



Policy and Procedure for Quality Assurance, Internal Audit and Continuous Improvement

The purpose of this policy is to ensure that Velocity Education and Training (the College) has implemented documented policies and procedures for ensure regulatory compliance, reporting and governance practice underpin the good management of RTOs-and, as a result, their effective functioning and sustainability as businesses.

Policy:

The college will ensure the quality of its training and assessment service for its scope of registration courses.

The college is responsible for developing, implementing, monitoring, and evaluating quality training and assessment strategy and practices that meet training package requirements.

The college will implement a quality assurance strategy, systematic monitoring of its training and assessment strategy and practice to ensure ongoing compliance within its scope of registration.

The college will systematically evaluate and use the outcomes of the evaluations for continuous improvement. Evaluation information includes, but is not limited to, quality/performance indicator data collected, validation outcomes, client trainer and assessor feedback and complaints and appeals.

The primary purpose of the college quality assurance is the enhancement of the quality of the student learning experience and the maintenance of academic standards in the context of an increasingly diverse student population and the particular nature of the college's academic portfolio.

All the college staff members are expected to take personal responsibility for their own professional quality and standards in all their activities.

Staff will exercise this responsibility within a supportive environment where expectations and standards are defined, continuous improvement and innovation are encouraged, development and training opportunities are provided, feedback is actively sought from students, and duplication of effort is strenuously avoided.

The college quality assurance framework sets clear objectives and detailed procedures and structures; promotes consistency across the Institute; and is underpinned by the concepts of equality and fairness.

All policies and procedures are well documented and readily accessible to all staff.

The college will rigorously and continuously monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good practice, in the best interests of students and the maintenance of academic standards.

Procedure:

The college will work constructively with external agencies, in particular ASQA.

The college will conduct an internal audit at relevant times at the discretion of management to evaluate its compliance with the essential standards of the ESOS Act 2000 and the National Code of



Practice 2018 and also the RTO Standard. CEO/Principal and staff will review physical evidence from a range of sources to enable the college to assess how compliance is demonstrated and the extent of compliance. This involves:

- Examining documents and systems
- Examining training and assessment records
- Perusing a sample number of student files
- Analysing training and assessment resources
- Questioning trainers and assessors
- Observing training and assessment activities
- Inspecting facilities and venues.
- Reviewing minutes of staff meetings

The report on the internal audit documents the extent of compliance, recommends remedial action, people responsible for the action and timeframe for the action. The actions, responsibilities and timeframes to address the compliance or improvement are incorporated in the annual business plan.

They are also recorded accordingly in the Continuous Improvement Register via a Continuous Improvement Form filled in by staff and trainers.

The annual internal audit is made available to relevant agencies on request at all times. The college will work constructively with external agencies, in particular ASQA.

Continues Improvement Procedure:

1. Obtain a copy of the form "Continuous Improvement Request' from Staff Drive
2. Fill out the appropriate information requiring attention and issue a Request No. for tracking purposes.
3. The request form must be forwarded to the Principal for approval.
4. Action is then to be taken to address the problem identified.
5. Notification of any changes will be advised to all concerned.

Rectification to be monitored and Closing Date of Improvement Request is to be noted in the Register.