

Quality Assurance and Continuous Improvement Policy

Colleges of Business and Technology (WA) Pty Ltd

Trading as Curtin College, a member of Navitas Pty Limited

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Document

Document Name	Quality Assurance and Continuous Improvement Policy
Brief Description	This document outlines Curtin College's framework for quality assurance and continuous improvement.
Responsibility	College Director & Principal
Initial Issue Date	11 June 2012
Authorising Body	College Leadership Team

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
6/8/2023	2.0	Changes are to reflect current practice inclusive of policy and governance	College Director & Principal
13/2/2026	3.0	Major review of document.	Quality and Compliance Manager

Related Documents

Name	Location
Curtin College Mission, Vision, and Values	College website
Delegations of Authority Policy	Shared Drive/Policy Hub
Governance Structure	College website/Policy Hub

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1 Purpose and Scope

Curtin College is committed to quality assurance and continuous improvement across all aspects of its operations as an Institute of Higher Education. This Policy outlines the College's approach to quality assurance, regulatory compliance, and ongoing improvement.

This Policy applies to:

- All Curtin College staff and students
- Partner Providers operating within the College's scope of registration
- Where Partner Provider's local regulatory requirements conflicts with this Policy, the stricter requirement applies, and regulatory requirements take precedence.
- All staff share responsibility for maintaining and enhancing quality in day-to-day activities.

2 Quality Assurance

Quality assurance at Curtin College is achieved through policies, principles, actions, and procedures aligned with a continuous improvement philosophy, aiming to:

- Provide confidence to stakeholders regarding governance, operations, and outcomes.
- Ensure compliance with expectations and standards across the higher education sector, including transnational contexts.

2.1 The Plan, Do Check and Act (PDCA) Cycle

Curtin College's Quality Assurance Framework follows the Plan–Do–Check–Act cycle:



2.2 Beginning with strategic planning, this cycle of continuous improvement is overseen by governance bodies and entails:

- establishing performance expectations at the level of the College and various work areas;
- implementing mechanisms to achieve performance expectations;
- monitoring performance results; and
- adjusting or maintaining mechanisms as appropriate.

3 Principles

3.1 Quality Assurance Management at Curtin College must:

- Underpin the management and operations.
- Align with the College's mission, vision, values and strategic priorities.

- Involve systematic strategic and business planning informed by data and stakeholder feedback.
- Focus on outcomes that meet the needs and requirements of stakeholders.
- Drive continuous improvement and sustainable growth.
- Ensure strong financial and risk management.
- Apply to onshore and offshore operations.
- Ensure that the College's quality assurance management system meets stakeholder requirements while also meeting relevant statutory and regulatory requirements.

4 Governance

Curtin College's Governance Structure provides the framework for both administrative and academic decision making and oversight of quality assurance.

The Academic Governance Model enables all committees to contribute to the continuous improvement of the learning and teaching cycle

4.1 Academic Governance

Curtin College's academic governance framework ensures effective oversight, integrity and continuous improvement of all academic activities. Academic governance ensures:

- Quality and rigour of academic programs, from design to delivery and review
- Integrity and consistency of assessment practices
- Standards-based monitoring of student performance, outcomes and progression
- Regular review of curriculum, ensuring alignment with discipline requirements, external trends, and industry needs
- Independent decision-making related to academic oversight, free from conflicts of interest.

4.1.1 Academic Board

The Academic Board is the academic decision-making body, with delegated authority from the Curtin College Board of Directors to oversee and ensure the integrity of academic programs. Its purpose is to:

- Oversee academic integrity, academic standards, and quality of learning and teaching
- Approve academic policies and frameworks
- Review academic program performance and student outcome data
- Consider external regulatory requirements and ensure academic alignment
- Monitor the effectiveness of learning resources, facilities, and academic support.

The Chair of Academic Board and the College Director & Principal report to the Board of Directors three times per year.

4.1.2 Learning and Teaching Committee

The Learning and Teaching Committee is a sub-committee of the Academic Board and responsible for oversight of academic quality at the program and delivery level. Its responsibilities include:

- Monitoring curriculum design, unit outlines and assessment mapping.
- Supporting innovation in learning, teaching and assessment.
- Identifying opportunities for digital transformation and technology-enhanced learning.
- Reviewing student experience and satisfaction indicators.
- Recommending improvement initiatives to Academic Board.

The Learning and Teaching Committee is a forum where academic teams and partner providers engage collaboratively to analyse data, reflect on teaching practice, and implement curriculum improvements.

4.1.3 Program Advisory Committees (PACs)

PAC membership includes Curtin College academics, Curtin University representatives, partner provider/s and student representatives. They ensure the College's academic programs remain industry-relevant, current, and academically sound by:

- Providing discipline-specific insights from industry, academia, and professional bodies.
- Reviewing program and unit changes, advising on relevance and employability outcomes.
- Discussing emerging trends and future skills needs.
- Offering feedback on curriculum updates and program structure.

4.2 Non-Academic Governance

The College Leadership Team oversees strategy, policy development, risk, and quality assurance across all operational areas.

5 Mission, Vision, Values and Principles

These guide strategic and operational planning and were developed collaboratively with staff. They inform decision-making and quality management process.

6 Planning Cycle

Curtin College's planning cycle ensures strategic, operational, academic and resource planning are coordinated, systematic, and aligned with Navitas corporate priorities and regulatory requirements. Planning supports continuous improvement, organisational sustainability, and achievement of educational quality outcomes.

6.1 Approval of Plans

Curtin College planning follows a structured annual cycle involving staff, relevant committees, and Navitas. Delegations are guided by the Navitas Delegations Policy and the Curtin College Delegations of Authority Policy. Strategic and operational objectives are embedded into college activities through individual staff performance plans.

Plan	Annual Timeline	Responsibility	Endorsement/Approval authority
University Partnerships Australasia (UPA) Corporate Plan	July	CEO, UPA	Approver: Navitas, CEO
Curtin College Strategic Plan	July	College Director & Principal	Approver: Executive General Manager, UPA
Learning & Teaching Plan	Nov/Dec	Academic Director, Program Managers	Approver: Academic Board
Curtin College Budget	July	Commercial Finance, UPA Navitas	Endorsed by: College Director & Principal Approver: Executive General Manager, UPA
Individual Staff Performance Plans	July	Line Managers	Endorsed by Staff member and line manager

7 Policy Framework

The College's Policy Framework underpins quality assurance by ensuring policies and procedures are clear, current, and aligned to operational needs and regulatory obligations. Policies are reviewed in response to organisational changes, audit findings, stakeholder feedback, and updates to external regulatory requirements, including the Higher Education Standards Framework (Threshold Standards) 2021, ESOS Act, National Code, and other relevant legislation.

All policies undergo review at least every two years, or sooner where required. Academic policies are considered by the Academic Board, while all other policies are reviewed by the Leadership Team. The Framework ensures that:

- Policies remain accessible, relevant, and aligned to strategic and compliance requirements.
- Implementation responsibilities and monitoring expectations are clearly defined.
- Policy changes are communicated to staff and supported by associated procedures, forms, and templates stored within the Quality Document Register.

8 Monitoring, Review and Improvements

8.1 The College is subject to regular internal and external audits to ensure compliance with all regulatory and legislative obligations. The College Director & Principal, supported by the College Leadership Team, oversees ongoing monitoring through the following activities:

- Maintaining and reviewing the Policies, Procedures and Forms schedule through the Quality Register.
- Presenting the annual academic policy review schedule to the Academic Board at the first meeting of each year.
- Reviewing and endorsing College academic policies before they are submitted to the Academic Board for approval.
- Considering feedback from staff and students and integrating improvements into college operations.
- Conducting regular self-assessments against the regulatory and legislative frameworks applicable to the College, at least every two to three years or when le.
- Coordinating self-assessment processes involving Academic, Student and Academic Services, Admissions, Marketing, and Senior Management teams.
- Implementing recommendations arising from internal and external audits.
- Completing periodic compliance checks against college policies and procedures across all campuses, at least annually or every two years.

8.2 Partner Providers

8.2.1 A Service Level Agreement defines the roles, responsibilities, and compliance obligations of both entities under relevant legislation and regulations.

8.2.2 The Quality and Compliance Manager to audit the Service Level Agreement and associated regulatory requirements as directed by the College Director and Principal.

8.2.3 Audit findings are reported the College Director & Principal and the Curtin Singapore Management Team for action.

8.3 External Audit and Reviews

Audits or reviews include compliance against:

- ESOS Act & National Code
- Higher Education Standards Framework (HESF)
- Australian Qualifications Framework
- TEQSA Act
- Australian Qualifications Framework

- Independent reviews of Governing Body and Academic Board
- Curtin University partnership compliance reviews

9 Responsibilities

9.1 College Director & Principal

- Oversees the content, implementation, and effectiveness of this Policy.
- Ensures a strong Quality, Risk, and Compliance culture is embedded across all College functions.
- Provides leadership to ensure the College meets its regulatory, legislative, and quality assurance obligations.
- Receives reports of material non-compliance and ensures appropriate corrective action is taken.

9.2 Directors and Managers

- Implement relevant policies, objectives, and procedures within their areas of responsibility.
- Monitor compliance and operational performance to ensure alignment with governance and regulatory requirements.
- Report any suspected or actual compliance breaches as soon as reasonably practicable.
- Design, implement and regularly review quality policies and procedures to support continuous improvement.
- Support staff in understanding and carrying out quality assurance responsibilities.

9.3 The Quality and Compliance Manager is responsible for:

- Monitors and reports on the College's compliance with the Higher Education Standards Framework (Threshold Standards) 2021, ESOS Act, National Code, and other sector legislation.
- Manages the Quality Management System, including the Quality Document Register, policy templates, and compliance reporting tools.
- Coordinates internal and external audits, including partner provider audits, and tracks implementation of audit recommendations.
- Ensures the College provides authorised access to information, staff, and records for registering and regulatory bodies.
- Contributes to documentation and submissions required for TEQSA registration and program accreditation.

9.4 Academic Director / Program Managers and Student & Academic Services Manager

- Ensure academic and administrative processes support quality assurance outcomes.
- Use student performance data, feedback, and evaluation results to inform improvements in their areas.
- Engage with internal reviews, planning cycles, and audit processes to maintain alignment with college and regulatory expectations.

9.5 All Staff

- Are responsible for understanding and complying with relevant College policies and procedures.
- Contribute to quality assurance through accurate record keeping, timely reporting, and adherence to college policies and procedures.

- Participate in improvement activities, feedback processes, and training related to quality, compliance, and risk.
- Escalate concerns about non-compliance or quality risks to their line manager or the Quality and Compliance Manager.
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10 Compliance

10.1 General

As an Institute of Higher Education provider, the College is required to comply with the following legislation, regulations and agreements:

- [Australian Qualifications Framework](#)
- [ESOS Act/ National Code of Practice for Providers of Education and Training to Overseas Students](#)
- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [Higher Education Support Act \(2003\)](#)
- [Tertiary Education and Quality Standards Agency \(TEQSA\) Act 2011](#)
- Curtin College – Curtin University Agreement
- Relevant Enterprise Agreements, Fair Work Australia, National Employment Standards and other legislation which governs the employment of employees.

11 Definitions

- Continuous Improvement (CI): Use of data-informed actions to improve performance via Plan-Do-Check-Act (PDCA).
- Delivery with Other Parties / Third-Party Delivery: Any arrangement where another entity delivers any component of a Curtin College course or service; Curtin College remains accountable.
- PRISMS: Provider Registration and International Students Management System for ESOS reporting

12 Review

This Policy will be reviewed by the College Leadership Team every three years in line with the Quality Register and any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction and continued relevance to College's current and planned operations.

13 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Quality and Compliance Manager	Shared Drive	Permanent	Archive