



## Quality Assurance Policy and Procedure

### Purpose

This policy and procedure ensures that United Colleges of Australia (UCA) is quality assured and have a written agreement with any party that delivers services on its behalf. UCA will develop, implement, monitor and evaluate quality training and assessment strategies and practices that meet training package and VET accredited course requirements. UCA will conduct regular, scheduled internal audits of all operations and its trainers / assessors.

### Scope

This policy and procedure applies to all the UCA staff.

### Policy

UCA will ensure that all Trainers/Assessors will have the sufficient ability to provide suggestions to improvements relating to training and assessment strategies. UCA validates training and assessment to ensure training and assessment meets industry standards and training package requirements. UCA will collect the feedback from numerous sources as mentioned in this procedure and will use the information to inform quality assurance of services and improve training and assessment.

### Procedure

#### Senior Management Meeting

1. Senior management meetings are to be conducted monthly and is required to follow a set agenda. Meeting minutes will be recorded. The required attendees are:
  - PEO
  - CEO
  - Marketing Manager
  - Compliance Manager
  - Academic Coordinator
  - Admin Manager
  - Finance Officer or nominated Accountant
2. The meeting will follow the below mentioned Agenda:

#### Administration

- Information should include updates or discussion on learner data and files.

#### Compliance



- Identify any compliance issues, concerns or achievements through the annual internal audit
- Provide professional development items to ensure Staff understand the compliance requirements and required processes.

#### Training and Assessment

- Discussion on training achievements
- Milestone updates
- Trainer caseloads and expectations of training to be achieved
- Resources / assessments questions, updates, suggestions
- Discussion about validation and moderation activities undertaken and planned

#### Training Package updates

- Updates of any Training Package or version changes / updates
- Changes to any qualifications on Scope of Registration
- Additions/deletions to Scope of Registration

#### Client Evaluation/Feedback

- An overview of any feedback summary reports that are generated

#### General Administration

- Any items that may be of relevance to the operation of UCA.
- Any proposed significant changes to the organisation (e.g. ownership, high managerial positions, financial viability etc.)

#### **Trainers Meeting**

1. The main aim of this meeting is to provide direct feedback to PEO regarding areas for improvement associated with training and assessment. The course progress meeting is held monthly while trainer meeting is held quarterly. All the trainers and assessors are required attendees.
2. The meeting will follow the below mentioned Agenda:

#### Current Course Overview

- An overview of the courses offered and commenced
- Progress reports on delivery and assessments within each course
- Trainers to report and discuss learner progress (for certificate courses and trainees)
- Any learner, resource, or other training concern



#### Administration

- Issues related to Student Management System
- Assessment records and outstanding documentation, e.g. outstanding Statements of Attainments, Record of Results and Testamurs
- General administration requirements
- SMS update

#### Compliance Issues / General Training Issues

- Policy & procedure updates
- SNR/ASQA updates
- Other regulatory requirements (i.e. funding, record keeping)
- Any general training issues / concerns
- Discussion on any feedback received

#### Internal / External Validation Discussion

- Network updates
- Assessment / resource validations
- Professional development undertaken by Trainers

#### Occupational Health & Safety Issues

- Any safety issues/concerns

#### General Administration

- General issues that relate to the operation of UCA

#### **Learner Feedback**

Feedback shall be gained from the learner at various points throughout the program at an informal level, usually upon completion of the course. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Trainers/Assessors
- Facilities



- Resources

### **Staff/Contractor/Consultant Feedback**

Feedback is sought from staff, contractors and consultants on the effectiveness and efficiency of UCA's policies, procedures and service delivery. This feedback shall be gained through meetings, performance appraisals and informal discussions, where individuals are encouraged to provide feedback or suggestions on all aspects of UCA's operation as an RTO.

### **Internal Audits**

The Compliance Manager shall ensure that a quarterly internal audit is conducted to ensure UCA is maintaining compliance against the national standards for registered RTOs, ESOS and National Code 2018. 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 operations.

The audit is conducted and documented by external nominated auditor/consultant. The auditor will document any non-compliance and recommended courses of action to improve the practices and processes reviewed. This audit report would be tabled in the management meeting to discuss the gaps and to ensure that all identified issues are implemented.

### **Internal Student Survey**

The admin manager should ensure that UCA will be doing internal student and staff survey every term. Students will be invited to fill in survey forms provided by UCA admin staff. The survey form should include the satisfaction of students in training quality, course material, assessment quality, campus facilities, student support services, volume of learning, marketing information, special support services.

The admin manager should review the feedback from students and report the information to the higher management. Management team should make changes when necessary based on the student survey outcome.

### **Validation of Training & Assessment Material**

UCA will undertake validation to identify areas for improvement in assessment instruments in accordance to the validation schedule.

### **AVETMISS Reporting**

The admin manager should ensure that all the student's information is current and accurate before the submission date of AVETMISS data. The NCVET data are required to be submitted before 1<sup>st</sup> March each year, and the reporting period covers from 1<sup>st</sup> January to 31<sup>st</sup> December of the previous year. Information needed to be collected includes but not limit to student



name(s), residential address, contact number, contact email, student course progress, students' outcome for units of competency, USI, courses provided, location of delivery.

### Document Control

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|--|---|
| Policy Owner:                          | UCA   |
| Endorsed By:                           | PEO   |
| Person Responsible for Implementation: | PEO/CEO/Academic Coordinator/Marketing Manager/General Admin Manager/Compliance Manager |
| Endorsement Date:                      | November 2019   |
| Version:                               | 1.3   |