



Course Review, Quality Assurance and Continuous Improvement Policy and Procedure (VET)

Version:	V 1.0	Approved By	CEO
Approved Date:	26/07/2018	Review period	2 Years
Related Policy/Procedure:	<ul style="list-style-type: none"> ➤ Training and Assessment Strategy (TAS) Development Policy and Procedure 		
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Course Review, Quality Assurance and Continuous Improvement Policy and Procedure (VET)

Policy Purpose

This Policy sets out how Lyons College will ensure the ongoing and continuing quality of vocational education and training (VET) courses.

Policy Scope

This Policy applies to all staff and other parties involved in the monitoring and/or review of any VET training and assessment strategies and practices at Lyons College.

Policy

To ensure the ongoing and continuing quality of VET courses at Lyons College, all VET courses will undergo monitoring, review and quality assurance to enable continuous improvement. The review and monitoring results will be reported to the appropriate academic area, with the results informing changes and continuous improvement of the course.

Annual Review

Lyons College will undertake an annual review of each VET course. The annual review will focus on the previous 12 months of delivery for the course. The aim of this review is to report on the actual performance and will be based on validated data collected for the course

The areas that will be monitored and reported on include:

- Industry and client feedback
- Feedback and suggestions from the various Industry Advisory Committees
- Trainer and assessor and staff feedback
- Complaints and appeals that have been raised
- Any validation activity for the course within the previous 12 month period
- Student progress and outcome data
- The overall delivery of units within each course of study

The annual review is to be conducted by the VET Manager and reported to the CEO.

Procedure Purpose

This Procedure sets out the process and steps that Lyons College will take to ensure the ongoing and continuing quality of VET courses.

Procedure Scope

This Procedure applies to all staff and other parties involved in the monitoring and/or review of any VET course of study at Lyons College.

Responsibilities

Role/Entity/Cohort	Responsibilities/Role
VET Manager	<ul style="list-style-type: none"> ➤ Manage the monitoring and review of VET courses ➤ Continuous benchmarking of course content and outcomes ➤ Assuring the quality of delivery, course monitoring, student progress and academic integrity ➤ Monitor student performance, progression, retention and attrition with a view to continuous improvement ➤ Undertake and report on quality assurance of delivery ➤ Advise and report on the quality of teaching professional development ➤ Identify and report on recent developments and trends in specific study topics and training and assessment practices ➤ Review and make recommendations to the CEO on course review and continuous improvement ➤ Review quality assurance mechanisms paying particular attention to assessment procedures, validation activities, stakeholder feedback and benchmarking with other VET institutions where possible
Industry Advisory Committees	<ul style="list-style-type: none"> ➤ Provide feedback on course outcomes ➤ Provide advice on emerging issues within the relevant industry ➤ Suggest changes or improvements to course
Academic Staff	<ul style="list-style-type: none"> ➤ Provide feedback on delivery ➤ Provide feedback on student performance ➤ Keep VET Manager up to date on any issues which affect the quality of a course
Students	<ul style="list-style-type: none"> ➤ Provide feedback on their educational experiences ➤ Provide feedback on training and assessment provided by academic staff ➤ Provide feedback on actual student outcomes (such as further study or employment)

Procedure

Lyons College will undertake the review, quality assurance and continuous improvement of all VET courses in accordance with the Course Review, Quality Assurance and Continuous Improvement Policy (VET).

1. Student Feedback

Formal Student Feedback

Lyons College will use various formal student feedback mechanisms to collect, analyse and report on student feedback.

Formal Student Feedback mechanisms include:

- A Learner Questionnaire completed annually within a study period.
- Formal surveys, including relating to any training and assessment at the time of the survey, and student satisfaction with face to face teaching and other aspects of their experience.

Feedback from the Learner Questionnaire is formally analysed by the VET Manager and outcomes reported to the CEO.

Results of student feedback are discussed with the relevant trainer and assessors, and strategies to address any issues and/or to improve outcomes identified.

Any actions arising should be recorded and progress against actions monitored through regular staff meetings.

The VET Manager will report student feedback and improvement actions to the CEO annually.

Continuous Student Feedback

Lyons College will encourage suggestions and feedback from students about their study experience by allowing feedback either online or in person. Feedback will be recorded and considered, and appropriate actions addressed.

Any actions arising should be recorded and progress against actions monitored through regular staff meetings.

Actions taken to address student feedback will be noted in the Training and Assessment Strategy for the relevant qualification.

Student Complaints

Student Complaints (including numbers and issues raised) will be collated and reported annually to the CEO by VET Manager in order to identify any systemic issues arising and to make recommendations about improvements.

All parties involved in recording complaints will adhere strictly to Lyons College confidentiality requirements in accordance with Lyons College's Policies and Procedures. Records will be kept and reported on solely for continuous improvement, and in accordance with the Privacy Policy.

2. Industry and Employer Feedback

Formal Employer and Industry Feedback

The Stakeholder Feedback Framework at Attachment 1 identifies the formal employer and industry feedback mechanisms in place to collect, analyse and report on this feedback.

Formal mechanisms to collect employer and industry feedback include:

- An Employer Questionnaire completed by a sample of employers (where training and assessment are delivered at their workplace) of Lyons College students annually. In conducting the employer survey, Lyons College will take account of the Employer Survey Guide issued by the Australian Skills Quality Authority (ASQA).
- The Industry Advisory Committees (IAC) which have been established under the relevant Terms of Reference. IAC meetings are expected to take place at least once per year.

Informal mechanisms to collect employer and industry feedback include:

- Engagement by VET staff in regular contact with Industry to support continuous improvement of VET delivery, including through ongoing training and assessment processes (such as through formal validation meetings), and monitoring relevant VET information (such as from training.gov.au about training package changes and requirements).

Feedback from formal employer surveys is formally analysed by the VET Manager and outcomes reported to the CEO.

Results of employer and industry feedback are discussed with the relevant trainers and assessors, and strategies to address any issues and/or to improve outcomes identified.

Actions arising will then be recorded and progress against actions will be monitored through regular staff meetings.

The VET Manager and CEO will coordinate appropriate actions as necessary to address more significant industry and employer feedback. Where appropriate, students will be advised of any actions.

3. Staff Feedback

Lyons College will encourage VET staff to provide feedback about any matters concerning the effectiveness and efficiency of VET delivery and systems. Feedback will be sought (at a minimum) on the following basis:

- Through discussions between VET management and staff in annual staff reviews and regular staff meetings.
- A formal comprehensive staff survey covering areas including organisational direction, results, facilities, resources, processes, technology and leadership will be conducted cyclically (normally once each three years). Outcomes will be benchmarked against other Australian educational institutions, and local action plans developed to address issues raised by staff members through the survey.

All VET Staff feedback will be considered by the VET Manager and CEO, who will coordinate appropriate actions as necessary to address relevant feedback. Where appropriate, students will be advised of any actions taken in response to staff feedback.

4. Review and Audit Process

College wide internal reviews of policies, procedures and guidelines will be undertaken on a cyclical basis to identify necessary amendments in response to changing circumstances.

Reviews of VET Operations and processes will be undertaken by:

- The CEO will facilitate reviews of, and monitor, all VET academic and non-academic policies, procedures and guidelines and provide advice and recommendation to the Board.

Lyons College may retain or commission independent experts to assist in conducting internal self-audits against the VET Quality Framework.

Unit reviews will be conducted at least annually by VET trainers/assessors.

VET courses will be reviewed at least annually using input from industry following formal validation and moderation meetings, student results, and outcomes from other formal feedback processes outlined in this Procedure.

All outcomes and actions arising from review and audit process will be recorded. Recommendations from internal reviews will be monitored by the VET Manager and CEO.

5. Reporting of Management Data

The VET Manager will report management data to the CEO on an annual basis.

Management data will include information regarding student enrolments, competency completion rates, summary outcomes of student feedback and internal and external audit and review results related to planning, developing and enhancing the University's VET delivery

6. Assessment, Validation and Moderation

Continuous Improvement in Assessment, Validation & Moderation will be carried out in accordance the Validation Schedule.

All actions and outcomes will be recorded.

7. Staff Review, Training and Professional Development

The VET Manager will ensure that VET staff members have regular reviews, undergo regular professional development and that outcomes from the continuous improvement matters set out in this Procedure are considered for training and professional development activities.

Professional Development is covered in more detail in the *Staff Professional Development and Scholarly Activity Policy and Plan*.

PROCESS SUMMARY

Formal Student Feedback	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Formal Student Feedback surveys including National Learner Questionnaire 	Trainer and Assessor or Student Administration
<ul style="list-style-type: none"> ➤ National Learner Questionnaire outcomes sent to VET Manager 	Administration Officer
<ul style="list-style-type: none"> ➤ VET Manager summarise results of analysis of Learner Questionnaire outcomes and reports to CEO 	VET Manager
<ul style="list-style-type: none"> ➤ Results of other surveys analysed and strategies for improvement discussed with Trainers and Assessors. Outcomes reported to CEO 	VET Manager
<ul style="list-style-type: none"> ➤ Actions recorded in appropriate files 	
<ul style="list-style-type: none"> ➤ Student Feedback and improvement actions reported to CEO ➤ Students informed of how their feedback has changed processes 	VET Manager and Trainers and Assessors
Continuous Student Feedback	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Feedback received online or in person from student ➤ Feedback reported to VET Manager, and strategies for improvements discussed and implemented 	VET Staff
<ul style="list-style-type: none"> ➤ Survey Monkey reports collated by VET Manager ➤ Progress monitored monthly through formal staff meetings ➤ Reported to CEO every six months ➤ Actions recorded in appropriate files ➤ Updates to course guide and unit Outline 	VET Manager Trainers and Assessors
Student Complaints	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Where possible, complaints should be resolved informally. 	Student, Trainer and Assessor
<ul style="list-style-type: none"> ➤ Student lodges complaint in accordance with Student Complaint and Appeals Policy and Procedure ➤ Complaint is managed in accordance with Student Complaint and Appeals Policy and Procedure 	Investigating Officer
<ul style="list-style-type: none"> ➤ Nature and outcome of Student Complaints reported to CEO 	VET Manager

Industry and Employer Feedback	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Employers sample for survey established, and Employer Satisfaction Questionnaire completed each year ➤ Completed Questionnaires sent to VET Manager for analysis ➤ VET Manager summarises results of analysis of national Employer Satisfaction Questionnaire outcomes reported to CEO ➤ Actions recorded in appropriate file ➤ Updates to course guide and unit Outline ➤ Employer Feedback survey outcomes and improvement actions reported to CEO 	<p>Student Administration staff</p> <p>VET Manager</p> <p>Trainers and Assessors VET Manager</p>
Industry Advisory Committees feedback	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Industry Advisory Committees convened at least once per annum, minutes taken, and outcomes reported to CEO ➤ Actions recorded in appropriate file ➤ Updates to course guide and unit Outline 	<p>VET Manager</p> <p>VET Manager and Trainers and Assessors</p>
Continuous Industry and Employer Feedback	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Feedback received (e.g. via validation, informal meetings) and Industry Consultation and Feedback Form completed ➤ Industry Consultation and Feedback Form sent to VET Manager ➤ Feedback reported to CEO ➤ Strategies for improvements discussed and implemented ➤ Actions recorded in appropriate file 	<p>VET Staff</p> <p>CEO, VET Manager and VET Staff</p>
Staff Feedback	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Feedback received through staff meetings, informal meetings, annual staff review, suggestions via staff complaints ➤ Feedback considered by VET Manager and reported to CEO ➤ Improvement actions decided and implemented ➤ Actions recorded in appropriate file 	<p>All Staff</p> <p>VET Manager</p> <p>VET Manager</p>

Review and Audit	
Process Step	Responsibility
<ul style="list-style-type: none"> ➤ Internal/external review conducted as appropriate and report with recommendations prepared ➤ Improvement actions decided and implemented through implementation plan ➤ Monitoring of outcomes regularly ➤ Report on progress to CEO ➤ Annual course reviews conducted in accordance with this Policy and Procedure 	<p>VET Manager and VET Staff</p> <p>VET Manager (or nominee)</p> <p>VET Manager (or nominee)</p>