Quality and Continuous Improvement Guidelines

Curtin College

Policy Owner	College Director & Principal
Contact Officer:	Director Quality and Student Services
Policy Number:	QQAPO001
Approved by:	Senior Management Group
Date Approved:	11 June 2012
Last Reviewed:	March 2017

1. Overview

1.1. This policy describes the Curtin College systems that are in place to plan and provide for quality education across its operations, and also outlines how all Curtin College policies contribute to the overall Quality Management System.

1.2. As a Higher Education provider the College is required to comply with the Higher Education Standards Framework (Threshold Standards). These standards apply to all providers, offering courses (Diploma programs) leading to a regulated higher education award. The College is subject to audits the Tertiary Education Quality & Standards Agency (TEQSA) to ensure compliance with the Threshold standards.

2. Organisational Scope

2.1. This policy applies to all staff and students of Curtin College and its Partner Providers registered within its scope of operations.

2.2. This policy relates to the delivery of Higher Education awards, both onshore and offshore.

2.3. Curtin College policies and processes prevail for Partner Providers except where they are overridden by quality and regulatory requirements from that particular country eg. Edutrust in Singapore.

3. Definitions

3.1. **Audit**: a systematic examination to determine if planned processes and related policies meet their objectives and are effectively implemented.

3.2. **Continuous Improvement:** the ongoing effort to improve products, services or processes.

3.3. **CRICOS**: Commonwealth Register of Institutions and Courses for Overseas Students. All institutions and courses that are accredited by the Department of Industry have a CRICOS code.

3.4. **Higher Education Standards Framework (Threshold Standards):** These standards apply to all providers, offering courses leading to a regulated higher education award.

3.5. **Partner Provider**: An institution that provides a course which is CRICOS registered as being offered by Curtin College, who, for the purposes of this document oversees all matters relating to the delivery of those courses.

3.6. **Procedures Manual**: Electronic documents providing step-by-step instructions relating to Curtin College's approved processes and documentation requirements**.**

3.7. **Process:** a regular series or system of activities/events that is carried out by the organisation.

3.8. **Quality & Compliance folder:** open electronic system containing 'read-only' access information relating to current policies and systems.

3.9. **Quality System**: organisational structure processes and resources needed to implement quality management.

3.10. **Regulatory Requirements**: relate to the Higher Education Standards Framework (Threshold Standards) and other regulatory requirements eg. Education Services for Overseas Students (ESOS) Act, and National Code.

3.11. **Tertiary Education Quality and Standards Agency (TEQSA)**: Australia's independent national regulator of the higher education sector. It regulates and assures the quality of Australia's higher education providers.

4. Policy Principles

4.1. The management of quality activities is the responsibility of the College Director and Principal and the Senior Management Group who meet frequently with staff to ensure continuous monitoring and improvement of the quality system.

4.2. The College Director and Principal and the Senior Management Group ensure that Curtin College's policies and processes are freely available, disseminated, understood and implemented consistently and without favour across Curtin College operations.

4.3. Curtin College maintains written policies and processes for ensuring quality education systems within the scope of its registration and scale of operations.

4.4. Curtin College regularly collects and analyses feedback from students and other stakeholders to ensure a high level of satisfaction with services provided. Curtin College uses this data to review and continually improve its policies and processes. Feedback tools include:

4.4.1. Student Satisfaction Survey (new students)

4.4.2. Staff Satisfaction Survey (Lecturing & ongoing staff)

4.4.3. Student Unit and Lecturer Survey

4.4.4. Lecturer Evaluations

4.4.5. Navitas Learning and Teaching Report

4.4.6. Navitas Student Satisfaction and Graduates surveys

4.4.7. International Student Barometer (I-Graduate) survey

4.4.8. Other intermittent surveys (e.g. IT Services, Staff Training Feedback, etc)

4.5. Curtin College has a designated Director of Quality and Student Services with direct access to the College Director and Principal, who has defined responsibility and authority to:

4.5.1. Ensure Curtin College complies with the Higher Education Standards Framework (Threshold Standards) relating to Non Self Accrediting Institutions (NSAIs)

4.5.2. Ensure Curtin College complies with the Standards for Registered Training Organisations across all its operations and activities, including those undertaken by authorized agents and partner institutions acting on Curtin College's behalf.

4.5.3. Ensure Curtin College provides reasonable access to all areas, records and staff as required by the registering bodies for Audit purposes;

4.5.4. Report to the College Director and Principal on Curtin College's compliance with the its regulatory requirements, for review of operations as a basis for continuous improvement;

4.5.5. Apply to the appropriate registering body for any extension to scope of registration;

4.5.6. Provide details to relevant registering bodies and Audit bodies (upon request), of all operations within its scope, including offshore and partner programs. Such details include accurate and timely information about commencing new operations, registration, relocation, financial difficulties and transfer of student records

4.6. Curtin College maintains an Organisational Chart and Position Descriptions showing the lines of authority, responsibilities and allocation of roles/functions. As noted below:

4.6.1. All staff members have a Position description that outlines their role in implementing and maintaining Curtin College's operational systems.

4.6.2. Curtin College Human Resource Management Policy and Practices and associated guidelines ensure all staff have skills, resources and appropriate training to successfully perform their assigned duties.

4.6.3. All new staff undergo an Induction Process and Systems Training.

4.6.4. All staff are aware of Health and Safety Policy and Guidelines and appropriate safety measures relating to emergency procedures and the identification of work hazards/risks.

4.7. Curtin College is subject to regular Audits (external and internal) of its compliance with these Standards and the policies and processes related to those standards. The College Director and Principal and the Senior Management Group review Curtin College's compliance with these Standards via:

4.7.1. Implementation of Audit recommendations

4.7.2. Policy Review Schedule

4.7.3. Improvement from staff/stakeholder feedback

4.7.4. Annual self-assessment of compliance against CRICOS and the Higher Education Standards Framework

- Self-assessment coordinated by the Director of Quality and Student Services and involves Academic, Administration, Admissions, Marketing and Senior Management.

4.7.5. Annual self-assessment of compliance against policies and processes (all campuses)

4.8. Curtin College has documented policies and procedures for dealing with complaints and appeals in a constructive and timely manner. These policies ensure that:

4.8.1. Complaints and appeals are recorded in writing

4.8.2. Appeals are head by an independent person or panel

4.8.3. Each appellant has the opportunity to formally present their case and is given a written statement of the appeal outcomes, including reasons for the final decision.

4.8.4. Curtin College maintains Complaints and Appeals Registers.

4.9. Curtin College has written Service Level Agreements documenting arrangements with partner providers with respect to how each party will discharge their obligations in compliance with the Higher Education Standards Framework . Curtin College maintains a register of all such agreements.

4.10. The Director of Quality and Student Services carries out an annual audit of the partner provider Service Level Arrangements and provides feedback to the College Director. This information is then disseminated to the members of the Senior Management Group at each campus for action as required.

4.11. Curtin College develops and maintains written plans for its business that are consistent with its scope of registration and scale of operations. These plans include:

4.11.1. Navitas (Parent company) Strategic Plan

4.11.2. Five Year Strategic Plan

4.11.3. Annual Operational Plan and Rolling Budgets

4.11.4. Staff Performance Planning and Reviews (PPR)

4.12. Curtin College documents and implements procedures to identify and manage risks. Curtin College will take all reasonable steps to comply with its regulatory requirements and minimize any risks associated with them.

4.13. Curtin College has developed and implemented written procedures for acting upon opportunities for identified areas of improvement. This includes:

4.13.1. Maintenance of a Quality Document/Continuous Improvement Register

4.13.2. Regular and systematic monitoring of organisation performance against Key Performance Indicators and using these indicators as a focus for continuous improvement.

5. Access and Dissemination

5.1. This policy will be communicated to new staff through the staff induction process, continuing staff via the 'intranet' and via the College's website under College Policies and Procedures at: http://www.curtincollege.edu.au .

5.2. Staff will be advised of any amendments to this policy via email and/or the intranet.

Version (Date):	Improvements Made:
1.7 (March 2017)	• Removed reference that the College is a Registered Training Organisation as this no longer applies. • Definitions for ASQA, Quality Indicators and VET National Set of Standards removed as they no longer apply to the College. • 4.4 – Removed reference to Quality Indicators for VET - Learner Survey; Competency Completion and Client Qualifications Register (VET) • 4.7.4 point updated • 4.9 reference to the National Set of Standards for Registered Training Organisations removed
1.6 (May 2015)	• Updated Items 1.2,1.3, 3 (Definitions), 4.12 • Added item 4.10 to include annual audit of the College and its partner providers in regard to the Service Level Agreements