

## **BAPT POL-04**

### **Quality Assurance, Continuous Improvement & Compliance with Standards**

#### **POLICY**

As a Registered Training Organisation (RTO) BAPT is committed to the continuous improvement of our training and assessment strategies and practices, student services and our administrative management systems. We encourage and promote a collaborative approach to all aspects of the business to ensure a high quality outcome is achieved for stakeholders. We will endeavor to ensure compliance with the Standards at all times.

#### **Quality Approach**

A high value is placed on a planned and systematic approach to the RTO System. The consistent achievement of compliant and high quality outcomes in all areas of our business is achieved through intelligent and effective design, implementation, maintenance and the ongoing improvement of all business systems. A collaborative approach is adopted, using various mechanisms to engage with stakeholders, gathering feedback for input into the continuous improvement system.

The following mechanisms are in place to monitor quality:

- Document Management as a single source of truth for all documentation and business processes
- Systematic monitoring of complaints and appeals
- Documented business policies, procedures, and work instructions
- Internal and independent audits
- Scheduled validation/moderation activities
- Effective meetings capturing feedback from staff in various operational areas and covering all aspects of the business
- A team that meets regularly to discuss standing agenda items
- Student, graduate, employer and industry satisfaction surveys
- Opportunities for Improvement (OFI).
- Use feedback from students, staff and external stakeholders
- Systematically evaluate and use the outcomes of evaluations to continuously improve training and assessments practices.

#### **Stakeholders**

The following groups are considered key stakeholders:

- Student and prospective students
- All staff employed in the RTO
- Managing Director, Manager
- Industry, Licensing and Regulatory Bodies
- Employer groups inclusive of host employers and prospective employers wishing to engage in training and assessment services.

#### **Feedback Mechanisms**

All stakeholders are invited to provide feedback on any aspect of the business and services at any time. All feedback received will be analyzed and evaluated as part of our continuous improvement process.

All stakeholders listed above are encouraged to provide feedback and make recommendations for improvement to what we do and how we do it.

Below are various ways in which feedback can be received to monitor performance and identify opportunities for improvement:

- Student and Employer satisfaction survey data
- Validation and moderation activities
- Industry consultation
- Work placement feedback
- Regulator or Legislative updates
- Internal or external quality audits
- Complaints and appeals
- Opportunity for improvement (OFI) submissions from staff, students or industry
- Outcomes of management meetings or staff meetings.

## **Data Evaluation**

Using the range of methods above for the timely collection of both internal and external feedback data, we conduct analysis, evaluation and action as required. The Opportunity for Improvement (OFI) Register ensures a systematic approach is applied and monitored.

## **Opportunities for Improvement (OFI)**

OFIs can be raised by anyone at any time and are considered as an opportunity for us to learn, reflect and improve what we do and how we do it. OFIs are raised in response to any source of information representing opportunities to improve training and assessment strategies and practices, learner services and administrative management systems of our business. Contemplation and evaluation play a key role in our continuous improvement system and all managers, staff and students are encouraged to regularly reflect and evaluate performance and make recommendations.

## **Systematic Document Monitoring and Review**

A review schedule is in place to ensure all resources, procedures and documentation are systematically evaluated to monitor performance and identify areas for improvement. Each resource, procedure or document must be reviewed by the document owner on an appropriate frequency allowing for priority reviews should an opportunity for improvement be identified requiring urgent action.

Each training product on our Scope of Registration has a Training and Assessment Strategy (TAS) that is developed for different delivery models – experienced / inexperienced.

We may utilize other external trainers qualified in the UOCs that we teach to sit in on the training and assessments to provide validation feedback to BADT to assist with system improvement and validation outcomes. Validation/Moderation will be done as per the internal review schedule.

The RTO Manager will review the outcomes and any approved recommendation will be implemented within 30 days where possible.

BADT will conduct a regular review of our training and assessment tools, using a range of information including quality indicator data.

Evidence will be kept to show monitoring has been planned and conducted in a systematic way and this will be done via the internal review schedule.

BADT is responsible for developing, implementing, monitoring and evaluating quality training and assessment strategies and practices that meet training packages and VET accredited course requirements.

BADT will evaluate information about performance and use such information to inform quality assurance of services and improve training and assessment practices. The information used to evaluate BADTs performance will be relevant to the operating characteristics and business objectives of the RTO.

### **Quality surveys/reporting**

We will collect and report Quality Indicator data to TAC & AVETMISS, using the required student engagement and employer satisfaction questionnaires, through the Survey Management, Analysis and Reporting Tool by means of the:

TAC AQTF – learner and employer questionnaire.

AVETMISS – Applicants data – once completed course

Fit and Proper Person forms will be completed annually.

### **National VET provider Collection data—due in February each year**

The RTOs will retain evidence that they have submitted or will be able to submit full AVETMISS data for all students as required in the *National VET Provider Collection Data Requirements Policy*. This is due annually by the end of February for the previous calendar year.

### **AVETMISS Competency completion data**

RTOs will retain AVETMISS data, as evidence they have submitted or will be able to submit annual competency completion data using the CCOS. This is due to ASQA by 30 June for the previous calendar year.

BADT will collect student engagement and employer satisfaction feedback.

### **Compliance with the Standards**

The internal review schedule will ensure compliance with the Standards by ensuring the regular:

- systematic monitoring of training and assessment tools
- validation of tools
- review of policies and procedures
- system improvement from validation, feedback and reviews of training
- review of strategy documents
- update PDFs/JDFs and delegations
- use of validation outcomes to continuously improve practices

VERSION	DATE	CREATED/AMENDED BY	COMMENTS/AMENDMENTS	RESPONSIBLE PERSON
V0	17/08/2017	Corp Quality Consult	Policy created	Corp Quality Consultant
V0	08/09/2018	BADT Admin	No Changes	Corp Quality Consultant
V0	12/12/2019	BADT Admin	No changes	Corp Quality Consultant
V1	21/02/2020	Internal Review Team	Changes made refer to IR-190163	RTO Mgr
V2	28/04/2021	Internal Review Team	Logo Changed	RTO Mgr
V3	08-05-24	RTO Admin	Update wording	RTO Mgr