VET Quality Management System (VETQMS) Policy

INTRODUCTION

The University is committed to the quality management, quality assurance and continuous improvement of all Vocational and Education Training (VET) products and services to ensure high quality outcomes for all stakeholders.

The Vocational Education and Training Quality Management System (VETQMS) is a comprehensive organisation-wide approach to continuous improvement which focuses on ensuring the consistency of quality VET products and services. The approach requires the involvement of all staff members to focus on ways to improve VET products, services and processes to maximise student outcomes and satisfaction throughout their learning experiences. The approach takes into account the needs of all stakeholders to ensure access to training that is relevant, responsive, flexible and timely.

STATEMENT OF AUTHORITY

The authority behind this policy is the *Charles Darwin University Act 2003* part 3, section 15.

COMPLIANCE

This is a compliance requirement under the:

- *Standards for Registered Training Organisations (RTOs)*; and
- *National Code of Practice for Providers of Education and Training to Overseas Students*

INTENT

The VETQMS policy addresses both the management of VET provisions (the system) as well as the nature of the learning experience and the outcomes (learning and teaching).

RELEVANT DEFINITIONS

In the context of this document

Academic governance means the complete system through which the policies, processes, definitions of roles, relationships, systems, strategies and resources ensure academic standards and continuous improvement in academic activities are initially approved and referred to the corporate governing body and subsequently monitored;

Australian Qualifications Framework (AQF) means the national policy for regulated qualifications in the Australian education and training system;

Australian Skills Quality Authority (ASQA) means the national regulator for VET in Australia. ASQA regulates courses and training providers;

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course;

Assessment system means a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment and the Rules of Evidence;

College means an academic unit or department within the University;

Continuous improvement means the ongoing process of change for the purpose of improvement to processes, practices, products and services. It involves the ADRI cycle of: approach, deployment, review and improvement;

Partner means an organisation the University has partnered with for a specific purpose;

Principles of assessment means the principles contained in clause 1.8 of the Standards for RTOs 2015, which includes fairness, flexibility, validity and reliability;

Quality assurance means the systematic review of teaching, learning and assessment to ensure the processes by which the University manages quality including; complying with the relevant standards; monitoring educational strategies and practices; and evaluating the outcomes and stakeholder feedback;

Regulation means any rule endorsed by government where there is an expectation of compliance;

RTO means Registered Training Organisation;

School means an academic unit or department within the University;

Services include the training, assessment, and related educational and support services and/or any activities related to VET. It does not include services such as student counselling, mediation or information and communications technology (ICT) support;

Training product means a VET unit, skill set or qualification registered with ASQA on the University's Scope of Registration. It also includes a VTP comprising units on the University's scope of registration;

Training and Assessment Strategy (TAS) means the overarching document that describes the training and assessment of a Training Product. The strategy comprises multiple documents. However, there will always be consistency between these documents so that the overall strategy is clearly described;

VET means Vocational Education and Training;

VET Quality Management System (VETQMS) means the policies, procedures, processes, guidelines and practices which govern and guide staff members in the planning, design, delivery and review of VET quality products and services; and

VETQMS Standing Committee means a sub-committee of the ULTC. It is responsible for the monitoring and review of the VETQMS;

POLICY

Policy Context

It is imperative that the University's VET quality management system is robust in assisting staff members to deliver high quality outcomes to all stakeholders.

Legislative Context

The VETQMS is designed to comply with the VET Quality Framework comprising:

- Standards for Registered Training Organisations (RTOs) 2015;
- Fit and Proper Person requirements;
- Financial Visibility Risk Assessment Requirements;
- Data Provision Requirements; and
- Australian Qualifications Framework.

In addition to the VET Quality Framework, the University's VET Assessment System also complies with the Standards for Training Packages, Standards for VET Accredited Courses and the Standards for VET Regulators. Further aspects of the legislative context include:

- Educational Services for Overseas Students (ESOS);
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS);
- Tertiary Education Quality and Standards Agency (TEQSA).

Policy Principles

The following general principles underpin VET Quality management System:

Leadership and Commitment - The University will:

- Lead by example and ensure a University-wide approach to managing the quality of the system through effective governance and administration and complying with regulatory requirements; and
- Provide clear direction, transparent communication and professional support to staff members to enhance the quality of learning and teaching.

Customer Focus - The University will:

- Maintain a strong focus on the entire student experience, as well the needs of industry, partners and government; and
- Seek stakeholder feedback to ensure continuous improvement of VET products and services.

People - The University will:

- Ensure staff members receive training, resources and support to enable them to improve VET products, services and processes and comply with regulations and legislation; and
- Ensure staff members work across teams and units to develop and share knowledge and resources to facilitate consistency of practice and equity in outcomes.

Quality Practices - The University will:

- Adopt a systems and process approach to continuously improve the organisation with the goal of achieving successful outcomes for all its stakeholders.

Evidence-based Approach - The University will:

- Implement processes to ensure there is consistent collection and analysis of data and knowledge diffusion to inform decision-making about organisational improvements;
- Access data in a timely manner; and
- Manage variation effectively.

Sustainable Results - The University will:

Focus on improving the quality of the system and the learning and teaching systems and processes that support it.

VET Quality Factors

The VET Quality Management System is founded on four (4) quality factors. Two factors are related to the quality of the system: regulation; and governance and administration. Two factors are related to the quality of learning and teaching: quality products and services; and quality learning experiences and outcomes.

Regulation - VET products and services comply with territory and national regulations and legislation.

Governance and Administration - VET courses are appropriately resourced and managed, bound by principles of equity and ethics and based on stakeholder feedback. Academic and corporate governance frameworks, including University Governance documents underpin the VETQMS.

Quality Products and Services - Planning is conducted by qualified trainers and assessors in consultation with students, employers, industry and funding agencies. The University's' VET Training Products are nationally and mutually recognised and portable and articulate into higher education (HE) pathways. Stakeholder and student feedback is used as part of the ongoing planning, design, implementation and review of the Training and Assessment Strategy for each Training Product offered by the University.

Quality Learning Experiences and Outcomes - VET courses are facilitated by excellence in training and assessment practices underpinned by best practice teaching and learning approaches, physical facilities and opportunities for work-based learning to develop students' skills to effectively participate in the workforce. Quality learning experiences and vocational or further study outcomes are at the core of all training provisions.

VETQMS Quality Assurance

The VETQMS is underpinned by the continuous improvement and aligned with the Training and Assessment Strategy Cycle: plan, design, implement and review. The cycle allows for organisational learning from which the University examines its performance against each aspect of the Training and Assessment Strategy Cycle. Overall monitoring of the VETQMS is achieved through the following mechanisms: VETQMS Standing Committee, Assessment System Procedure and; VET Quality Audit Procedure.

- VETQMS Standing Committee meets on a regular basis to monitor conformance and compliance and proposes minor and major changes to governance documents in relation to the VETQMS. It

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also considers changes in regulation and/or other government policy requirements and subsequently undertakes periodic reviews of the VETQMS.

- The Assessment System comprises a set of procedures and other supporting documents designed to: ensure that assessment complies with the requirements of Training Packages and VET accredited courses; and is conducted in accordance with the Principles of Assessment and Rules of Evidence.
- VET Quality Audits, which are conducted each year to determine whether the governance documents which comprise the VETQMS are effectively implemented and maintained. The audits also provide an opportunity for continuous improvement and the sharing of good practice between teams and schools.

Responsibility

This policy applies to all organisational units, all staff and all functions of the University. It is inclusive of the entire University community including third party providers and partners of the University located locally, interstate or overseas.

Implementation

At a strategic level the VETQMS provides a framework for achieving high quality VET outcomes and maintaining compliance with regulatory requirements.

At an operational level the VETQMS provides a set of procedures, guidelines, tip sheets, checklists, templates and forms to:

- Guide staff in planning, designing, implementing, reviewing and improving VET products, services, practices and processes; and
- Instruct staff in collecting evidence for demonstrating compliance within the national regulatory framework.

ESSENTIAL SUPPORTING INFORMATION

Internal

Grading Policy

Quality Policy

Records Management Policy

Student Refund Policy

Students – Academic Grievance Procedures

Students – Breach of Academic Integrity Procedures

VET Assessment Validation Procedures

VET Course Admissions Procedures – Domestic

VET Domestic Students - Refund of Fees Procedures

[VET Recognition Procedures](#)

[VET Third Party Delivery Agreement Procedures](#)

[VET Trainer and Assessor Qualification and Industry Currency Procedures](#)

[VETQMS Scope Management Procedures](#)

[VETQMS Training and Assessment Strategy (TAS) Cycle Procedures](#)

[VET Quality Management System (VETQMS) Policy](#)

External

[Australian Qualifications Framework](#)

[Australian Skills Quality Authority](#)

[Education Services for Overseas Students Act 2000](#) (Commonwealth)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) Commonwealth)

[Standards for Registered Training Organisations (RTOs) 2015](#) (Commonwealth)

Document History and Version Control

Last amendment:	15 Dec 2017	Next Review:	Sep 2020
Sponsor:	Pro Vice-Chancellor, Education and Student Success		
Contact Officer:	Manager, VET Development Team		

Version	Date Approved	Approved by	Brief Description
1.00	20 Sep 2017	Academic Board	Creation of original document and upload to CDU website.
1.01	15 Dec 2017	Governance	Conversion to new Governance template due to new University branding