

# QUALITY ASSURANCE POLICY AND ASSOCIATED PROCEDURES

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## PURPOSE OF THE POLICY

This policy and associated procedures outline Sage College Australia's approach to ensuring that all aspects of its operations are quality assured.

This policy and associated procedures meet the requirements of Standard 2 and associated clauses of the Standards for RTOs 2015, as well as the data collection and provision requirements as set out in Standards 7 and 8 and associated clauses as well as standard P3.3, P4.3 and P5 of the ELICOS Standards 2018.

## POLICY STATEMENTS

### QUALITY APPROACH

Quality forms part of Sage College Australia's commitment to students and all services provided are delivered to the highest possible standards.

Training, teaching assessment and support services are regularly reviewed and measured for quality and effectiveness.

Students and staff are encouraged to provide feedback on how to improve service delivery.

Sage College Australia is committed to innovation, high quality, continuous improvement, contemporary best practice and effectiveness in its provision of services.

## PROCEDURES

### 1. SURVEYING OF STAKEHOLDERS

- 1.1 Provide Learner Surveys to students before they complete their course.
- 1.2 Identify the need for additional surveys of students and develop as required.
- 1.3 Provide Employer Satisfaction Surveys to employers prior to students they employ completing their course as relevant.
- 1.4 Analyse the findings of all quality indicators surveys/other surveys. The analysis should include a review of responses from strongly disagree to strongly agree to identify any areas where disagree or strongly disagree was a common response. These areas should be investigated further, for example by interviewing students and staff, and improvements identified.

- 1.5 Document findings on the Continuous Improvement Register and identify required actions and associated responsibilities and timelines.
- 1.6 Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
- 1.7 Monitor completion of actions and document outcomes on the Continuous Improvement Register.
- 1.8 Complete quality indicator annual summary report for calendar year and submit to ASQA by 30 June each year.

## 2. SURVEYING OF TEACHERS, TRAINERS AND ASSESSORS

- 2.1 Develop a survey for teachers, trainers and assessors.
- 2.2 Provide surveys to teachers, trainers and assessors annually or at the end of a delivery period.
- 2.3 Analyse the findings of teachers, trainer and assessor survey and identify any improvements required.
- 2.4 Document findings on the Continuous Improvement Register and identify required actions and associated responsibilities and timelines.
- 2.5 Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
- 2.6 Monitor completion of actions and document outcomes on the Continuous Improvement Register.

## 3. TRAINING AND ASSESSMENT STRATEGY AND COURSE CURRICULUM REVIEW

- 3.1 Review TAS and course curriculum annually or as required. This also includes review of associated learning and assessment resources. Use the Training and Assessment Strategy Quality review tool for the review of the TAS.
- 3.2 Document findings on the Continuous Improvement Register and identify required actions and associated responsibilities and timelines.
- 3.3 Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
- 3.4 Monitor completion of actions and document outcomes on the Continuous Improvement Register.

#### 4. VALIDATION AND MODERATION OUTCOMES

- 4.1 Conduct validation (VET courses) and moderation (ELICOS courses) outlined in the Training and Assessment Policy and Associated Procedures and the Teaching and Assessment Policy and Associated Procedures.
- 4.2 Document findings on the Continuous Improvement Register and identify required actions and associated responsibilities and timelines.
- 4.3 Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
- 4.4 Monitor completion of actions and document outcomes on the Continuous Improvement Register.

#### 5. COMPLAINTS AND APPEALS

- 5.1 Manage complaints and appeals as outlined in the Complaints and Appeals Policy and Associated Procedures.
- 5.2 Document overall findings on the Continuous Improvement Register and identify required actions and associated responsibilities and timelines.
- 5.3 Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
- 5.4 Monitor completion of actions and document outcomes on the Continuous Improvement Register.

#### 6. COMPLIANCE SCHEDULE

- 6.1 Develop a compliance schedule to ensure that each aspect of Sage College Australia's operations is audited and reviewed.
- 6.2 Organise an external consultant at least annually to complete an internal audit.
- 6.3 Document findings on the Continuous Improvement Register and identify required actions and associated responsibilities and timelines.
- 6.4 Communicate findings and required actions, responsibilities and timelines to relevant stakeholders.
- 6.5 Monitor completion of actions and document outcomes on the Continuous Improvement Register.

#### 7. ACCOUNTING STANDARDS

- 7.1 Sage College Australia has its accounts prepared to Australian Accounting and Auditing Standards, at least annually. Such obligations will apply to accounting records pertaining to ELICOS operations and other operations, if applicable.

## 8. DATA COLLECTION AND PROVISION

- 8.1 Sage College Australia uses the RTO and ESOS obligations checklists published by ASQA to keep track of key dates and meet the required obligations.
- 8.2 Sage College Australia collects data from students on enrolment using the Application for Enrolment Form and reports this information, as well as competency enrolments delivered, and outcomes achieved. Reporting occurs on the last day of February and through our AVETMISS compliant SMS.
- 8.3 Sage College Australia submits an Annual Declaration on Compliance each year by the last day of February. Our Annual Declaration on Compliance is completed based on our ongoing compliance auditing and review as set out in our Compliance Schedule.
- 8.4 Sage College Australia complies with all other obligations including:
- updating details in ASQAnet when required including:
    - the email and phone number of the CEO if it changes
    - inaccurate information that is included on the CIRCOS register as relevant
  - paying the Annual Registration Charge invoice by 31<sup>st</sup> July each year
  - checking when registration expires and submitting renewals at least 90 days before expiry
  - reporting students through PRISMS including where an international student does not start their course or whose course is terminated within 31 days of the event
  - reporting information in PRISMS for students who change courses, have the duration of their course change, have their course suspended and any other information specified in the ESOS regulations within 31 days of the event
  - pay the TPS levy according to the written notice provided
  - pay the CRICOS Annual Registration Charge by early April each year.
- 8.5 Sage College Australia cooperates with ASQA at all times and provides accurate and truthful responses to information requests. Sage College Australia will provide data to ASQA as requested and as per the information included on ASQA's website at: <https://www.asqa.gov.au/rto/responsibilities/data-collection-and-provision>
- 8.6 Sage College Australia will inform ASQA of any material changes or event that affects the operation of Sage College Australia. Major changes can include changes to chief executive officer/principal executive officer/executive officer/high managerial agent; financial administration status; legal name or type of legal entity; or ownership, directorship and/or control (including sale of RTO business). These changes are completed via ASQAnet and

must be made as soon as practicable after they happen and within 90 days with the exception of change of ownership which must be notified before the change takes effect.

- 8.7 Sage College Australia retains, archives, retrieves and transfers records as required. Record keeping is set out as relevant in each policy and associated procedures and in the event of closure, we will transfer all records as required by ASQA at that time.

## RESPONSIBILITIES

The CEO and Academic Manager are collectively responsible for all aspects of quality assurance as outlined in this policy and associated procedures.