

Quality Assurance Policy and Procedure

Purpose

This policy and procedure ensure that GET Education 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 1.9, 2.1, 2.2 and 6.5 of the Standards.

Policy

1. Systematic Quality Approach

- GET Education Australia:
 - Is committed to ensuring the quality of services provided across of all of its operations – this includes training and assessment services and processes, student support, customer service and effective management of the business and its staff.
 - Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.
 - Has convened a management team which oversees the quality of services by GET Education Australia.

2. Continuous Improvement

- Systematic continuous improvement is a fundamental component of the quality assurance approach used by GET Education 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. Regular feedback is collected through:
 - Surveys completed by students at classes
 - Surveys completed at the end of a course by students
 - Quality Indicator Surveys provided to students half-way through a course
 - Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.
 - Internal audits conducted on a regular basis will identify areas in which performance could be stronger.
 - Management meetings held by GET Education Australia will be used as an opportunity for managers to identify areas that require improvement from their knowledge and what they have learnt from staff.
 - Outcomes of assessment validation meetings will identify areas where assessment and training systems and practices can be improved.
- Improvements will be recorded and acted upon on a continual basis to ensure GET Education Australia is responsive to areas that require improvement.