Quality Assurance

This policy and procedure ensure that Melbourne Education Institute (MEI) is quality assured and have a written agreement with any party that delivers services on its behalf. MEI will develop, implement, monitor and evaluate quality training and assessment strategies and practices that meet training package and VET accredited course requirements. MEI will conduct regular, scheduled internal audits of all operations and its trainers / assessors.

MEI will ensure that all Trainers/Assessors will have the sufficient ability to provide suggestions to improvements relating to training and assessment strategies. MEI validates training and assessment to ensure training and assessment meets industry standards and training package requirements. MEI will collect the feedback from numerous sources as mentioned in this procedure and will use the information to inform quality assurance of services and improve training and assessment.

Management Meetings

Management meetings are to be conducted quarterly and is required to follow a set agenda. Meeting minutes will be recorded. The required attendees are:

- CEO/PEO
- Compliance Manager
- Training Manager
- Administration
- Finance Officer or nominated Accountant

The meeting will follow the below mentioned Agenda:

Administration

- Information should include updates or discussion on learner data and files.

Compliance

- Identify any compliance issues, concerns or achievements
- Impact and Remedial Action Plan for any compliance issues identified
- Provide professional development items to ensure Staff understand the compliance requirements and required processes.

Training and Assessment

- Discussion on training achievements
- Milestone updates
- Trainer caseloads and expectations of training to be achieved
- Resources / assessments questions, updates, suggestions
- Discussion about validation and moderation activities undertaken and planned
- Identification of any non-compliance in accordance with Standard 1.8 of SRTO 2015.
- Impact and Remedial Action Plan for any compliance issues identified

Training Package updates

Quality Assurance Policy and Procedure
Melbourne Education Institute
RTO ID: 45054; CRICOS: 03673A
Level 1, 310 King Street, Melbourne VIC 3000 Australia
Ph: 1800 986 100; info@mei.edu.au

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- Updates of any Training Package or version changes / updates
- Changes to any qualifications on Scope of Registration
- Additions/deletions to Scope of Registration

Client Evaluation/Feedback

- An overview of any feedback summary reports that are generated

General Administration

- Any items that may be of relevance to the operation of MEI.
- Any proposed significant changes to the organisation (e.g. ownership, high managerial positions, financial viability etc.)

Trainer Meetings

The main aim of this meeting is to provide direct feedback to CEO/PEO regarding areas for improvement all aspects associated with training and assessment. The course progress meeting is held monthly while trainer meeting is held quarterly. The meeting will follow the below mentioned Agenda:

Current Course Overview

- An overview of the courses offered and commenced
- Progress reports on delivery and assessments within each course
- Trainers to report and discuss learner progress (for certificate courses and trainees)
- Any learner, resource, or other training concern
- Identification of any non-compliance in accordance with Standard 1.8 of SRTO 2015.
- Impact and Remedial Action Plan for any compliance issues identified

Administration

- Issues related to Student Management System
- Assessment records and outstanding documentation, e.g. outstanding Statements of Attainments, Record of Results and Testamurs
- General administration requirements
- SMS update

Compliance Issues / General Training Issues

- Policy & procedure updates
- SNR/ASQA updates
- Other regulatory requirements (i.e. funding, record keeping)
- Any general training issues / concerns
- Discussion on any feedback received
- Identification of any non-compliance in accordance with National Code 2018 and SRTO 2015.
- Impact and Remedial Action Plan for any compliance issues identified

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Internal / External Validation Discussion

- Assessment / resource validations
- Preparation of action plan based on validation report
- Identification of any non-compliance identified during validation.
- Impact and Remedial Action Plan for any compliance issues identified
- Need of moderation and plan a schedule for implementation
- Professional development undertaken by Trainers

Occupational Health & Safety Issues

- Any safety issues/concerns

General Administration

- General issues that relate to the operation of MEI

Learner Feedback

Feedback shall be gained from the learner at various points throughout the program at an informal level, usually upon completion of the course. This evaluation requests feedback across a range of aspects including:

- Course content
- Course delivery
- Course assessment
- Trainers/Assessors
- Facilities
- Resources

Staff/Contractor/Consultant Feedback

Feedback is sought from Staff, Contractors and Consultants on the effectiveness and efficiency of MEI's policies, procedures and service delivery. This feedback shall be gained through meetings, performance appraisals and informal discussions, where individuals are encouraged to provide feedback or suggestions on all aspects of MEI's operation as an RTO.

Internal Audits

The Compliance Manager shall ensure that at least annually an internal audit is conducted to ensure MEI is maintaining compliance against the national standards for registered RTOs (SRTO 2015), ESOS and National Code 2018. 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 operations.

The audit is conducted and documented by external nominated auditor/consultant. The auditor will document any non-compliance and recommended courses of action to improve the practices and processes reviewed. This audit report would be tabled in the management meeting to discuss the gaps and to ensure that all identified issues are implemented.

Validation of Training & Assessment Material

MEI will undertake validation to identify areas for improvement in assessment instruments in accordance to the validation schedule.

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