INSTITUTE OF MANAGEMENT AND TRADE
RTO No: 45905 Cricos Provider no: 04052M

Quality Assurance Policy

Purpose

This policy and procedure ensure that the Institute of Management and Trade (IOMT) has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

This ensures compliance with Clauses 1.9, 2.1, 2.2 and 6.5 of the Standards.

Policy

1. Systematic Quality Approach

- Institute of Management and Trade:
  - Is committed to ensuring the quality of services provided across 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. This includes ensuring the quality of any services provided on the Institute of Management and Trade's behalf by third parties.
  - 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.

2. Continuous Improvement

- Systematic continuous improvement is a fundamental component of the quality assurance approach used by the Institute of Management and Trade.
- Opportunities for improvement will be identified through the following mechanisms:
  - Regular feedback is collected from students, staff, industry and employers on a regular basis and data gathered is collated and analysed. Regular feedback is collected through:
    - Surveys completed by students at classes
    - Surveys completed at the end of a course by students
    - Quality Indicator Surveys provided to student's half-way through a course
  - Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.
  - Internal audits conducted on a regular basis will identify areas in which performance could be stronger.
  - Management meetings held by the RTO will be used as an opportunity for managers to identify areas that require improvement from their knowledge and what they have learnt from staff.
  - Outcomes of assessment validation meetings will identify areas where assessment and

training systems and practices can be improved.

- Improvements will be recorded and acted upon on a continual basis to ensure Institute of Management and Trade is responsive to areas that require improvement.

3. Internal Audits

- As an RTO, Institute of Management and Trade is required to comply with the requirements of the VET Quality Framework and the Standards for RTOs 2015. Regular internal audits are scheduled to monitor ongoing compliance with these requirements and ensure quality delivery. Refer to our *VET Regulation and Legislation Policy and Procedure* for further details about our internal audits.

Procedures

1. Feedback and Surveys

Relevant to SRTOs: Clause 2.2

Procedure	Responsibility
A. Collect student feedback at the end of each unit/cluster. • At the last class of each unit/cluster, provide the *Unit/Cluster Feedback Survey* to all students. • The survey is optional however all students should be encouraged to hand back a completed survey. • Submit returned surveys to office for collation.	Trainer/Assessor & Administration Manager
B. Collect Quality Indicator Surveys from students – Learner Engagement • The Quality Indicator Survey will be provided to students at the half-way point of their scheduled course duration. • Encourage all students to complete the survey as Institute of Management and Trade is required to collect responses from at least 50% of students. • Students should hand in completed surveys at the class. • Provide completed surveys to the office for collation.	Trainer/Assessor & Administration Manager
C. Collect exit surveys or RPL candidate surveys from students upon course completion. • At the final class of a course provide students with a *Student Exit Survey* or an *RPL Candidate Feedback Survey* (for RPL Candidates). All students should be encouraged to complete and return at least one of these surveys (whichever is most relevant to enrolment type).	Trainer/Assessor & Administration Manager

Procedure	Responsibility
D. Collect feedback from staff • Request for all trainers and assessors to complete a *Trainer/Assessor Feedback Form* at least twice annually – this asks a range of questions on training and assessment practices. • Other staff are asked to provide formal and informal feedback at any time by discussing feedback with their manager, or to make improvement suggestions, by filling in a *Suggestion for Improvement Form*.	Administration Manager & Compliance Manager
E. Collate surveys using relevant collation tool • Throughout the year, completed surveys will be returned. • They should be collated using the relevant collation tool quarterly for any surveys received during the preceding period, or at the end of a cluster/ unit/ class-group for a certain cohort. • Collate each different type of survey separately. • Use the collated data to identify areas that show weakness, and/or require improvement. • A summary of the collation should be recorded on the *Feedback Register*. • Bring completed analysis to the next management meeting to discuss. This will include making a plan for implementing identified improvements and discussing all feedback received.	Administration Officer
F. Feedback Register • The *Feedback Register* is used to record the feedback received by the RTO where there is no other suitable place for it to be recorded. For example information received during a complaint or appeal (which may be considered feedback) will go on the *Complaints and Appeals Register*. Feedback that prompts an improvement item will go on the *Continuous Improvement Register*. General feedback which may be positive or negative that doesn't require action can be recorded on the *Feedback Register.* • The *Feedback Register* will be reviewed at each management meeting for discussion and reflection on how the organisation can learn from the feedback.	Administration Officer

2. Improvements

Relevant to SRTOs: Clause 1.9, 2.2 and 6.5.

Procedure	Responsibility

Procedure	Responsibility
A. Continuous Improvement Register • The *Continuous Improvement Register* is a master list of all the improvement suggestions identified and acted upon by the RTO. • Improvements identified through feedback and surveys, quality indicator data, management meetings, informal suggestions, assessment validation and complaints and appeals will be recorded on the register. • The register should be updated regularly with any improvement suggestions made through formal and informal streams – such as *Suggestion for Improvement Forms*, surveys etc. • At each management meeting the register will be reviewed. • A plan will be put in place for implementing improvements during the meeting. • Management meetings will also be used as an opportunity to identify improvements made that may not have been recorded on the register. • The plan should be recorded on the register and items marked as complete once the improvement has been made.	Administration Officer
B. Complaints and appeals • In line with the *Complaints and Appeals P&P*, complaints and appeals incidents should be used as an opportunity to identify areas for improvement. • Each complaint and/or appeal will be discussed at management meetings to identify root causes and identify areas in which the RTO can improve and learn from the incident to prevent recurrence.	Management Team
C. Assessment validation • The outcomes of validation sessions will be used as an opportunity to make improvements to training and assessment systems and practices. Actions identified during assessment validation should be documented on the *Continuous Improvement Register* and discussed at the next management meeting. Refer to the *Assessment Validation Policy and Procedure*.	Compliance Manager

3. Management Meetings

Procedure	Responsibility

A. Schedule dates annually • At the commencement of each year, set dates for the management meetings. • Invite all members of the management team to attend. • Managers who have conflicting appointments should notify the meeting organiser as soon as possible.	Administration Officer

Procedure	Responsibility
B. Prepare agenda • At least 1 week prior to each meeting, develop the agenda. • Use the Management Meeting Agenda Template to prepare the agenda and it includes standing agenda items which are to be included at each meeting. • Standing agenda items are: – Review of last meeting minutes – have all items been actioned? – Recent feedback received – collated surveys, feedback register etc – Complaints and appeals – discussion of any recent complaints or appeals – Recent assessment validation – Continuous improvement – Recent or upcoming changes in legislation and VET regulations – Monitoring of changes to business or operations to inform ASQA about – Financial performance • Agenda is to be approved by the CEO prior to circulation. • Circulate the agenda to all managers along with any relevant attachments and reading material at least 2 days prior to the meeting. • Keep a copy of the agenda.	Administration Officer

C. Record the meeting minutes • Record names of all people who attended the meeting and any apologies. • Record a brief summary of key discussions, all decisions and any actions agreed upon during the meeting. • The CEO is to approve the final copy of the minutes prior to circulation. • The minutes with any attachments relevant to the meeting are to be circulated to all members of management team within 1 week of the meeting. • Management meeting minutes must be saved.	Administration Officer CEO
D. Follow up on actions from management meetings • Ensure items in minutes are followed up accordingly. Tasks that arise out of the management meeting should be communicated to relevant people by the relevant manager. • Registers should be updated accordingly.	Administration Officer

Version control and accountability table

Policy owner		Compliance Manager		
Responsible Officer		RTO Manager		
Approved by		CEO		
Version	**Authorised by**	**Brief description of change**	**Date approved**	**Effective date**
1.0	L Blefari	Policy development	4/1/2024	4/1/2024