QUALITY MANAGEMENT POLICY AND PROCEDURE

1. Policy

This Policy & Procedure provides a framework to ensure quality and compliance is maintained in relation AQTF conditions and standards, the VET Quality Framework, and the Victorian Training Guarantee. The policy and procedure aims to ensure that Alpine Institute can carry out its function as a Registered Training Organisation in a responsive manner providing for good governance, appropriate development, and regulatory compliance.

The Quality Management Policy and Procedure provides a range of systems and processes to ensure that all stakeholders of the Alpine Institute are able to contribute to the development and improvement across the Registered Training Organisation.

2. Procedure

Alpine Institute is committed to ensuring it is able to provide quality training and assessment services, ensure compliance, and effectively react to changing customer needs, compliance requirements, and feedback from stakeholders. The Alpine Institute will ensure that all staff are actively and regularly involved in formal meetings to provide relevant information and support to staff and allow staff the opportunity to suggest improvements and identify areas of concern.

The following activities are undertaken to ensure all staff are involved in the continuous improvement and quality process.

2.1 Alpine Institute Meetings

Alpine Institute will establish a three tier meeting structure to guide and support quality and compliance associated with the Institutes activities. The meeting structure will ensure that governance and operational oversight is met through the Alpine Institute Steering Committee; quality improvement and compliance is addressed through the Alpine Institute Quality Meeting; and operational implementation is progressed through the Alpine Institute Trainers Meeting.

The meetings will each be guided by a Terms of Reference that provides remit, membership, frequency and reporting arrangements for the committee / meeting.

The following items will be represented and discussed across the meeting structure.

- Student Administration items
  - Information should include updates or discussion on student files processes and general paperwork requirements for student files.
  - Any student record issues
  - Assessment records and outstanding paperwork
  - General administration requirements
  - Database update

- Compliance items
  - Identify any compliance issues, concerns or achievements
o Policy & procedure updates
  o AQTF updates
  o VRQA standards compliance
  o VTG contract compliance
  o Other regulatory requirements
  o Any general training issues / concerns
  o Discussion on any feedback received

o Current Course Overview
  o An overview of the courses currently running
  o Progress reports on delivery and assessments within each course
  o Trainers to report and discuss students progress
  o Any concerns to be discussed with other trainers to gain overall ‘picture’ of students
  o Attendance and progress to be confirmed

o Financial Oversight
  o Presentation of monthly financial accounts

o Internal / External Validation Discussion
  o Discussion about validation activities undertaken and planned
  o Network updates
  o Assessment / resource validations
  o Professional development undertaken by Trainers

o General Training Items
  o Discussion on training achievements
  o Trainer caseloads and expectations of training to be achieved
  o Resources / assessments questions, updates, suggestions

o Training Package updates
  o Updates of any Training Package or version changes / updates
  o Changes to any qualifications on Scope of Registration

o Feedback Summary
  o An overview of any feedback summary reports that are generated

o General Business
  o Any items that may be of relevance to the operation of the Alpine Institute.
  o Any proposed significant changes to the Alpine Institute (E.g. ownership, high managerial positions, financial viability etc)

2.2 Feedback:
Feedback is gained from the following stakeholders:
• Students
• Staff
• Supervisors

Feedback is gained through a variety of methods, as follows.
Student Feedback
Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures the ability for the Alpine Institute to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout the program at an informal level, using the Student Feedback Form. The Alpine Institute shall also conduct formal feedback at two (2) occasions throughout the student course - midpoint and completion.

Student Feedback Form
Students are able to complete a Student Feedback Form at any stage throughout their participation in a course of study. The Student Feedback Form provides a mechanism for students to provide responsive and immediate feedback of their experiences as a student and their suggestions regarding continuous improvement of Alpine Institute – its facilities, course content, teaching, materials, student support.

The Student Feedback Form will be administered by the Student Administration Officer. Completed feedback forms can be submitted to the Student Administration office or via email at alpineinstitute.org.au

Midpoint Feedback
At the midpoint of the student’s course of study, the students will be asked to complete a ‘Midpoint Feedback survey’. This allows the Alpine Institute to ensure that the student is satisfied with the services that the Alpine Institute is providing and that they are receiving the services outlined in their enrolment information.

The Midpoint Feedback Form will be administered by Student Administration and the relevant trainer / assessor. Completed surveys are to be submitted to the Student Administration Department.

A summary of the feedback collected is to be presented for review through the Alpine Institute Meetings where required action can be determined.

Completion Feedback
Students are also asked to complete a ‘Learner Questionnaire’ upon completion of their course of study.
This evaluation requests feedback across a range of aspects including:
- Course content
- Course delivery
- Course assessment
- Training Staff
- Resources

Staff Feedback
Feedback is sought from Staff on the effectiveness and efficiency of Alpine Institute policies, procedures and service delivery. This feedback shall be gained through divisional/team meetings, performance appraisals and informal discussions.

Staff meetings are held regularly, where Staff are encouraged to provide feedback or suggestions on all aspects of Alpine Institute operation as an Alpine Institute. The meetings will have planned agendas with minutes taken and action required will be delegated and noted.
All feedback, either staff or student, will be provided to the Human Resources Manager who is responsible for its representation at the RTO Steering Committee. The RTO Steering Committee will determine appropriate improvement strategies arising from the feedback.

2.3 Audits / Reviews

Internal AQTF Audit
The Alpine Institute Manager shall ensure that on an annual basis an Internal Audit is conducted to ensure the Alpine Institute is maintaining compliance against the AQTF standards. The Audit shall identify areas of risk in the learning and assessment processes, policy & procedure issues and breaches, and general areas of improvement throughout the Alpine Institute operations.

The audit is to be documented through a checklist and report of any recommended courses of action to improve the practices and processes that were reviewed. Where an external consultant is employed to complete this task the checklist and report will vary but must be related to the current AQTF conditions and standards. Results of the audit will be required to be presented to the Alpine Institute Steering Committee together with a rectification plan to address findings of the audit.

AQTF Quarterly Review
A rolling review of Alpine Health’s compliance with the AQTF standards will be undertaken on a quarterly basis, managed through the Quality Meeting.

A ‘Quarterly Review Schedule’ is to be followed which identifies specific areas to be reviewed each quarter ensuring that all AQTF standards and Conditions of Registration are reviewed.

VTG Annual internal audit
Alpine Institute will engage an external auditor on an annual basis to audit compliance with the terms and conditions of the Victorian Training Guarantee contract. The audit will be undertaken prior to June end annually against the VTG Registered Training Organisation Internal Audit Checklist. Results of the audit will be required to be presented to the Alpine Institute Steering Committee together with a rectification plan to address findings of the audit.

2.4 Validation of Training & Assessment Material

The Alpine Institute shall undertake Validation activities to identify areas for improvement in assessment instruments. See ‘Validation and Moderation Policy and Procedure’ for details.

2.5 Complaints

Where a formal complaint against Alpine Institute is found to be justified, action will be taken to ensure that the issues identified in the complaint are rectified. This rectification action will be documented in an Action Request Form.

Alpine Institute will address complaints in the manner outlined within the Complaints and Appeals Policy and Procedure (both Academic and Non-Academic).

The Human Resources Manager will provide a summary of complaints to the RTO Steering Committee at each meeting. The RTO Steering Committee will provide oversight of the complaints process and ensure
that complaints and appeals are addressed in a timely manner and with due respect and consideration to the complainant.

RTO Steering Committee will ensure that issues raised through complaints are considered within the continuous improvement activities of Alpine Institute.

2.6 Quality Indicators

Alpine Institute will implement the quality indicators in regard to the learner and employer surveys. At the end of each course, the learner survey will be distributed to all learners with a request that the surveys be returned to Alpine Institute within 10 working days.

These surveys will be collated at the end of each calendar year, and an analysis undertaken.

Where the analysis determines that improvement action is required, the RTO Steering Committee will allocate the required action to a suitable person, and identify the timelines within which the action is to be taken. This detail will be documented in the Action Request Form.

By 30 June each year, Alpine Institute will provide a report to ASQA on the outcomes of the learner and employer satisfaction survey.

National Students Outcome Survey
Alpine Institute will engage annually in the National Students Outcomes Survey. Students will be invited to participate in the survey and encouraged to complete the survey via either an on-line or paper-based method.

2.7 Continuous Improvement Action Request

In completing any of the above quality processes there may be identified areas that require improvement or follow up action to be taken to ensure compliance is achieved. This improvement may be a small improvement such as a change in a document or a large scale improvement such as revising an assessment approach. Where an improvement requires a structured approach to the development, implementation, and management of the improvement, or the issue cannot be addressed immediately, an ‘Action Request Form’ should be completed by the Human Resources Manager.

Where a required improvement has been identified, an ‘Action Request’ forms. This will identify the improvement required, how this will be implemented, and track the progress of implementation.

The form will be reviewed by the Human Resources Manager, who will review the action request in the Trainer’s Meetings. During the meeting the Human Resources Manager shall allocate required tasks as appropriate to the action request to ensure appropriate implementation can occur.

The Action Request form and records of any related activities to investigate, review, or implement the action request are to be attached and filed within the continuous improvement folder.

2.8 Academic Governance
Academic governance is concerned with the integrity of the education activities of the courses delivered under the Alpine Institute. In particular the structures, policies and processes which ensure quality outcomes, are integral to the process of academic governance.

Alpine Institute will appoint through the RTO Steering Committee, an external body to provide academic governance to the activities of the Institute. The external body will be appointed on an annual basis and provide oversight of assessment documentation, policy and procedure framework, Training and Assessment Strategy, and material relevant to academic pursuit. This will be scheduled as part of the Quarterly Review Process.