

Policy Name:	Quality Principles
Policy No.	RC3.0
Issued:	20 March 2023
Reviewed:	

Purpose

To define the routine activities that are undertaken by HITsa to deliver quality service

Areas Affected

HITsa – all products, policies and staff

General

HITsa is not pursuing official ISO quality accreditation, however we do subscribe to the principles of quality that ensure that each and every undertaking is done to the highest standard and performed in the same way by all.

Of primary importance is the need for evidence to clearly demonstrate HITsa's ongoing efforts to continuously review and improve its operations.

All continuous improvement efforts will be complemented by documentary evidence of process, conclusions and outcomes.

HITsa's quality assurance principles for the key areas of our business operations are detailed below

Risk Register

- This database is the repository of any risks identified by the HITsa team, impact measure, proposed resolution and progress to the same. RTO CoOrdinators, Business Managers, Compliance Manager, Systems and Process Manager and Executive Officer have access to this file.
- The Executive Officer is the owner of this tool.
- All staff are encouraged to document observations and improvement opportunities in this central record.
- The Executive Officer will regularly review the register and it will be maintained as an agenda item in the weekly management meeting.

Procedures

- HITsa will document all routine procedures and make these accessible to all staff
- All staff will be made aware of the procedure documents at induction and understand that compliance is a condition of their ongoing employment
- HITsa will engage with staff regularly to ensure that procedures remain relevant and meaningful
- **Manager, Systems & Process** is the owner of all procedures

Policies

- Policies will provide the guiding principles of HITsa's operations.
- All staff will be made aware of the policy documents at induction and understand that compliance is a condition of ongoing employment
- HITsa will engage with staff regularly to ensure that policies remain relevant and meaningful
- **Executive Officer** is the owner of all policies

All policies and procedures are to be reviewed at any time a change in the regulatory or operating environment occurs, but in any case, at least annually at the beginning of each calendar year.

Quality Control Measures

Constant monitoring, review and feedback are the core of process improvement and quality control.

- Executive Officer completes an annual self assessment of compliance against RTO Standards using ASQA Template and Users' Guide to the Standards for RTOs 2015
- Satisfaction surveys are collected from learners of each class. Results are collated and shared with management and trainers.
- Executive Officer follows up any satisfaction survey ratings below average if learner contact details are provided.
- Validation is an embedded process with routine reviews undertaken over a 5-year cycle.
- Subscriptions to RTO update services provide timely notification of changes to scope, regulatory or industry
- Use of purchase orders confirm the details of day-hire facilities and/or engagement of contractors
- Use of service agreements clarify roles and responsibilities of HITsa and any project partners
- Use of automated communication templates generated from JobReady provide systematic and routine messaging to learners about enrolment confirmation, training day reminders
- Cross training of administrative staff for continuity of service to clients and learners
- Induction of all new staff to provide an overview of HITsa expectations
- Use of employment contracts and job descriptions for all staff
- Undertaking performance reviews with all staff on an annual basis
- Employment of suitably qualified and experienced vocational training development staff to create, maintain and review training and assessment tools and methods.
- Use of independent internal audit services for objective review of selected training
- Annual audit of HITsa's financial records
- Mapping of HITsa policy and procedure to RTO Standards to demonstrate compliance and application
- Use of packing lists and checklists for all training classes

Confirmation of Compliance

The **Executive Officer** is responsible for completing HITsa's annual ASQA declaration of compliance with RTO Standards on or before 31 March each year. Completion will be prompted by the receipt of an email from ASQA. The Executive Officer's email address is currently registered with ASQA as the primary contact email.

Meeting the quality principles detailed above will support a favourable declaration being completed.

END

Date	Version	Amendment(s)
20.03.23		Original Document – Replaces HITP0040/12