

Policy Owner	College Director
Contact Officer:	Quality and Compliance Director
Policy Number:	QQAPO001
Approved by:	ECC Senior Management Group
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Related Policies:	Code of Conduct to Stakeholders Policy Complaints and Appeals Policy Critical Incident Policy Human Resource Management Policy and Practices Risk Management Policy
Related Forms	Complaints and Appeals Forms Complaints and Appeals Register Continuous Improvement Register Job Description Forms (JDF) Organisation Chart Policy Review Schedule Quality System Improvement Request Form Risk Management Template

1. Overview

- 1.1. This policy ensures that ECC has systems in place to plan and provide for quality education across its operations.

2. Organisational Scope

- 2.1. This policy applies to all staff and students of ECC and Partner Provider Institutions registered within its scope of operations.
- 2.2. This policy relates to the delivery of ELICOS, VET and Higher Education courses and their associated Standards, both onshore and offshore.

3. Definitions

- 3.1. **ASQA** – Australian Skills Quality Authority.
- 3.2. **Audit:** a systematic examination to determine if planned Processes and related policies meet their objectives and are effectively implemented.
- 3.3. **Job Description Form (JDF):** Duty Statement that describes the role of each staff member and lists the expected duties and responsibilities within that role at ECC.
- 3.4. **NUHEP:** Non-University Higher Education Provider
- 3.5. **Procedures Manual:** an online bank of step-by-step instructions relating to ECC's approved Processes and documentation requirements.
- 3.6. **Process:** a regular series or system of activities/events that is carried out by the organization. It includes all linked forms, records, instructions, etc. generated by and/or related to that Process.
- 3.7. **RTO** – Registered Training Organisation.

3.8. **Quality Indicators:** data collection designed to help RTOs conduct evidence-based and outcomes-focused continuous quality improvement, and assist a registering body to assess the risk of an RTO's operations. RTOs are required to collect and use data on three Quality Indicators – Learner Engagement, Employer Satisfaction and Competency Completion.

3.9. **Quality System:** the organizational structures, Processes and resources needed to implement quality management.

3.10. **Standards:** Australia ensures nationally consistent, high-quality training and assessment via legislated Conditions which apply to both VET and Higher Education providers in order to ensure best practice and minimize risk to students. These Standards include, but are not limited to:

- **CRICOS Registration** – Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) providers are providers who are registered to deliver nationally recognised training to overseas students who have an Australian student visa
- **Education Services for Overseas Students (ESOS) Act** (The National Code);
- **Higher Education Standards Framework (HESF)** – as specified by the Tertiary Education Quality and Standards Agency (TEQSA);
- **VET SNR Standards** - Standards for NVR Registered Training Organisations; these are essential conditions and standards for continuing registration. RTOs must meet these Standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. It includes 25 Standards with a strong focus on continuous improvement and as a requirement to gather information on performance against three Quality Indicators

3.11. **VET** – Vocational Education and Training

4. Policy Principles

ECC's Quality Policy supports ongoing continuous improvement based on the PDCA four-stage cycle - Plan-Do-Check-Act¹,



4.1. ECC maintains written policies and procedures for ensuring quality education systems within the scope of its registration and scale of operations.

¹ Source: <http://www.varsityfs.com/results>

- 4.2. The College Director and the Senior Management Group ensures that ECC's policies and procedures are freely available, disseminated, understood and implemented consistently and without favour across ECC operations.

5. Policy Content

- 5.1. ECC has designated a Director of Quality and Compliance with direct access to the College Director, with defined responsibility and authority to:
- Ensure ECC complies with the *Standards for NVR Registered Training Organisations* and *Higher Education Standards Framework* across all its operations and activities, including those undertaken by authorised agents and partner institutions acting on ECC's behalf;
 - Ensure ECC provides reasonable access to all areas, records and staff as required by the registering bodies for Audit purposes;
 - Report to the College Director on ECC's compliance with the *Standards for NVR Registered Training Organisations*, and *Higher Education Standards Framework* for review of operations as a basis for improvement;
 - Apply to the appropriate registering body for any extension to scope of registration;
 - Provide details to relevant registering bodies and Audit bodies (upon request), of all operations within its scope, including offshore operations. Such details include accurate and timely information about commencing new operations, registration, compliance (including major changes to ECC's system or staffing profile, relocation, financial difficulties and transfer of student records).
- 5.2. ECC maintains an Organisation Chart and Job Description Forms (JDF) showing the lines of authority, responsibilities and allocation of roles/functions.
- All staff members have a JDF describing their role in implementing/maintaining ECC's operational systems.
 - ECC Human Resource Management Policy and associated guidelines ensure all staff have skills, resources and appropriate training to successfully perform their assigned duties.
 - All new staff undergo a rigorous Induction Process and systems training
 - All staff appointed to take on new roles/functions can access the online Procedures Manual
 - All staff are aware of OSH Guidelines and appropriate safety measures relating to emergency procedures and the identification of work hazards/risks.
- 5.3. ECC is subject to regular Audits (external or internal) of its compliance with these Standards and the policies and procedures related to those Standards. The College Director and the senior management team review ECC's compliance with these Standards via:
- Implementation of Audit recommendations
 - Policy Review Schedule
 - Improvement from staff/stakeholder feedback
- 5.4. ECC has documented policies and procedures for dealing with complaints, grievances and appeals in a constructive and timely manner. These policies ensure that:
- Complaints, grievances and appeals are recorded in writing
 - Appeals are heard by an independent person or panel
 - Each appellant has the opportunity to formally present their case and is given a written statement of the appeal outcomes, including reasons for the final decision.
 - ECC maintains a *Complaints and Appeals Register*
- 5.5. ECC has written agreements documenting arrangements with partner providers with respect to how each party will discharge their obligations in compliance with the *Standards for NVR Registered Training Organisations* and *Higher Education Standards Framework*. ECC maintains an Agreements Register for all such agreements.
- 5.6. ECC develops and maintains written plans for its business that are consistent with its scope of registration and scale of operations. These plans include:
- Navitas (parent company) Strategic Plan
 - ECC Five-Year Strategic Plan

- Annual Operational Plans and Rolling Budgets
- Staff Performance Planning and Reviews (PPR)

5.7. ECC documents and implements procedures to identify and manage risks concerned with the *Standards for NVR Registered Training Organisations* and *TEQSA Risk Assessment Framework*.

- ECC will take all reasonable steps to comply with all applicable *Standards* and minimise any risks associated with areas identified within those *Standards*.
- ECC will endeavor to meet 'best practice' benchmarks whenever it is possible to do so within the scope and size of ECC operations.
- ECC will collect statistical data to facilitate analysis of ongoing trends (e.g. Student load, Progress rates, Completions, Student Satisfaction, Staff resources, student/staff ratios) are comparable to, or better than equivalent institutions within the sector.
- ECC will ensure financial viability and sustainability as specified by the *Standards*
- ECC will ensure that it provides full and timely disclosure to regulatory bodies as required.

5.8. ECC regularly collects and analyses feedback from students and other stakeholders to ensure a high level of satisfaction with the services provided. ECC will use this data to review and improve its policies and procedures. Feedback tools include:

- Student Satisfaction Survey
- Staff Satisfaction Survey (Casual Staff)
- Aon Hewitt Survey (Ongoing Staff)
- Unit Review Survey
- International Student Barometer (ISB) Survey
- ASQA Quality Indicators (Learner Survey; Employer Survey; Competency Completion Online Survey – CCOS)
- Navitas KPI Reports
- Other intermittent surveys (e.g. IT Services, Staff training feedback, etc.)

5.9. ECC has developed and implemented written procedures for acting upon opportunities for identified areas of improvement. This includes:

- Quality System Improvement Request Form – linked to registers containing current, approved policies and systems information.
- Maintenance of a Policy Review Schedule
- Regular and systematic monitoring of organization performance against Key Performance Indicators (KPI) and using these indicators as a focus for continuous improvement
- Maintenance of a Continuous Improvement Register

6. Administrative procedures

6.1. This Policy is accessible via the ECC website at: <http://www.edithcowancollege.edu.au/policies>

Acknowledgement: Policy based on guidelines established by:

- DEEWR at: http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/rto/electronic/
- TEQSA at: <http://www.teqsa.gov.au/sites/default/files/publication-documents/TEQSARiskAssessFrameworkV2.pdf>