

Policy & Procedure 18 – Quality Management

Relates to standards:	1.9 – 1.11, 2.1 – 2.4, 7.5 Standards for Registered Training Organisations (RTOs) 2015 1.4, 2.7 ACT Standards for Delivery of Training – Skills Canberra
Applicable to:	Learners, employers, community, industry, the Australian Skills Quality Authority, Skills Canberra, Training Services NSW and the ACT Training Fund Authority. Global Energy Training Solutions management, trainers/assessors, administration staff, contractors, volunteers and visitors.
Referenced documents:	Policy & Procedure 12 – Complaints & Appeals Policy & Procedure 15 – Industry & Employer Engagement
Monitor and review:	In accordance with: Policy & Procedure 18 – Quality Management
Responsibility:	Ben Murphy – as Proprietor / Chief Executive
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Table of Contents

1. Policy Objective.....	2
2. Policy.....	2
Quality Management system.....	2
Quality Management principles.....	2
Quality Management data we collect.....	3
3. Flow Chart.....	4
Quality Management flow chart.....	4
Flow chart note 1: Identify need for training material, resource or Policy & Procedure.....	4
Flow chart note 2: Seek development approval.....	4
Flow chart note 3: Build or modify.....	4
Flow chart note 4: Seek release approval.....	5
Flow chart note 5: Use training material, resource or Policy & Procedure.....	5
Flow chart note 6: Complete scheduled Quality Control Practice.....	5
Flow chart note 7: Report necessary modifications and improvements.....	5
Task Manger documentation.....	5
Scheduled Quality Management tasks.....	6
Policy and procedures and training and assessment materials update cycles.....	7
Industry advisory committee validation.....	7
Internal review of compliance with the ACT Funding Agreement.....	7
External Audits.....	7
3. Procedures.....	7
Task Manager review.....	7
Moderation of Assessment Processes.....	8
Ongoing Systematic Validation.....	8
Surveys.....	8
4. Version Control.....	8

1. Policy Objective

To systematically monitor, evaluate and implement changes to internal systems, strategies and practices.

To ensure we meet the requirements of and conduct an annual internal review of:

- *Standards for Registered Training Organisations (RTOs) 2015*
- *ACT Standards for Delivery of Training – Skills Canberra*

To maximise opportunities for compliance through participating in Australian Skills Quality Authority and Skills Canberra audits.

2. Policy

Quality Management system

We use the following Quality Management system to manage the quality and consistency of our training and assessment practices, administration practices, training materials and training resources.

Four main components of our Quality Management system:

- Quality Planning (QP)
- Quality Assurance (QA)
- Quality Control (QC)
- Quality Improvement (QI)

These are all administered in our Task Manager including:

- Tag QP, QA, QC and QI
- Assigned priority Priority 1, Priority 2 or Priority 3
- Assigned a due date or a recurring due date
- Assigned a responsible person.

QP, QA, QC and QI tasks are either postponed, or completed.

- Tasks pending completion can be searched for by clicking on the incomplete tab
- Tasks completed can be searched for by clicking on the complete tab

Quality Management principles

- Quality Planning:
 - Determine the scope, time and budget required to develop new or implement changes to existing training and assessment practices, administration practices, training materials and training resources.
 - Articulate a clear vision, purpose, roles and responsibilities.
- Quality Assurance:
 - Training and assessment practices, administration practices, training materials and training resources must be:
 - 'Fit for purpose' and 'right first time'.
 - Approved before development
 - Developed under strict guidelines
 - Approved before use
- Quality Control:
 - Quality Control practices are timetabled to be reviewed at throughout the year to allow sufficient time to be spent auditing the particular item.
 - Quality indicator data is collected and reviewed (types and frequency detailed below) at periodic intervals.

- Quality Improvement:
 - Items that require changes or modifications are added to our Task Manager to keep track of.
 - We use the four step iterative process Plan-Do-Check-Act (PDCA) for Quality Improvement.

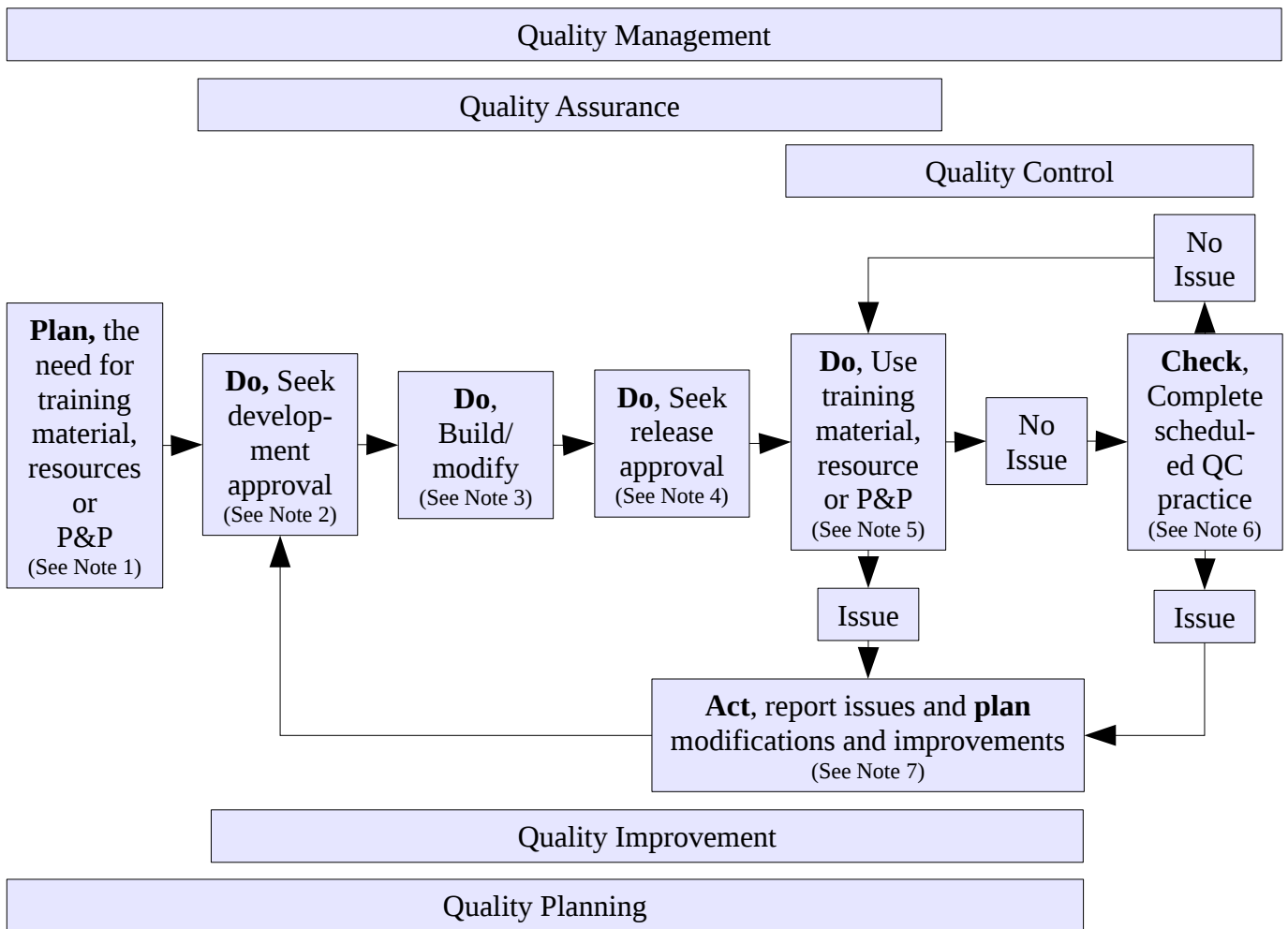
Quality Management data we collect

For the purpose of Quality Management we collect and periodically review the following types of data:

Learners	Trainer and assessors:	Employers
<ul style="list-style-type: none"> • NCVET annual quality indicator survey – Learner • Training evaluation surveys • Formal complaints or Academic Appeals. • Informal complaints or suggestions • Assessment results 	<ul style="list-style-type: none"> • Formal complaints or Academic Appeals. • Informal complaints or suggestions • Trainer meetings • Feedback forms • Results of moderation exercises 	<ul style="list-style-type: none"> • NCVET annual quality indicator survey – Employer • Formal complaints or Academic Appeals. • Informal complaints or suggestions
Industry consultation/validation – Electrotechnology:	Industry consultation/validation – Training and Assessment	Internal Quality Control Practices
<ul style="list-style-type: none"> • Industry Advisory Committee • Industry Consultation Committee • Capstone Committee • Informal discussions 	<ul style="list-style-type: none"> • Informal discussions with other Training and Assessment Professionals or RTOs • Ongoing Systematic Validation 	<ul style="list-style-type: none"> • Internal audits of our training and assessment practices, administration practices, training materials and training resources in against ASQA and Skills Canberra standards • AVETMISS data. • Meeting minutes

3. Flow Chart

Quality Management flow chart



Flow chart note 1: Identify need for training material, resource or Policy & Procedure

Categories to be maintained, created or implemented:

- Policy and Procedures
- Training and Assessment materials
- Learner and workplace environment

New ideas or ideas to improve existing materials and resources can come from:

- Training and assessment forums and events
- Industry forums and events
- Engaging with training professionals
- Engaging with industry professional

Flow chart note 2: Seek development approval

Proprietor / Chief Executive to approve development taking into account existing materials and projects as well as time, scope and budget.

Flow chart note 3: Build or modify

Policy and Procedures:

- Document version control and reason for change in table located in footer

- Keep current style
- Release as V3.1, V3.2, etc

Training and Assessment materials

- Document version control by:
 - Save a new version of the document
 - Move previous document to 'Previous' version folder
 - For assessment materials:
 - As per above and,
 - Document changes on the previous marking key paper version)
 - Store previous marking key or Archived assessment folder
- Keep current style
- Release as V4.1, V4.2, etc

Flow chart note 4: Seek release approval

Proprietor / Chief Executive to approve release.

Flow chart note 5: Use training material, resource or Policy & Procedure

Recurring tasks are documented in our Task Manager with an assigned priority, due date and responsible person.

Attention is required to ensure that the latest versions are accessed from the from cloud server Confirm printed versions currency before use

Flow chart note 6: Complete scheduled Quality Control Practice

As per Scheduled Quality Management tasks below

Flow chart note 7: Report necessary modifications and improvements

Issues identified during industry and stakeholder engagement, through the use of training materials, resources or Policy & Procedures or the Quality Improvement practices must be fixed and documented. Refer back to Steps 2 to seek development approval.

Task Manger documentation

Item	Purpose	Add new item	Tag	Complete	Search Incomplete	Search Complete	Action
Quality Control	Scheduled periodic review of RTO quality and consistency	Record due date, priority and responsible person	QC	Record when completed	Click on > Tags > QC > Incomplete	Click on > Tags > QC > Completed	Add issues identified to QI
Quality Assurance	Scheduled repeating tasks that ensure quality and consistency		QA		Click on > Tags > QA > Incomplete	Click on > Tags > QA > Completed	
Quality Improvement	Scheduled one off tasks to improve quality and consistency		QI		Click on > Tags > QI > Incomplete	Click on > Tags > QI > Completed	Add issues fixed for QC or QA
Quality Planning	Scheduled tasks to plan better systems		QP		Click on > Tags > QP > Incomplete	Click on > Tags > QP > Completed	Nil

Note: Task manager also used to document conversations over the phone and in person in accordance with internal P&P documentation.

Scheduled Quality Management tasks

Quality Control practice (Tag QC)	QC, QA, QI, QP	Repeating
Book Admin staff meeting for the end of Term 1 Book Admin staff meeting for the end of Term 2 Book Admin staff meeting for the end of Term 3 Book Admin staff meeting for the end of Term 4	QA QP	Every 3 months at the end of each Term
Update all registers at the end of Term 1 Update all registers at the end of Term 2 Update all registers at the end of Term 3 Update all registers at the end of Term 4	QC	Every 3 months at the end of each Term
Review learners pending completion/capstone at the end of Term 1 Review learners pending completion/capstone at the end of Term 2 Review learners pending completion/capstone at the end of Term 3 Review learners pending completion/capstone at the end of Term 4	QA	Every 3 months at the end of each Term
Audit learner files + data systems at the end of Term 1 Audit learner files + data systems at the end of Term 2 Audit learner files + data systems at the end of Term 3 Audit learner files + data systems at the end of Term 4	QC	Every 3 months at the end of each Term
Review and submit AVETMISS data at the beginning of the first quarter Review and submit AVETMISS data at the beginning of the second quarter Review and submit AVETMISS data at the beginning of the third quarter Review and submit AVETMISS data at the beginning of the fourth quarter	QA	Every 3 months at the beginning of each quarter
Provide trainers with specific learner or course requirements at the beginning of Term 1 Provide trainers with specific learner or course requirements at the beginning of Term 2 Provide trainers with specific learner or course requirements at the beginning of Term 3 Provide trainers with specific learner or course requirements at the beginning of Term 4	QA	Every 3 months at the beginning of each Term
Book capstone committee meeting at the beginning of Term 1 Book capstone committee meeting at the beginning of Term 2 Book capstone committee meeting at the beginning of Term 3 Book capstone committee meeting at the beginning of Term 4	QC	Every 3 months at the beginning of each Term
Book Trainer meeting, moderation, PD discussion and survey end of Semester 1 Book Trainer meeting, moderation, PD discussion and survey end of Semester 2	QA QP QC	Every 6 months at the end of each Semester
Book permanent staff performance reviews and surveys meetings Semester 1 Book permanent staff performance reviews and surveys meetings Semester 2	QA	Every 6 months at the end of each Semester
WH&S: Audit of Office, First Aid Kit, Officers + Workshop Audits Term 1 WH&S: Audit of Office, First Aid Kit, Officers + Workshop Audits Term 2	QC	Every 6 months middle of Term 1 and 3
Training and assessment materials review	QC	Jan each year
Equipment review	QC	Jan each year
Internal Audit against Skills Canberra standards	QC	Jan each year
Review AQF requirements and Certification issued	QC	Feb each year
Send Annual Quality Indicator surveys to employers and learners	QA	Feb each year
Review Annual AVETMISS data	QC	Feb each year
Internal Audit against ASQA standards	QC	Mar each year

External P&P review	QC	Mar each year
Internal P&P review	QC	April each year
Update Business Risk Register	QP	May each year
Submit and review Quality Indicator Data – employer and learner	QC QA	June each year
Conduct internal financial audit and update budget	QC QP	July each year
Update Business Plan & Continuity Plan	QP	August each year
Industry advisory committee <ul style="list-style-type: none"> • Review of changes to Policies and Procedures • Review of changes to Training and Assessment materials • Update of Policy and Procedures and Training and Assessment materials 	QC QP	September each year
Review RAP and diversity policy	QP	October each year
Review Task Manager System	QC	November each year
Ongoing Systematic Validation	QC	Every 5 years (1 st one due prior to October 2018)

Policy and procedures and training and assessment materials update cycles

Policy and Procedures and Training and Assessment materials are monitored, reviewed and updated where necessary every six months, through an organisation and industry wide approach to Quality Management in accordance with the scheduled quality management tasks.

Policy and Procedures and Training and Assessment materials may be updated earlier if the need arises and are scrutinised during the next scheduled Quality Management review.

Industry advisory committee validation

Updated Policy and Procedures and Training and Assessment materials are presented every six months to an Industry Advisory committee for review and feedback, in accordance with: Policy & Procedure 15 – Industry and Employer Engagement.

Internal review of compliance with the ACT Funding Agreement

An annual internal review of compliance with the ACT Funding Agreement is conducted annually in accordance with *1.4 ACT Standards for Delivery of Training – Skills Canberra*

External Audits

Australian Skills Quality Authority and Skills Canberra audits are welcomed, as they provide opportunities for compliance and continued improvement towards our common goals.

3. Procedures

Task Manager review

Due to the reliance on Task Manager it is the ongoing responsibility of the Proprietor / Chief Executive to check:

- Tasks have been completed as described
- Tasks are completed in an appropriate time frame
- Tasks are assigned to staff with appropriate skills and qualifications
- Adequate documentation has been provided
- Identified Quality Improvements have been actioned

Moderation of Assessment Processes

During meetings held with trainers/assessors moderation exercises will take place on to determine that assessment decisions are consistent between assessors. This takes place 6 monthly in Trainer/Assessor meetings.

Ongoing Systematic Validation

Ongoing systematic validation will occur prior to October 2018 (three years since commencement of RTO) and every 5 years thereafter.

All units of Competency, including electives that we deliver from the Certificate III in Electrotechnology Electrician – UEE30811, will be the focus of the validation.

The validation will be led by an independent auditor or RTO, who is not generally engaged by us. The validator's qualifications are to include electrical specific qualifications and training and assessment qualifications preferably at a diploma level.

The outcomes of the validation will be reviewed, documented and used to update where necessary, our Policy and Procedures as well as our Training and Assessment materials in accordance with the scheduled quality management tasks.

Policy and Procedures and Training and Assessment materials are updated primarily by the the Proprietor / Chief Executive in consultation with staff members.

Surveys

At the completion of each course, training evaluation surveys are given for each face to face delivery of a Unit of Competency.

The following quality indicator questionnaires are used at the end of each calendar year:

AQTF Learner Questionnaire:

- Accessed from:
[\[http://industry.gov.au/skills/NationalStandards/Documents/AQTFLearnerQuestionnaire.pdf\]](http://industry.gov.au/skills/NationalStandards/Documents/AQTFLearnerQuestionnaire.pdf)

AQTF Employer Questionnaire:

- Accessed from:
[\[http://industry.gov.au/skills/NationalStandards/Documents/AQTFEmployerQuestionnaire.pdf\]](http://industry.gov.au/skills/NationalStandards/Documents/AQTFEmployerQuestionnaire.pdf)

Survey results are compiled and used to update Policy and Procedures and Training and Assessment materials in accordance with the scheduled quality management tasks. above.

The following report template is used to provide quality indicator reporting to ASQA.

Quality Indicator annual summary report template:

- Accessed from:
[\[www.asqa.gov.au/verve/resources/Quality_Indicator_annual_summary_report.doc\]](http://www.asqa.gov.au/verve/resources/Quality_Indicator_annual_summary_report.doc)

4. Version Control

Version	Date of release	Author	Authorised by	Position	Reason for change
V1	29/9/2015	Ben Murphy	Ben Murphy	Proprietor / Chief Executive	Initial release
V2	29/2/2016	Ben Murphy	Ben Murphy	Proprietor / Chief	New section: Ongoing Systematic Evaluation.

				Executive	<p>Review of AVETMISS data and Systematic Validation added into QA table.</p> <p>Added section on internal and external audits</p> <p>Removed Assessment validation workshop as the Advisory Committee is the Assessment validation workshop</p> <p>Combined policy headings</p> <p>Revision after staff consultation prior to release of V2.</p>
V3	26/4/2017	Ben Murphy	Ben Murphy	Proprietor / Chief Executive	<p>Changes of some future tense wording to present tense</p> <p>added internal moderation with trainers and assessors</p> <p>changed employment to engagement to reflect that trainers are contractors, not employees</p> <p>Updated to reflect current QA practices including moderation and timing for systematic validation, and addition of QI Action Plan. Added workplace environment assessment into QA cycle</p> <p>Changed to Skills Canberra</p> <p>Changed Quality Assurance to Quality Management</p> <p>Added Quality Management principles</p> <p>Added table types of QC and QI data we collect</p> <p>Added table for Task Manager</p> <p>Update Quality management table</p>