



Quality Assurance & Continuous Improvement Policy & Procedure

Purpose

This policy and procedure ensures that Xpert Solutions has an effective quality assurance approach and systematically evaluates the services it provides and implement ongoing and continuous improvement.

This policy ensures compliance with Clauses 2.1, 2.2 and 6.5 of the RTO Standards

Definitions

ASQA: Australian Skills Quality Authority

Data Provision Requirements: Data Provision Requirements 2012 that set out the information an RTO is required to submit to ASQA. This falls into two categories: AVETMISS data and Quality Indicator Data.

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Quality Indicators means Learner engagement and Employer Satisfaction data as outlined in the Data Provision Requirements 2012

National Code: National Code of Practice for Providers of Education and Training to Overseas Students 2018

RTO: Registered Training Organisation

RTO Standards: Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Policy

1. Systematic Quality Approach

- Xpert Solutions:
 - Is committed to ensuring the quality of services provided across of all of its operations – this includes training and assessment services and processes, student support, customer service and effective management of the business and its staff.
 - Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.
 - Has convened a management team which oversees the quality of services by the RTO.
 - Ensures it complies with the Standards for RTO's at all times, including where the services are being delivered on its behalf. This applies to all operations within its scope of registration.

2. Continuous Improvement



- Xpert Solutions systematically monitors the training and assessment strategies and practices to ensure ongoing compliance and systematically evaluates and uses the outcomes of the evaluations to continuously improve the training and assessment strategy and practices.

Evaluation information includes but not limited to:

- *Quality Indicator Data*
 - *Validation and moderation processes*
 - *Feedback from student, staff and other stakeholders*
 - *Management Meetings*
 - *Complaints and appeals*
 - *Audits outcomes (RTO Standards, National Code)*
 - *Risk assessment report*
 - *QMS annual review*
 - *Legislation updates*
 - *Industry Consultation*
 - *Course review processes*
 - *WHS Inspections*
- Improvements will be recorded in the Management Review Report and acted upon accordingly to ensure Xpert Solutions is responsive to areas that require improvement.
 - All records are maintained to ensure their accuracy and integrity.

3. Internal Audits

- Xpert Solutions conducts annual internal audits as scheduled in the Organisational Review Schedule. These audits and associated rectification plans ensure quality delivery and the ongoing compliance with the following legislative requirements:
 - *VET Quality Framework and the Standards for RTOs 2015.*
 - *National Code of Practice for Providers of Education and Training to Overseas Students 2018*