course

1.2.1.1. End of Term/Stage Student Feedback

At the end of each 10 week period of the student's course of study, the students will be asked to complete a Student Feedback Form (see page 6). This allows AE to ensure that the student is satisfied with the services that AE is providing and that they are receiving the services outlined in their enrolment information.

The Student Feedback Form will be administered by the Student Administration Department and the relevant Trainer / Assessor. Completed surveys are to be submitted to the Student Administration Department. This is then reviewed by the Head of Department or Course Coordinator.

A summary of the feedback collected is to be presented for review through the Department Meetings and Trainer Meetings where required action can be determined.

1.2.1.2. Completion Feedback:

Students are also asked to complete a 'Learner Questionnaire- Completion Survey' upon completion of their course of study.

The mandated 'AQTF Learner Questionnaire' questions are completed by the students. The data is collected and reported in accordance with the Ministerial Council's requirements.

A summary of the feedback collected is to be presented for review through the Department Meetings where required action can be determined.

The questions contained in the survey can be viewed in the 'Learner Questionnaire Completion Survey' Document.

1.2.2. Staff Feedback

Feedback is sought from Staff on the effectiveness and efficiency of AE's policies, procedures and service delivery. This feedback shall be gained through Trainer Feedback Form (see page 8), informal discussions and meetings.

The Department Meetings are held regularly, where staff are encouraged to provide feedback or suggestions on all aspects of the AE's operation as an RTO.

Staff are asked to complete a Trainer Feedback Form at the end of every 10 week term/stage. This feedback form asks staff members to review and evaluate curriculum, assessments, course structure and other aspects of AE's quality, standards and support it offers staff.

Where any changes are to be made as a consequence of feedback; the change(s) must be documented in the Continuous Improvement Register.

1.3. Audits / Reviews

1.3.1. Internal Audit

The CRO shall ensure that at least annually an Internal Audit is conducted to ensure the RTO is maintaining compliance against the Standards for Registered Training Organisations 2015.

The Audit shall identify areas of risk in the learning and assessment processes, policy & procedure issues and breaches, and general areas of improvement throughout the AE's operations. Any issues identified are to be addressed through the Departmental meetings.

1.4. Validation of Training & Assessment Material

AE shall undertake Validation activities to identify areas for improvement in assessment instruments. See Validation Policy and Procedure for details.

1.5. Industry Consultation

AE shall undertake Industry Consultation to ensure training and assessment services meet industry needs and maximise learners' opportunities for employment, advancement or further education. Please see the Industry Consultation Policy for details

1.6. Response to Complaints

AE has a complaints procedure and all complaints will be managed through this procedure. All complaints and their outcomes will be recorded and appropriate action will be taken where the complaint is found to be justified. The resulting action will be recorded in the continuous improvement procedure. Relevant action will be taken to eliminate or minimise the possibility of the cause of the complaint recurring

1.7. Continuous Improvement Register

In completing any of the above quality processes there may be identified areas that require improvement or follow up action to be taken to ensure compliance is achieved. This improvement may be a small improvement such as a change in a document or a large scale improvement such as revising an assessment approach. Where an improvement requires a structured approach to the development, implementation, and management of the improvement, or the issue cannot be addressed immediately, appropriate action will be planned and implemented as required. These processes will be managed and monitored through the Department Meetings.

All continuous improvements to be implemented will be documented on the 'Continuous Improvement Register.' This is the responsibility of the CRO to ensure the register is current and implemented.

The 'Continuous Improvement Register' and records of any related activities to investigate, review, or implement the action request are to be attached and filed within the continuous improvement folder.

Student Feedback Form

- Student Feedback is confidential
- Feedback forms are read and processed by Course Coordinator only, unless you indicate otherwise.
- This feedback is used to improve the quality of academic and administrative services to our students

Term/Stage	Educator/Trainer	Day / Time

1=Strongly Disagree 2=Disagree 3=Agree 4=Strongly Agree

Subject Content

1.	The content of this unit is presented in a way that helps me understand it.	1	2	3 4
2.	I now have an excellent understanding of the subject/unit	1	2	3 4
3.	The aim objectives and learning outcomes of this unit are clear.	1	2	3 4
4.	Role plays, exercises and activities are adequately explained and feedback given.	1	2	3 4

Lecturer/Educator

1.	The lecturer/educator delivered good classes	1	2	3 4
2.	The lecturer/educator was knowledgeable about the subject	1	2	3 4
3.	The lecturer/educator was enthusiastic	1	2	3 4
4.	The lecturer/educator provided constructive feedback	1	2	3 4
5.	The lecturer/educator was easy to understand	1	2	3 4
6.	The lecturer/educator treated all class members equally	1	2	3 4

Administration

1.	Student administration was helpful and responsive	1	2	3 4
2.	The Coordinator was helpful and responsive	1	2	3 4
3.	I would recommend Stott's College to my friends	1	2	3 4

General Comments:

What do you like about Stott's College?

What does Stott's College need to improve?

Other

Term/Stage Review: Educator Feedback Form

Review of term/stage material includes course content, assessment plans, unit study guides, textbooks or additional materials. Your feedback is required to assist the academic staff in replicating what is working well and addressing what may need to be amended.

Unit Name: _____

Educator: _____

Date / Semester: _____

Campus: _____

Legend

1=Strongly Disagree 2=Disagree 3=Agree 4=Strongly Agree

Please circle the appropriate response.

The unit curriculum

4.	The unit content is relevant to the elements of the unit	1	2	3	4
5.	The unit content addresses the performance criteria of the unit	1	2	3	4
6.	The unit content reflects current and relevant literature	1	2	3	4
7.	The unit content reflects current practice in the field	1	2	3	4
8.	The unit content is set out in a clear and logical order, making it user friendly for educators	1	2	3	4

How do you use the unit guide material in your teaching? (e.g. overhead transparencies, small group activities, handouts)

_____
_____
_____
_____
_____
_____

Further comments or suggestions

_____
_____
_____
_____
_____

_____

_____

Textbooks and/or reading packages

Would you recommend students purchase a text book for this unit?
If yes, please state title and author of text book.

_____

_____

_____

_____

_____

Assessments

1. The modes of assessment address the elements and performance criteria of the unit.	1	2	3	4
2. The assessments attend to the different learning styles of students.	1	2	3	4
3. The assessment requirements and marking criteria are clearly articulated.	1	2	3	4

Suggestions for modification of assessments

_____

_____

_____

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_____

_____

Overall Course Structure and Delivery

How do you assess this unit in relation to the overall course content?
(e.g. unit sequencing, relevance to community services)

_____

_____

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_____

Please comment on your experience of the quality and standard of the course delivery as well as the support you've received at Stott's College.

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OFFICE USE ONLY

Date Received	Action Required	Date Action Completed	Date Responded to Educator

Document approval

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Responsibilities: CEO, CRO, Department Heads, Coordinators

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Document change and review log

Date	Version	By	Notes
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