

International Quality Education Framework

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Introduction

This quality standard was designed for organizations outside Australia that wish to demonstrate equivalent quality to the Australian training sector so that their credit might be transferred to Australian Registered Training Organizations. It presumes the use of Australian competency standards (called Training Packages).

It would be relatively easy to incorporate other relevant standards if necessary. Examples of other appropriate standards are ISO 9001 or a university quality handbook

The outline begins with institutional matters, then covers internal quality systems, then several general business items, then resources, then finally instruction and assessment.

It generally follows a previous quality standard called the Australian Quality Training Framework (2005, 2007). These were prescriptive about both processes and outcomes, and included basic business systems. The main changes were:

- Criteria were deleted if they only apply to Australian Registered Training Organizations or do not affect the acceptability of transfer credit.
- The language has been improved and redundancies eliminated.
- Run-together items have been split up
- Some items are put in an order that is easier to understand.
- A few processes have been deleted where outcomes are clearly stated.
- The criteria relating to ACAS member colleges have been included.

A. Organizational structure

1. The nature and structure of the Organization is legally appropriate for its activities.
2. The Organization has an organizational chart and duty statements or terms of reference that show the lines of authority in the Organization, the responsibilities and allocation of functions.
3. The organizational chart and duty statements must set out the role that each staff member of the Organization has in implementing and maintaining the Organization's training and/or assessment system.
4. The organization uses systematic processes for
 - a. decision-making
 - b. accountability
 - c. institutional performance management

B. Internal quality systems

5. The Organization has systems in place to plan for and provide a quality program across all its operations

Policy and procedures

6. The Organization keeps written policies and procedures for ensuring quality training and assessment consistent with its scope of activities and scale of operations.
7. The Chief Executive ensures that the policies and procedures are circulated, understood and implemented consistently throughout the Organization.
8. The Organization:
 - a. ensures that it complies with these Standards across all its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
 - b. ensures that it provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff for the purposes of audit
9. The Organization corrects and prevents any failure to comply with its quality system, policies or procedures.

Business planning

10. The Organization has a comprehensive written plan for its business that is consistent with its scope of activities and scale of operations.
11. Its governors have formally agreed to it.
12. It is a firm commitment to a future course of action
13. It represents sound thinking of its goals and the means it uses to attain them
14. Its is used to measure performance
15. It is regularly and systematically reviewed

Risk management

16. The Organization identifies and manages risks across its scope of activities including but not limited to any of the following:
 - a. Adverse impact of changes in government policies
 - b. Change in market conditions
 - c. Dissatisfied stakeholders
 - d. Loss or non-performance of key staff
 - e. Errors or failures in operations
 - f. Threats to reputation
 - g. Non-performance of information Technology
 - h. Environmental harm.
 - i. Financial risks
 - j. Legal liability
 - k. Communication with stakeholders.
 - l. Fire

17. The program is effective in furthering the organizations own objectives
18. The marketing approach is effective:
 - a. for recruiting students
 - b. for building its constituency
 - c. in adapting programs to more effectively meet students needs
19. The program is financially viable
20. The program is time-efficient
21. The program provides good return on client's investment in training
22. The Organization makes effective use of the range of programs that it offers.
23. The Organization has effective relationships with its stakeholders

Continual improvement

The Organization:

24. has written procedures on continuous improvement
25. implements continual improvement across all it activities and systems
26. at least annually reviews its entire scope of operations for items needing improvement
27. collects and analyzes stakeholder and client feedback and satisfaction data on the services it provides and uses that information as a basis to review and improve its policies and procedures
28. acts on opportunities for improvement identified by any means

Internal audit

29. The Organization conducts an internal audit at least annually of its compliance with
 - a. these Standards and
 - b. its policies and procedures .
30. The Organization's Chief Executive reviews its compliance with these Standards at least annually.
31. The Organization has a system for using its compliance report as a basis for review and improvement

Complaints and grievances

32. The Organization documents and implements policies and procedures for dealing with customer complaints, grievances and appeals in a constructive and timely manner.
33. The policies and procedures ensure that:
 - a. each complaint and appeal and its outcome is recorded in writing;
 - b. each appeal is heard by an independent person or panel; and
 - c. each appellant:
 - i has an opportunity to formally present his or her case; and
 - ii is given a written statement of the appeal outcomes, including reasons for the decision.
34. The Organization acts upon the subject of any complaint found to be substantiated.

C. Contractual relationships

35. The Organization has, and complies with, a written agreement with each organization that provides training and/or assessment on its behalf.
36. The agreement specifies how each party to the agreement will discharge its responsibilities for compliance with these standards.

D. Compliance with legislation and regulatory requirements

37. The organization complies with all relevant legislation and regulatory requirements relating to its programs
38. The Organization:
 - a. identifies all legislation and regulatory requirements relevant to its operations
 - b. integrates compliance with all relevant legislation and regulatory requirements into its policies and procedures

- c. provides staff with information about current legislation and regulatory requirements that significantly affect their duties
- 39. The Organization's policies and procedures meet all legislation and regulatory requirements
- 40. Clients are provided with information on any current legislation and regulatory requirements that significantly affect their participation.

E. Insurance

- 41. The Organization has all the insurance cover necessary to carry out its business.

F. Financial management

- 42. The Organization has effective financial management procedures in place.
- 43. The Organization has designated a chief executive or a person with direct access to the chief executive, who has defined responsibility and authority to:
 - a. ensure that the Organization complies with its financial management policies in place and that it complies with these policies
 - b. monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement
- 44. At least annually, a designated officer certifies the Organization's accounts as
 - a. being a true and correct record of the organizations financial position
 - b. containing no discrepancies that would result in a qualified audit report
- 45. If the Organization accepts fees paid in advance, it documents and implements systems to protect them.
- 46. The Organization has fair and reasonable refund policies.

G. Records management

- 47. The Organization has effective administrative and records management procedures in place
- 48. The Organization documents and implements procedures to assure the integrity, accuracy and currency of records that include, but are not limited to:
 - a. secure storage, including backup of electronic records
 - b. retention, archiving and retrieval of sufficient information on client results to issue a full transcript or academic record, and transfer of these records in the event of closure of the Organization
 - c. retention, archiving, retrieval and transfer of all other records consistent with contractual and legal requirements
 - d. safeguarding any confidential information in its keeping and by any other bodies or individuals acting on its behalf;
 - e. ensuring that, except as required under these standards or by law, information about a client is not disclosed to a third party without their written consent; and
 - f. access by clients to their personal records.
- 49. The Organization maintains up-to-date records of:
 - a. enrolments and participation
 - b. fees paid and refunds given.
- 50. The Organization consistently implements version control procedures for managing documents.
 - a. Authorized and competent staff review materials for currency before issue or re-issue
 - b. It prevents the use of superseded materials
 - c. all persons have ready access to all necessary current materials to perform their duties.

H. Staff competence

- 51. Each member of the Organization's is competent for the functions they perform.

52. The Organization has developed and implemented written procedures for the recruitment, induction, and ongoing development of each member of its staff
53. The Organization encourages and provides relevant opportunities for their professional development.
54. The Organization monitors their performance.
55. The Organization's induction program and materials for new staff contain information, where relevant to their job role, on each of the following:
 - a. course requirements;
 - b. competency-based training and assessment
 - c. education and training requirements and policies; and
56. The Organization maintains up-to-date records of:
 - a. the verified training and/or assessment and vocational competencies of all staff and persons working on behalf of the Organization
57. The Organization ensures that assessments (including RPL) are conducted by either:
 - a. a person who has:
 - i the competencies to assess according the standards below and
 - ii relevant vocational competencies at least to the level being assessed, or
 - b. a team of persons who together have the competencies to assess according the standards below and relevant vocational competencies at least to the level being assessed

I. Ethical marketing and advertising

58. The Organization's marketing and advertising of training and assessment products and services is ethical.
59. The Organization's marketing material is:
 - a. accurate and
 - b. approved by a duly authorized member of the Organization's staff.
60. The Organization:
 - a. obtains prior written permission from any person or organization for use of any marketing or advertising material which refers to that person or organization, and
 - b. complies by any conditions of that permission.
61. The Organization accurately represents to prospective clients training products and services that lead to any qualification or credentials.
62. The Organization ensures that advertised outcomes are consistent with these qualifications.

J. Resources

63. The program has access to all necessary resources consistent with its scale of operations, delivery modes, assessment requirements, and the specific needs of its students, including:
 - a. Staff
 - b. physical facilities
 - c. instruction and assessment materials
 - d. procedures and structures
 - e. other resources according to the nature of its program

K. Instruction and assessment

64. The organization:
 - a. identifies target groups of clients and identifies their needs
 - b. uses effective delivery systems
 - c. addresses current workplace and industry requirements and
 - d. Gives effective student support and monitors their individual progress
 - e. Informs students accurately of course requirements at the commencement of each course and unit.
 - f. Informs students accurately of core and elective units, as appropriate
65. The organization has a written plan for delivering and assessing each course

- 66. The roles of all parties in the delivery and assessment process are clearly defined.
- 67. Programs comply with the requirements of Training Package or accredited course, including customization and selection of units, and Assessment Guidelines.
- 68. The language, literacy and numeracy requirements are consistent with the essential requirements for workplace performance specified in the relevant units of competency or accredited courses.
- 69. Where relevant, instruction and assessment:
 - a. address current workplace requirements, industry practices and context
 - b. focus on the application of knowledge and skill to the standard of performance required in the workplace
 - c. address any relevant language, literacy and numeracy requirements
 - d. cover all aspects of workplace performance, including
 - i skills in performing the required tasks
 - ii managing themselves and their work
 - iii managing contingencies
 - iv dealing with the responsibilities and expectations of the workplace.
- 70. Students are informed of:
 - a. the conditions under which they will be assessed,
 - b. the context of the assessment
 - c. the purpose of the assessment and
 - d. the process in which it will be given
- 71. Assessments
 - a. address all Training Package requirements (Valid)
 - b. follow the up to date package? (Current)
 - c. require sufficient evidence, usually each element assessed twice (Sufficient)
 - d. work equally well for all students in the target group (Fair and equitable)
 - e. work for all situations for which it is designed (Flexible)
 - f. Assessment tasks fits the competencies (Valid)
 - g. The student's assessed work is recent (Current)
 - h. The student's own work is assessed (Authentic)
 - i. Assessment tools give the same result each time, with different assessors and in all situations for which they are designed. (Reliable)
- 72. The organization gives students:
 - a. feedback on their assessment outcome
 - b. guidance on future options if relevant
 - c. access to a just appeals process
 - d. a fair avenue to be reassessment on appeal.

L. Review and validation

- 73. The organization:
 - a. Gathers feedback from all stakeholders
 - b. Reviews the entire delivery and assessment process
 - c. Validates the assessment by having multiple assessors review, compare and evaluate:
 - i the assessment processes and tools
 - ii evidence
 - iii competency standards
 - iv industry and workplace requirements
 - v and implement improvements in the quality and consistency of assessment based on the review
- 74. The organization implements continual improvement of its entire delivery and assessment process.

End