



Institution	Mercury Institute of Victoria
Policy Name	Quality Assurance Policy and Procedure
Policy Governance	Compliance Manager
Reference to Standards	Standards for RTO 2015 - Standard 2 Clause 2.1, 2.3, 2.4, Standard 7 Clause 7.5, Standard 8 Clause 8.1 – 8.2, 8.3, 8.4 – 8.6
Date of Approval	April 2022
Review Date	April 2023

PURPOSE

This policy and procedure ensure that Mercury Institute of Victoria has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

The object of this policy is to provide a mechanism for to systematically and continually review and improve its systems and practices (including policies and practices), as well as training and assessments products and services to meet compliance with the Standards Registered Training Organisations.

Mercury Institute of Victoria establishes this policy and procedure to:

- Comply with the requirements of Standards for RTO 2015 - Standard 2 Clause 2.1, 2.3, 2.4, Standard 7 Clause 7.5, Standard 8 Clause 8.1 – 8.2, 8.3, 8.4 – 8.6

SCOPE

This policy applies to all areas offered in the Mercury Institute of Victoria scope of registration.

1. POLICY

Mercury Institute of Victoria's quality assurance approach is systematic, involves staff, clients and other stakeholders, and uses qualitative and quantitative data to determine the need for improvement to the RTO's services, operations, practices and systems.

Mercury Institute of Victoria continuous improvement focus areas include, but is not limited

to:

- Training and assessment products, resources, tools, instruments and services
- Policies, procedures and practices
- Management / Operational systems
- Strategic / Business plans
- Staff performance, competencies and professional development
- Third party arrangements
- Quality assurance is ongoing and may be planned or unplanned, occurring as often as identified and required
- 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 and visits
 - Surveys completed at the end of a course by students
 - Quality Indicator Surveys provided to students and employers at the end of their 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 Mercury Institute of Victoria 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 Mercury Institute of Victoria is responsive to areas that require improvement.

Mercury Institute of Victoria seeks feedback from clients regarding their satisfaction with services they have received. This feedback is collated and reviewed by to identify areas of continuous improvement.

Mercury Institute of Victoria provides information and feedback regarding continuous improvement actions to all staff and stakeholders via:

- Staff meetings
- Staff memos
- Training / Coaching sessions
- Intranet
- Email
- Noticeboards
- Wechat

All continuous improvement actions need to account for, and maintain, consistency with other policies, procedures, practices, and management systems and staff responsibilities.

To ensure consistent implementation, all impending continuous improvement actions will be verified and implemented as follows:

- Checked against the affect the amendment may have on other policies, procedures, or systems;
- Check against the affect the amendment may have on the working or process of other written documents;



- Communicating the details of the amendments throughout the organisation, and to third party providers;
- Actively engaging staff in continuous improvement and implementation processes;
- Potentially undertaking a trial of the amendment to test its effectiveness and cause of results.

Internal audits

Mercury Institute of Victoria conducts internal audits against quality standards (e.g. the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services.

Mercury Institute of Victoria ensures that:

- Implements and maintains processes for the annual audit of its training and assessment systems, policies and procedures across all of its operations and scope of registration, for compliance against SRTOs;
- Implements and maintains processes for the regular audit of training and assessment systems, practices provided by third party providers for compliance against SRTOs;
- Documents all audit processes, results and outcomes in an Annual Audit Report;
- Ensure the Audit Report is reviewed by the CEO/Compliance Manager, addressing compliance issues and audit results each year;
- Provide an Annual declaration of compliance with SRTOs to the appropriate VET Regulator, as required;
- Accept and cooperate fully with 'external audits' conducted by Auditors from the relevant VET Regulator or Funding body, providing accurate and truthful responses to information requests;
- In the conduct of audits, facilitate evidence collection, maintain and make available all pertinent records and provide access to relevant documents, facilities and personnel on request;
- Ensure that outcomes from audit activities feed into continuous improvement of training and assessment strategies and practices;



- External Audits are scheduled by the VET regulator as and when the situation arises; and
- Internal Audits are conducted annually and will involve one or more of the following:
 - examine all standards, policies, procedures,
 - products across the scope of registration and
 - scale of operations, including training and assessment delivered by a third-party partner

2. PROCEDURE

Feedback and Surveys

Collection of student feedback

- The Trainer/Assessor will collect feedback from students at the end of term on a *Student Assessment Evaluation Form*.
- The quality indicator surveys will be provided to students at the end of their course.

Collection of feedback from staff

- During staff meetings
- Ad hoc as matters arise

Continuous improvement register

- The continuous improvement register will be managed by the Compliance Manager.
- Improvements identified through feedback and surveys, quality indicator data, management meetings, informal suggestions, assessment validation and complaints and appeals will be recorded on the register.
- The Compliance Manager will review and update the continuous improvement on a weekly basis or as needed.
- The Compliance Manager in consultation with other staff where applicable will put a plan in place for the implementation of an improvement



Internal Audit

The Compliance Manager will conduct internal audits annually, results will:

- Be documented on the Self-Assessment Tool and Audit Report.
- Include observations of compliances, non-compliances and opportunities for improvements (OFIs), as relevant.
- If corrective actions or further investigation is required, these will be identified and implemented.
- Outcome of audits will undergo management review, to determine and endorse changes required to business operations and practices.
- Non-compliances will be corrected within 3 months of the identification (from the date of the audit).
- Outcomes of all audits go into *Continuous Improvement Register* with contractual obligations.