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## Quality Assurance Policy

International Paramedic College is committed to assuring quality in all aspects of management and training and assessment services. We understand the need to implement quality systems across all our operations to ensure we meet the NVR Standards for RTO's 2015 and the Standards for AQF certification documentation and consequently can make an annual declaration to ASQA of ongoing compliance.

We assure quality by:

- Ensuring we implement effective and efficient management processes and systems.
- Implementing a continuous improve strategy across all our services.
- Systematically monitoring and evaluating our service to client across all the training products on our scope.
- Develop and manage an online QMS system to monitor processes.

### Procedure

#### Management Systems

- The following management systems are in place to enable systematic review of our processes and services:
  - Policies and Procedures that meet legislative requirements reflect and guide our operations and align with the NVR Standards for RTO's 2015.
  - A Student Management System that can produce accurate AVETMISS Data and allows us to analyse enrolment and competency completion data.
  - An online/electronic financial management system
  - An effective staff induction process
  - Ongoing professional development of staff
  - Regular meetings, discussions and review sessions

#### Collecting information and data

Data and information regarding our services to clients across all of our operations is collected and reviewed by:

- Collecting and reviewing feedback from clients, employers, industry, staff and other stakeholders
- Collecting and analysing data such as course competency completions and enrolment numbers.



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- Information and data is collected from the following sources:
    - Industry & Employer feedback
    - Student feedback
    - Assessment Validation and moderation,
    - Internal and External Audits
    - Student feedback
  
    - Trainer and Assessor Feedback
    - AVETMISS Data
    - Analysis of competency completion rates
    - Complaints and appeals processes
    - Staff Feedback
    - Feedback from Industry and Employers
    - Quality Indicator Reports\*
    - Review of management processes
    - Review of completed training programs and events
    - Meetings with student groups
    - Conducting telephone, email or online surveys
    - Engagement with industry - refer to Industry Engagement Policy. \*
  - Quality Indicator Data Reports for the previous calendar year are submitted in full to ASQA as required.

### **Analysing Information and data**

We analyse the collected data and information through consultation processes, such as:

- Management Staff and trainers and assessors shall meet for regular staff meetings.
- Minutes are recorded.
- Information collected is reviewed and tabled as Standing Agenda Items.
- All staff is provided with the opportunity to present individual needs, stakeholder feedback forms, continuous improvement items or client feedback advice to the management meeting.
- Identified actions for improvement are recorded in the meeting minutes with dates for implementation and names of those responsible noted. Progress will be reviewed as Business Arising at subsequent meetings.
- Recorded minutes are filed, and copies of the minutes are circulated among staff members.



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## Supporting Documents

Management Meeting Template

## Evidence

We will use the following to demonstrate our compliance with Standard 2, Clauses 2.2, 1.1 – 1.4:

- Completed Student Evaluations forms
- Complete Quality Indicator Reports
- Minutes of Staff Meetings
- Completed Validation Reports and Checklists
- Completed Appeals and Complaints Forms
- Completed Industry Consultation forms and reports, emails and diary note as per Industry Engagements Policy
- Internal and External Audit reports
- Completed surveys
- AVETMISS Reports
- Completed Professional Development Plans and records of PD

## Related Policies

- Industry Engagement Policy
- Management Meeting Policy
- Validation Policy
- Professional Development Policy
- Complaints and Appeals Policy

## Supporting Documents

- VET Compliance Manager Position Description
- CEO Position Description

## Forms and Records

- Managements Meeting Schedule
- Management Meeting Agenda
- RTO Evaluation Form
- Quality Indicator Surveys: [Student Survey](#) [Employer Survey](#)



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## **References**

[The VET Quality Framework](#)

[ASQA Quality Indicator Reporting](#)

[ASQA Standards Guide 2015](#)