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## Purpose

This policy ensures that Institute of Business and Management Australia has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

This ensures compliance with Clauses 2.1, 2.2 and 6.5 of the *Standards and ISO9001:2015 standard clause 5.2 and 7.3*

## Definitions

The **Act** means the National Vocational Education and Training Regulator Act 2011

**ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

**Data Provision Requirements** is the legislative instrument which is a subsection of the Act

**Quality Indicators** means Learner engagement and Employer Satisfaction data as outlined in the Data Provision Requirements 2012

**RTO** means Registered Training Organisation

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015

## Policy

- Institute of Business and Management Australia:
  - Is committed to ensuring the quality of services provided across of all of its operations – this includes training and assessment services, student support, customer service and effective management of the business and its staff. This also includes to ensuring the quality of any services provided on Institute of Business and Management Australia's behalf by third parties.
  - Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services *and of its continual improvement*.
  - Committed to meet the business and functional objectives and performance indicators.
  - Focuses to the perception of the students, staff and stakeholders for continual improvement of the services.
- As an RTO, Institute of Business and Management Australia is required to comply with the requirements of the VET Quality Framework and the Standards for RTOs. Regular internal audits are scheduled to ensure ongoing compliance with these requirements and monitor quality delivery. Refer to the *VET and CRICOS Regulation and Legislation Policy*.
- Systematic continuous improvement is a fundamental component of the quality assurance approach used by Institute of Business and Management Australia.
- Opportunities for improvement will be identified through the following mechanisms:
  - Regular feedback is collected from students, staff, industry and employers on a regular basis and data gathered is collated and analysed.

- Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.
  - Data from Quality Indicator Surveys provided to students and employers.
  - The outcomes of internal audits.
  - Management meetings held by the RTO will be used as an opportunity for managers to identify areas that require improvement from their experience.
  - Outcomes of assessment validation meetings will identify areas where assessment and training practices can be improved.
5. Improvements will be recorded and acted upon on a continual basis to ensure Institute of Business and Management Australia is responsive to areas that require improvement.
  6. The IBMA's quality assurance policy shall: a) be available and be maintained as documented information; b) be communicated, aware, understood and applied within the organization; c) will be available to relevant interested parties as appropriate.

#### Document Control

<b>Document Name &amp; Version:</b>	Quality Assurance Policy_v2.2_10-07-2019
<b>Quality Area:</b>	CG Corporate Governance
<b>Author:</b>	IBMA
<b>Status:</b>	Approved
<b>Approved By:</b>	CEO
<b>Approval Date:</b>	18-08-2018
<b>Reviewed &amp; Approved:</b>	12-04-2019
<b>Reviewed &amp; Approved:</b>	10-07-2019
<b>Standards:</b>	Clause 1.9 of Standard 1, Clauses 2.1 and 2.2 of Standard 2, and Clause 6.5 of Standard 6. ISO9001:2015 Standard - Clause 5.2, 7.3