

Department Retail Institute – RTO (ID4049)		
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Approved by Aaron Hines Director, ARA Retail Institute	Next Review July 2023	Once printed, this document is not controlled.
Reason for change	General review of the content and improvement.	

1. Policy objective

- 1.1. The objective of this Policy and procedure is to ensure that the Australian Retailers Association (the ARA), via its training division, the ARA Retail Institute (RI), comply with the responsibilities set by law as a nationally Registered Training Organisation (RTO).
- 1.2. This Policy ensures the ARARI Institute delivers quality training and assessment and can adapt to client needs as required. It can also ensure that the RTO can operate in a timely and responsive manner to all identified issues and areas of concern.
- 2.1. The application of this Policy ensures that ARARI complies with Data Provision Requirements 2020 and Standards for RTOs 2015::
 - 2.1.1. Clauses 1.1 to 1.4 and 2.2—Implementing, monitoring, and evaluating training and assessment strategies and practices by systematically incorporating processes and procedures to help maintain the quality of its training services.
 - 2.1.2. Clause 7.5 – Provide accurate information about performance and governance by systematically implementing effective governance and administration arrangements into the RTO.
 - 2.1.3. The application of this Policy will ensure the ARARI will ensure that the implementation of effective strategies to maintain and update appropriate governance and administration of the ARARI RTO relating but not limited to:
 - informing and protecting students,
 - engaging with industry,
 - implementing and continuously reviewing training and assessment strategies,
 - evaluating resources to ensure they are fit for purpose,
 - providing supervision of Trainer/Assessors,
 - holding appropriate licences and insurance,
 - Integration of work placement into assessable components of a training qualification to ensure the student develops the intended job-related skills,

- assessing the risk associated with the viability of the ARARI RTO, and
- continuously improving from feedback gained by students and other relevant stakeholders invested in the interest of the ARARIs success.

2. Scope

2.2. This Policy applies to all individuals who must ensure the ARARI complies with the Standards for RTOs and other laws and conforms to its conditional arrangements with other interested parties critical to the operations of the ARARI. Including:

- any individuals provided services for the ARARI, including staff and contractors.
- All ARARI Directors and the ARA CEO.

4. Definitions

3.4. For the purpose of this Policy and associated Procedures, the following definitions apply:

3.4.1. A training course – is defined as a pathway to achieving a nationally recognised qualification or Skill set from a VET Training Package as listed on the ARA's Scope of Registration.

3.4.2. AQF – the Australian Qualifications Framework

3.4.3. ASQA – Australian Skills Quality Authority, the national VET Regulator for RTOs, enforces the National VET Regulator Act 2011.

3.5. RTO – Registered Training Organisation

3.6. VET – Vocational Education and Training

3.7. NRT – Nationally Recognised Training, training that consists of training packages, qualifications, units of competency, accredited courses and Skill Sets

3.7.1. For more information, go to the website: training.gov.au - About

3.8. ARA – Australian Retailers Association

3.9. ARARI – ARA Retail Institute, the entity responsible for administering the ARA's RTO.

4. Policy

4.1. The Policy ensures ARARI meets the standard requirements for RTOs to self-manage the quality of the training and assessment services it offers. The ARA will employ the following principles to ensure the self-management of its systems, processes and procedures to ensure that the RTO can act responsively to all identified issues and areas of concern.

4.1.1. The ARARI will learn from feedback to ensure the continuous improvement of its practices and approaches to offering services and delivering training and assessment.

4.1.2. The ARARI will adopt a continuous improvement approach to limit the risk to its financial viability and seek new ways to ensure it meets the needs of students and industry.

4.1.3. The ARARI will ensure that it has systems, processes and procedures in place to collect valuable information to inform its products and services

- 4.1.4. The ARARI will encourage all individuals within the Scope of this Policy to proactively seek opportunities to assist improve the quality of the services the ARA offers as an RTO under the administration of the ARARI.
- 4.1.5. The ARARI The ARA has a risk-based management approach to measure risks associated with the financial viability, quality of training services and overall governance, compliance and admin.

5. Policy

- 5.1. Quality Management is ultimately the responsibility of an ARARI Director and the ARA CEO.

RTO Meetings

5.2. RTO Operations Meeting:

Operations meetings are held **MONTHLY**, generally on the 3rd week of every month, following a set agenda and minutes recorded.

The RTO Management Meetings are usually attended by the internal operations team and included as a minimum:

- The RTO Manager or an appropriate ARARI Director or their delegated representative
- One Representative of the Student Management Team
- One Representative from Business Development Team
- One Representative from Resource Development Team

The meetings ensure that the current activities, issues, requirements and general overview of the RTO operations are being shared and updated to the entire internal operational team as well as the Director through these meetings (or through the meeting minutes)

5.3. Continuous Improvement Meeting:

Continuous Improvement Meetings are held **MONTHLY**, generally on the 4th week of every month and will follow a set agenda, and minutes recorded..

The ARARI RTO Management Meetings are usually attended by the internal operational staff, operational field staff, and other necessary team members involved in a specific project.

Example of attendees:

- Director, Retail Institute
- Representative of the Student Services Team
- A representative from Resource Development Team
- State Program Managers
- State Manager
- Specific Trainer(s)

The meeting aims to provide a general overview and update of the previous week's Operational Meeting to the broader team member and to discuss areas of concern, challenges or weaknesses in the ARARI's systems, procedures and processes relating to governance, compliance and administration.

5.4. Trainer/Assessor Meetings:

State-based Trainer/Assessor meetings are held **QUARTERLY** and follow a set agenda with a record of minutes after the meeting.

The Trainer Meetings are attended by at a minimum:

- Director or Quality Management Manager
- State Manager
- State Program Managers
- Trainers
- Human Resources & Talent Manager or Resources & Compliance Manager

The meeting aims to allow all Trainer/Assessor to raise any concerns and be informed of issues relating to the RTO operations.

Training Product Moderation/Validation

- 5.5. A Validation Schedule is prepared by the Resources & Compliance Manager when a new NRT package product is approved by the Australian Skills Quality Authority (ASQA) on the ARA Scope of Registration. The ARARI RTO Resources Manager will ensure that:
- The schedule will be updated annually.
 - To ensure regular validation/moderation sessions occur, scheduling is approximately every 1 - 3 months.
- 5.5.1. The validation process is to include a review of:
- The assessment system implemented by the RTO
 - The assessment tools and strategies for individual units
 - A sample of assessment judgements
- 5.5.2. The assessment instruments are reviewed to ensure the assessment instruments:
- Meet the Standards for RTOs 2015
 - Meet the requirements of the relevant Training Package and Unit of Competency

Feedback

- 5.6. The ARA RI seeks feedback from the following stakeholders:
- Students
 - Staff
 - Employers
 - External Clients (Agents, Consultants, potential Students or any other person who deals with the RTO in a professional capacity)

This feedback ensures that the ARARI comply with the Data Provision Requirement 2020. For more information, go to the ASQA website following this link

www.asqa.gov.au/rto/responsibilities/data-collection-and-provision/quality-indicator-annual-summary

- 5.6.1. 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 to ensure the RTO can address any immediate areas of concern.

Additionally, the ARARI seek student feedback at various points throughout the program at an informal level. In addition, the RTO shall also conduct formal feedback on two (2) occasions throughout the student course - midpoint and completion.

Midpoint Feedback: At the midpoint of the student's course of study, students must complete a 'Midpoint Feedback Survey'. This survey allows the ARRI RTO to ensure that the student is satisfied with the services that the RTO provides and that they are receiving the services outlined in their enrolment information.

The responsibility of the Midpoint Feedback Form is with the Student Services Department and the relevant Trainer / Assessor. Completed surveys must be submitted to the Student Administration Department.

The output - A summary of the feedback collected is presented for review via Trainer/Assessor Meetings and ARARI RTO Meetings, where further action is determined.

Completion Feedback: Students are asked to complete a 'Learner Questionnaire' upon completing their course of study.

The students complete the compulsory 'Learner Questionnaire' questions. The data is collected and reported by ASQA directives.

The output - A summary of the feedback collected is - presented for review through the Trainer Meetings and ARRI RTO Meetings, where required action is determined.

Employer Feedback: Employer feedback assists the ARARI RTOs in delivering on its guarantee to provide quality training and assessment as administered and seeks input on the staff and other individuals engaged in providing services on behalf of the ARA.

The Employer's views will provide a perspective on the quality and outcomes of the training to support continuous improvement activities and build and manage relationships with the employers.

- After their employees' course of study, the Employer is asked to complete the mandated 'Employer Questionnaire.' The completed form will be submitted to the Administration Department directly or via a Trainer & Assessor.
- The results of the 'Employer Questionnaires' reports evaluated in the Quarterly.
- Feedback from Employers who host work placements for ARARI students is also a valuable source of information

Results of such feedback will be evaluated and discussed in RTO Management Meetings.

Staff Feedback: Staff feedback on the effectiveness and efficiency of the RTO's policies, procedures and service delivery is gained at regular ARARI Meetings (RTO Management Meetings, Trainer/Assessor Meetings), performance appraisals and informal discussions.

The regular meeting of the ARARI RTO allows staff to provide feedback or suggestions on all aspects of the RTO's operation as an RTO. The meetings have planned agendas with minutes recorded and actions delegated and noted.

Annually RTO staff are asked to complete an 'RTO Evaluation' form. This feedback form asks staff members to review and evaluate the processes and practices implemented by ARA Retail Institute and identify areas for improvement. Feedback from staff appraisals shall be reviewed by the Retail Institute Quality Management Manager and identify changes needed due to feedback; the change(s) must be documented in the Continuous Improvement Register.

Audits / Reviews/ External Consultation

Internal Audit: The ARARI Directors and CEO shall ensure that the ARARI RTO conducts a BI-ANNUAL Internal Audit to ensure the RTO maintains compliance against the Standards for RTOs 2015.

- 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 RTO operations. Any issues identified are to be addressed through the RTO Meetings.
- The Audit is to be documented through a checklist and report any recommended courses of action to improve the reviewed practices and processes. Where an external consultant is employed to complete this task, the checklist and report will vary but must be related to the current Standards for Registered Training Organisations.

Subsidised Training Contract Auditing Internal Audit: The ARA has various government contracts to supply subsidised training and education. The ARARI Director/s, with the support of the Quality Management Manager, shall ensure ARA complies with funding contracts.

An internal Audit shall identify areas of risk against the contract requirements. The RTO is to refer to the following current documents to support the currency of the Audit:

- Contract Notifications
- Guidelines about Determining Student Eligibility and Supporting Evidence
- Guidelines about Fees
- Guidelines about Apprenticeship/Traineeship Training Delivery

Output – Development of a Rectification Plan for corrective measures to be actioned (once completed, it is to be signed off by an ARARI Director.

All findings are discussed via RTO Management Meetings and Continuous Improvement Meetings.

The Plan is used in conjunction with the RTO's Continuous Improvement Register.

External Consultation: To maintain and improve the quality of the RTO's education processes and outcomes, the RTO will engage with external quality consultants when the CEO deems necessary.

- 5.7. A **Continuous Improvement Register** is used to record areas of concern in the ARARI's systems, policies and procedures, where activities are tracked to investigate, review, and implement corrective measures.

5.8. A **Risk Management Policy and Register** are used to measure risks associated with the financial viability, quality of training services and overall governance, compliance and admin.