Policy and Procedure
Quality Control

1. Policy

ihBC employs a systematic approach to continually improving its operation in ensuring that the client needs are met and that services are provided as they are undertaken to be. This is achieved through the implementation of procedures to collect, analyse and act upon information provided by stakeholders and to consider the requirement and validity of that information as a point of focus.

2. Organisational Scope

This policy, and the various procedures contained in it, apply across the scope of operation of the organisation and include professional, academic staff and management.

3. Regulation

Standards for RTOs 2015

Standard 2. The operations of the RTO are quality assured.

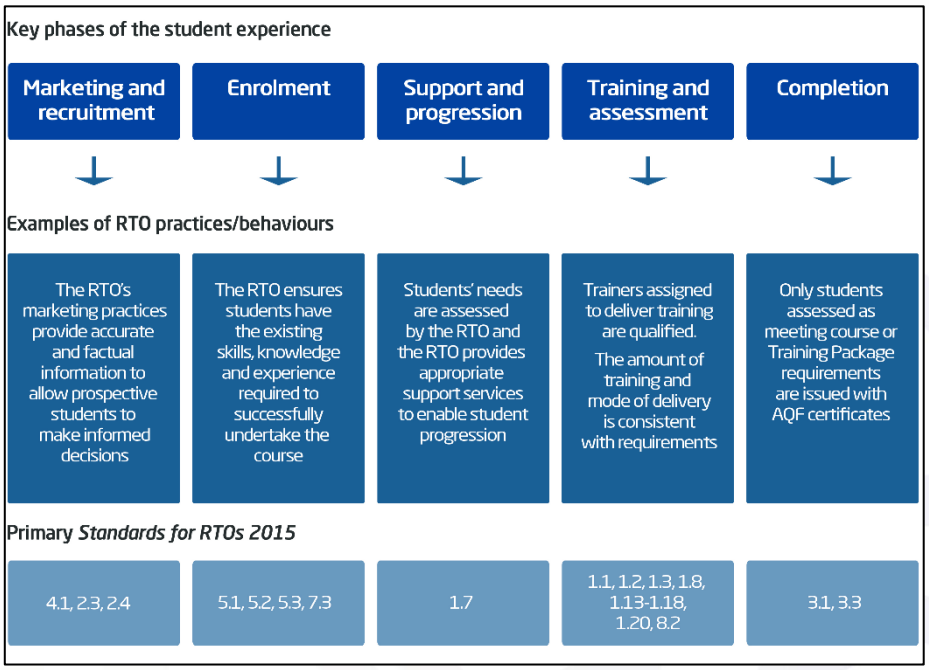
2.1. The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.

2.2. The RTO:

a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and

b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals.

4. General Principles



Source: https://www.asqa.gov.au/news-publications/publications/fact-sheets/asqas-student-centred-audit-approach

5. Procedure

Data Collection

Stakeholder feedback data is collected systematically and regularly and in a variety of ways to ensure adequate access to input systems for all stakeholders. The following tables provide an overview of data collection and frequency by RTO subject.

RTO Subject	Data Collection Method	Evidence/ Document	Frequency
Training and Assessment	Student Evaluation Questionnaire by class	Summary of questionnaire results	End of each term
	AQTF Learner questionnaire	Summary of questionnaire results	Yearly
	Student feedback provided using the suggestion box at reception.	Composite report of monthly suggestions	Ad hoc
	Trainer Evaluation Questionnaire	Summary of questionnaire results	End of each term
	Trainer and Assessor Delivery Review Meeting	Meeting minutes	Every 6 months
	Internal audit reports	Report	Yearly
	External audit reports	Report	Ad hoc
	Vocational Staff Meetings	Meeting minutes	
	Validation	Reports	According to validation plan
	TAS Review	Changes to TAS	When triggered: • Change to assessment and delivery strategy • Change in learner cohort • Change in training package • Change in elective units' selection • Changes to associate P&P • Transition of expired courses (new TAS developed)

RTO Subject	Data Collection Method	Evidence/ Document	Frequency
	RPL kit review	Changes to RPL kit	When triggered by change to TAS.
	Student outcomes	Statistical report of course completion, C, NYC results and resubmissions	At the end of each term
	Moderation	Report	At the end of each term
	Formal complaints	Complaint register	Immediate review of lodged complaint
	Industry Feedback: • Participation to ad hoc training session • Round tables • Focus groups	• Survey • Meeting minutes Reports	Ad hoc
Qualification development	TAS Review Verification of assessment and delivery documents prior delivery	Report	Prior to a new qualification commencing for the first time.
Staff administration	Staff evaluation and performance management	HR Report	Staff evaluation occurs in a yearly cycle. Staff performance management occurs when the need arises.
	Professional development	• Certificate of attainment and participation to formal education • Informal education - feedback and observation from management • Presentation to other staff members - feedback and observation from management • Note: trainers must maintain an updated trainer matrix	According to HR professional development plan
	Compliance training: • National Code	• Certificate of participation	According to HR training calendar

RTO Subject	Data Collection Method	Evidence/ Document	Frequency
	• Standard for RTOs 2015 • WHS • Privacy and confidentiality • Anti-bullying and harassment • Anti-discrimination • Working with diversity	• Feedback and observation from management	
Marketing	Agent monitoring	Report	Continuous monitoring and bi-monthly reports
	Marketing material updates or development	Marketing checklist	Ad hoc
	Education agents' feedback	Surveys	Yearly Note: feedback may be provided ad hoc informally
Client Needs	Formal complaints	Complaint register	Immediate review of lodged complaint
	Feedback (formal and informal)	Written record of	Ad hoc
	Welfare	Reports from welfare officer	Ad hoc
	Emergency, critical incident and safety procedures	Report	Ad hoc
Client information pre-and post enrolment	Student handbook and information disseminate through different channels: • Web site • Brochures • Boards • Posters • Flyers • LMS • Student training and assessment information • Orientation	• Feedback • Report on reviews of student information	When triggered: • Updates • New material/information

RTO Subject	Data Collection Method	Evidence/ Document	Frequency
Record management	Version control Filing process Record access	Reports	Monthly review
Process improvement	Process improvement activities undertaken by each department	Documented updates and changes applied	Yearly Ad hoc
Complaints and appeals	Complaint register	Report	Reviewed monthly at management meeting
Critical incident	Critical incident register	Report	Reviewed monthly at management meeting
Management of Operations	Complaints and grievances – informal and formal Staff and learners feedback reports Audit Reports Regulatory updates and changes Industry Consultation Meetings minutes from departments	Meeting Agenda's and minutes	Monthly

Additional information:

Consultation Meetings

General Staff Meetings – Bi-monthly

- Staff meetings are periodically held to discuss feedback reports and provide information to department staff and across departments.
- An agenda is provided and attendee's contributions invited
- Minutes are taken and distributed or made available to relevant stakeholders

RTO Yearly Review

At least once per year, a review will take place which will include the key personnel of ihBC including at least:

- Executive Management
- Management
- Representatives of each department
- Two student representatives
- Industry representatives

- Any other pertinent stakeholder that would contribute to the review

The Yearly Review shall take place with an agenda that details the order that areas shall be reviewed, but it must include items to review the following:

- Compiled report on review of all policies and procedures to ensure compliance with relevant legislation, codes of practice, standards, and contractual obligations
- Report from the marketing department
- Report from the student administration department
- Report from the training and assessment department
- Report on evaluation of student record management systems, staffing requirements & resource requirements
- Report of Internal/External Audit results
- Summary reports of student & staff feedback collected through the year
- Report of validation activities undertaken throughout the year
- Report on monitoring of complaints, appeals and general grievances
- Review of the continuous improvement tracker
- Report on critical incidents and WHS matters

Audit Reports

At least once per year an Internal Audit shall be conducted. The Audit shall identify areas of risk in the Learning and Assessment process, policy & procedure breaches, and general areas of improvement throughout ihBC operations. Responsibility to organise and perform the internal audits stays with the individual departments.

The audit is to be documented through a checklist and report of any recommended courses of action to improve the practices and processes that were reviewed. Where an external consultant is employed to complete this task the checklist and report will vary but must be related to the current AQTF ESOS and ASQA standards.

Training and Assessment Validation

Internal Validation

ihBC shall undertake validation activities for each of the courses on their Scope of Registration.
Validation days are set according to the calendar below.

Validation calendar 2018-2019		
Course	**UoC**	**Date**
Certificate IV in Business	BSBCMM401 Make a presentation	**02.07.18**
Certificate IV in Business	BSBCRT401 Articulate, present and debate ideas	**02.07.18**
Certificate IV in Project Management	BSBPMG409 Apply project scope management techniques	**02.07.18**
Certificate IV in Project Management	MSAENV472B Implement and monitor environmanetally sustainable work practices	**11.12.18**
BSB50215 Diploma in Business	BSBINN502 Build and sustain an innovative work environment	**27.08.18**
BSB50215 Diploma in Business	BSBINM501 Manage an information or knowledge management system	**29.10.18**
BSB51415 Diploma in Project Management	BSBMGT516 Facilitate continuous improvement	**10.12.18**
BSB51415 Diploma in Project Management	BSBWOR502 Lead and manage team effectiveness	**27.08.18**
BSB61215 Advanced Diploma of Program Management	BSBINN601 Lead and Manage organisational change	**10.12.18**
BSB60215 Advanced Diploma in Business	BSBFIM601 Manage finances	**27.08.18**
BSB60215 Advanced Diploma in Business	BSBINM601 Manage knowledge and information	**29.10.18**
Validation calendar 2019-2020		
Course	**UoC**	**Date**

Certificate IV in Business	BSBMKG413 Promote products and services	**25.01.19**
Certificate IV in Business	BSBRES401 Analyse and present research information	**11.03.19**
Certificate IV in Project Management	BSBPMG413 Apply project human resources management approaches	**25.01.19**
Certificate IV in Project Management	BSBPMG411 Apply project quality management techniques	**26.08.19**
BSB50215 Diploma in Business	BSBMKG507 Interpret market trends and developments	**11.03.19**
BSB50215 Diploma in Business	BSBPMG522 Undertake project work	**26.08.19**
BSB51415 Diploma in Project Management	BSBPMG521 Manage project integration	**01.07.19**
BSB51415 Diploma in Project Management	BSBPMG511 Manage project scope	**01.07.19**
BSB60215 Advanced Diploma in Business	BSBMKG609 Develop a marketing plan	**06.05.19**
BSB60215 Advanced Diploma in Business	BSBMKG605 Evaluate international marketing opportunities	**21.10.19**
BSB61215 Advanced Diploma of Program Management	BSBSUS501 Develop workplace policy and procedures for sustainability	**06.05.19**
BSB60215 Advanced Diploma in Business	BSBMKG606 Manage international marketing programs	**21.10.19**
BSB61215 Advanced Diploma of Program Management	PSPMNGT600 Develop a business case	**16.12.19**
BSB61215 Advanced Diploma of Program Management	BSBPMG612 Implement program governance	**16.12.19**

The schedule reflects the current scope of registration of ihBC

Validation is a quality review process that confirms the RTO's assessment system can consistently produce valid assessment judgements.
A valid assessment judgement is one that confirms a learner holds all of the knowledge and skills described in a training product.

Validation activities are generally conducted after assessment is complete—so that an RTO can consider the validity of both assessment practices and judgements.

Validation involves checking that the assessment tools have produced valid, reliable, sufficient, current and authentic evidence—evidence that allows the RTO to make reasonable judgements about whether training product requirements have been met.

The validation process involves reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes if applicable.

The validation process also includes acting upon any recommendations for future improvement.

As part of validation, ihBC has documented plan which describes:

- **Who will lead and participate in the validation activities**
  A validation team of minimum three validators with required competency is assembled by the Director of Business College at IH
  Validators include: Head Trainers, Casual Trainer, Director of Studies

- **Which training products will be the focus of the validation**
  The training products to be validated are outlined in the validation scheduled above.
  It is a requirement that a validation schedule is a five-year plan; each training product must be reviewed at least once in that five-year period. At least 50 per cent of the training products must be validated in the first three years of the schedule.
  Training products to be validated are selected based on their 'risk' level which considers the following:
  - the use of new assessment tools
  - delivery of training products where safety is a concern
  - the level and experience of the assessor, or
  - changes in technology, workplace processes, legislation, and licensing requirements.

- **When assessment validation will occur**
  The validation schedule is outlined in the schedule above.
  ihBC organises validation days for the validation team to convene and work collaboratively on the validation task.

- **How the outcomes of those activities will be documented and acted upon**
  The validation report saved in the validation folder on the IH Drive.
  The Director of Business College at IH develops a plan to action an improvement intervention. Updates to documents are recorded as evidence alongside the report in the IH Drive.
  It is noted that the validation of part of the training product (minimum two units are required to be validated in a validation cycle), should trigger improvements across all units of the qualification.

Data Analysis

Data is recorded and analysed to produce reports and recommendations to be acted upon.

- Report copies are held on file in the IH Drive
- Updated documents are held in file as evidence of actioned feedback.
- Consultation meetings are held to determine action based on feedback reports with pertinent departments

6. Associated Documentation

Form	Current Version
CI Report Template	V1 Sep 17