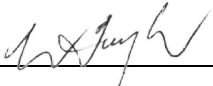


Policy Name	QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT POLICY
Policy Number	G010_PO (Governance)
Purpose	This policy affirms the commitment of the Whitehouse Institute of Design, Australia, to the ongoing process of consistent monitoring and continual improvement of services to its stakeholders.
Scope	This policy applies to all staff (permanent, casual and contractors) and across all areas of Whitehouse.
Policy Statement	<p>Whitehouse is committed to ensuring that the quality of service provided by Whitehouse is constantly monitored and that planning, procedures and financial resources are in place to ensure systematic improvement and to enhance efficiency and effectiveness for the benefit of Whitehouse and its stakeholders. Whitehouse's commitment to the provision of quality service applies to every activity of the organisation. Whitehouse will support and enhance policies, procedures and implemented key quality controls within a continuous improvement cycle to ensure that courses delivered by Whitehouse:</p> <ul style="list-style-type: none"> • meet student needs • meet industry needs • are delivered in a quality assured manner • are equivalent in standard to similar courses delivered by other higher education institutions. <p>This policy will also meet the requirements of the Australian Skills Quality Authority, the National Vocational Education and Training Regulator Act 2011 and the Tertiary Education Quality and Standards Agency Framework 2015. Whitehouse identifies the following key areas of activity which make up quality assurance and continuous improvement:</p> <ul style="list-style-type: none"> • governance • planning and review • policy and procedure • stakeholder feedback • staff reviews • course and curriculum reviews • internal audit and self-assessment • assessment validation • no- academic services • external benchmarking and • the teaching and learning environment.

	<p>Quality assurance at Whitehouse is embedded in the institute’s ongoing strategic and operational planning, accreditation, reporting and review processes. Whitehouse seeks to ensure that its core activities of teaching and learning are working productively with the direct support of enabling services including the library, information technology, financial management, student support and administration to achieve its mission and strategic directions. Whitehouse adopts a process of Plan, Implement, Review and Improve (PIRI) cycle seeks to ensure that its direction-setting and resourcing processes, core activities of teaching and learning, its enabling systems and infrastructure are continuously tracked and improved. The Whitehouse quality assurance and continuous improvement policy is underpinned by the PIRI continuous improvement cycle.</p> <ul style="list-style-type: none"> • Plan - Planned arrangements are suitable to achieve goals. Clearly stated objectives and goals in relation to a range of Institutional activities that aligned with the Whitehouse mission and strategic plan. • Implement - Actual practice conforms to planned arrangements. Implementation of strategies, policies, procedures, and structures by which Whitehouse’s objectives will be achieved. • Review - Analysis to ensure arrangements achieve the desired results. Measures, benchmarks, qualitative evidence and recommendations that emerge from periodical and continuous reviews are used to evaluate the effectiveness of the strategies in achieving desired outcomes. • Improvement - Interpretation and response to outcome measures and the inclusion of these initiatives into future planning and communication to stakeholders.
<p>Relevant Legislation</p>	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • Standards for Registered Training Organisations (RTOs) 2015 • 2016 Higher Education Support Act (2003) • National Vocational Education and Training Regulator Act 2011 • ASQA Risk Assessment Framework • Australia Qualifications Framework (AQF) • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • Education Services for Overseas Students Act 2000 (ESOS) • The National Employment Standards
<p>Key Related Documents</p>	<p>LTACC Terms of Reference Current Strategic Plan/s Current Business Plans Quality Committee Terms of Reference Executive Management Committee Terms of Reference Risk Committee Terms of Reference Staff Handbook Student Surveys Staff Surveys Employer Surveys (VET)</p>

	<p>Quality Indicators for Teaching and Learning (QILT) surveys</p> <p>Benchmarking Policy (HE)</p> <p>Benchmarking Procedure (HE)</p> <p>Course Development, Delivery, Curriculum and Assessment Policy (HE)</p> <p>Course Development, Delivery, Curriculum and Assessment Procedure (HE)</p>
Definitions	<p>ACPET - Australian Council of Private Education and Training</p> <p>ASQA - Australian Skills Quality Authority</p> <p>RTO - Registered Training Organisation</p> <p>TEQSA - Tertiary Education Quality and Standards Agency</p>
Responsible Officer	<p>Executive Director</p>
Approval Authority/ Authorities	<p>Board of Governors</p>
Date Approved	<p>01/06/2021</p>
Date of Commencement	<p>02/06/2021</p>
Date for Review	<p>01/06/2024</p>
Documents superseded by this Procedure	<p>011 – Governance: Quality Assurance and Continuous Improvement Policy and Procedure 2014</p> <p>003-13P Quality Assurance and Continuous Improvement Policy</p> <p>003-13P Quality Assurance and Continuous Improvement Procedure</p>
Amendment History	<p>06/2021</p> <p>Re-approval</p> <p>05/2018</p> <p>Re-branding – Header & Footer only</p> <p>12/2016</p> <p>Policy and Procedures separated. Updated formatting and minor amendments</p> <p>Removal of reference to Quality Assurance Framework</p> <p>Updated Hyperlinks</p> <p>11/2012</p> <p>Changed formatting - included procedure and policy in one document</p> <p>Minor adjustments and inclusions to policy wording no material change</p> <p>The implementation of the latest version of this policy supersedes all previous versions of this policy</p> <p>14/09/ 2012</p> <p>Academic Board, 14 September 2012 Meeting, Agenda Item4.8</p> <p>Revised Content and revised format. (001.005) Prior approval Academic Board June 2009</p>

Signed and dated for Whitehouse Institute Pty Ltd		Les Taylor	01/06/2021
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Academic Board Board of Governors Executive Management Academic Staff Administration Staff Applicants to HE Programs Students