Quality Assurance and Continuous Improvement Procedure

Purpose

1. This document sets out the procedures to ensure the Institute of Health and Nursing Australia (IHNA) undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of its clients and regulatory and/or accreditation authorities. The procedure is pursuant to the *Quality Assurance and Continuous Improvement Policy*.

Scope

2. This procedure is appliable to all spheres of IHNA operation.

Responsibility

3. The Quality Assurance Manager has the overall responsibility of this policy. Other responsibilities are outlined within the policy.

Definitions

4. **ASQA** stands for the Australian Skills Quality Authority (ASQA), the national VET regulator and the RTO's registering body.

5. **Standards** the Standards for Registered Training Organisations (RTOs) 2015 which can be accessed from www.asqa.gov.au

6. The **VET Quality Framework** comprises the:

   6.1 Standards for Registered Training Organisations 2015—standards to ensure nationally consistent, high-quality training and assessment across Australia's VET system

   6.2 Fit and Proper Person Requirement 2011—which specify the suitability requirements of individuals involved in the operation of a registered training organisation.

   6.3 Financial Viability Risk Assessment Requirements 2011—which relate to training organisations' ability to meet financial viability requirements

   6.4 Data Provision Requirements 2012—which sets out the requirement for providers to supply ASQA with data upon request, and to submit quality indicator data annually

   6.5 Australian Qualifications Framework—which is the national policy for regulated qualifications in Australian education and training.

Continuous Improvement Procedures and Schedules

No	Feedback Source	Process tools/ Templates	Responsibility	Frequency and Schedule
7.	**Internal and external audits** Internal and external audits are conducted to measure	VET Quality Framework external Audit	Quality Assurance Manager	As required by the Regulator

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performance against VET Quality Framework requirements	VET Quality Framework Internal Audit	Quality Assurance Manager & Director of Studies	Once in a year
	Nursing Board and Associated Bodies Audit	Director of Studies	As required by the Board
	ISO accreditation audit	Quality Assurance Manager	As required
	ISO Internal Audits	Quality Assurance Manager	Once a year
	VET Student Loan Internal Audit	Quality Assurance Manager & National Registrar	Once a year
	DTWD Internal Audit	Quality Assurance Manager, National Registrar, Campus Manager, Perth & Registrar, Perth	Once a year
	Skills First Internal Audit	Quality Assurance Manager, National Registrar, Campus Manager, Melbourne & Registrar, Melbourne	Once a year
8.	**Audit staff files** Ongoing check by the HR Department to ensure staff files contain the following information • Resume of employment and qualifications, signed by the staff member as a true and fair record of their	Results to be presented at Executive Management Committee	Human Resources Department	Every six months

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	qualifications and work experience. • Current practising license • Verified copies of all relevant qualifications • An induction checklist signed and dated • An annual performance appraisal and record of professional development activities • Completed Trainer Skills matrix • Position Description Employment Contract • Industry Currency For all Teaching Staff • Skills Matrix for all teaching Staff			
9.	**Audit student files** Ongoing checks will be performed on a sample of student files randomly or towards the completion of every batch of a course to ensure they comply with the information on the student file checklist information.	Update report to task	National Registrar and Quality Assurance Manager	Monthly
10.	**Scope of RTO registration** Review the current scope of registration Notify of any qualifications to be removed from the scope of registration.	Course Review Template	Academic Director and Course Administration Manager	Annually or at every instance of a change to scope.

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	Identify new qualifications to be included on the scope of registration in the next 12 months.			
11.	**Stakeholder feedback/ feedback tabulation** Collect and analyse stakeholder and client feedback on an ongoing basis, ensuring that each batch of students is surveyed.	Student evaluation of IHNA Support Services	Registrars, Course Coordinators and Admin Staff	Collected from every student every quarter and report to the Learning and Teaching Committee
		AQTF Learner Questionnaire	Course Coordinators and Admin Staff	Collected from every student at the end of the course and report to the Learning and Teaching Committee
		AQTF Employer Questionnaire	Course Coordinators and Admin Staff	Collected from every placement facility and report to the Learning and Teaching Committee
		Training Evaluation Form	Course Coordinators and Admin Staff	Collected from every student at the end of training for every unit and report to the Learning and Teaching Committee
		Student Evaluation Form Work Experience Placement	Course Coordinators and Admin Staff	Collected from every student at the end of every placement and

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			report to the Learning and Teaching Committee
12.	**Staff performance and professional development** Conduct staff performance reviews and record professional development activities once every 3 months. Staff records ongoing professional development activities in HRIS. Document identified staff development activities for each staff member for the next 12 months	Refer to Performance Management Procedure and Professional Development Procedure	Human Resources and Line Managers	Every three months
13.	**Trainer/Assessor Observation Report** Conduct Trainer/Assessor observation to monitor the accurate use of materials, resources and training and assessment processes. The reports will be saved in the relevant staff files.	Trainer/Assessor Observation Report	Course Coordinator	The first three month of employment and thereafter once in each year.
14.	**Course Reviews**	Refer to Course Review Procedure	Director of Studies/National Training Managers	Annually
15.	**Continuous Improvement Register** Issues, non-compliances and opportunities for improvement identified through any one of the continuous improvement strategies must be added to the register.	Continuous Improvement Register on Knowledge Hub and SharePoint	Chief Executive Officer and Quality Assurance Manager	On-going

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	For each item, an action plan that includes specific actions, individual responsibilities and timelines for completion must be developed.			
16.	**Risk Register** Staff records the risk identified in each activity in IHNA Self-service portal. For each risk identified, a root cause analysis and a mitigation plan must be developed. High risk items will be tabled at meetings of the Audit and Risk Committee	Refer to Risk Management Policy	Quality Assurance Manager & Department Heads	On-going
17.	**Assessment validation and moderation** That assessment reflects collaborative arrangements between students, teaching staff, and health service providers. Conduct assessment validation and moderation according IHNA's Validation Policy. All assessment validation and moderation activities are to be recorded in the IHNA Continuous Improvement Register.	Refer to Validation procedure	Academic Director, Course Administration Manager, Director of Studies, Deputy Director of Studies & National Training Managers	As per Validation and Moderation Plan
18.	**Learning and Teaching Resources review** Review the learning and teaching material like PowerPoints, Handouts, etc. to name a few to ensure that they are up to date and		Academic Director, Course Administration Manager, Director of Studies, Deputy Director of Studies & National Training Managers	As per validation and moderation plan

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	reflecting current industry practices and guidelines			
19.	**Complaints and appeals** Complaints are managed through the IHNA Complaints and Appeals Process.	Refer to Complaints and Appeals Policy and Complaints and Appeals Procedure	Director of Studies, National Training Managers, Course Co-ordinator, Campus Manager, Registrars & National Registrar	As required. Procedure checked annually through internal audit
20.	**Marketing Review** **Website Audit** Refer to Advertising and Marketing policy	Website Audit Checklist Marketing approvals checklist	Chief Operations Officer and Marketing Manager	Marketing approval is required for every marketing and promotional material
21.	**Industry Consultation and Engagement** Any staff can use the form while on a visit to a stakeholder and receive feedback from the industry.	Industry Consultation Form	Any staff	On-going
22.	**Application and Enrolment Process**	Pre-training Review Enrolment Form	National Training Managers, Academic Director, Course Administration Manager & National Registrar	Annually or at every instance of a change to scope of course.
		Marketing Materials	Marketing Managers and National Training Managers	Annually or at every instance of a change to scope of course.
		Post Enrolment Survey	Registrars/Admin Staff	After student commences the course

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23.	**Corrective Preventive Action Report** Any staff can raise the IHNA's Corporate Corrective Preventive Action Report Online through Knowledge Hub.	Corrective Preventive Action Report (IHNA-Form CPAR)	Quality Assurance Manager	On-going
24.	**Facility Review** Review to be conducted to ensure campus buildings, rooms, toilets and resources comply with relevant building requirements including access for people with disabilities.	Work Health and Safety Report	Campus Manager	Every six months
25.	**IHNA Meetings** • Board of Directors • Academic Board • Executive Management Committee • Audit and Risk Management Committee • Aboriginal and Torres Strait Islanders Education and Support Committee • Learning and Teaching Committee • Finance Committee • Curriculum Development and Monitoring Committee • Student Representative Council • Student Misconduct and Appeals Committee • Educators Meetings • Industry Consultation Meetings • Marketing Meetings	Meeting minutes and agenda templates	IHNA Secretary	Meeting Schedule.

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	• RTO Management			

Associated information

Related Internal Documents	• Quality Assurance and Continuous Improvement Policy • Continuous Improvement Register • Risk Register • Validation and Moderation Plan • Complaints and Appeals Procedure
Related Legislation, Standards, and Codes	• Standards for RTOs 2015 • Education Services for Overseas Students Act 2000 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Work Health and Safety Act 2011 • Data Provision Requirements 2012
Date Approved	10/03/2021
Date Endorsed	12/03/2021
Date of Effect	13/03/2021
Date of Review	12/03/2024
Approval Authority	Audit and Risk Management Committee
Document Custodian	Quality Assurance Manager
Committee Responsible	Executive Management Committee
PinPoint DocID	QAQC-QAACIP-08

Change History

Version Control		Version 3.0
Change Summary	Date	Brief description of the change, incl version number, changes, who considered, approved, etc.
	10/03/2021	Separated Policy document from Procedure, revised and updated with pertinent sections

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