

Quality Assurance Policy and Procedure

| | |
|---|---|
| Purpose..... | 2 |
| Scope..... | 2 |
| What is Quality Assurance?..... | 2 |
| Elements of AIFE’s Quality Assurance Framework..... | 2 |
| Quality System..... | 3 |
| Responsibilities..... | 4 |
| Definitions..... | 4 |
| Version History..... | 4 |
| Additional Information..... | 5 |

Purpose

The Quality Assurance Policy and Procedure establishes structures, processes and quality assurance activities at Australia Institute of Future Education (AIFE) to encourage a culture of continuous improvement and ensure that quality and standards are maintained across all operations.

Scope

This Policy applies to all AIFE staff, including casual and contractors, and members of AIFE's Governing Bodies.

What is Quality Assurance?

Quality assurance is a 'mechanism (systems, processes, activities) employed' to ensure that a desired level of quality has been achieved and can apply to 'any aspects of a provider's operations', including its academic activities.¹

The quality assurance framework in this Policy and Procedure addresses all aspects of AIFE's operations.

Elements of AIFE's Quality Assurance Framework

An integrated and comprehensive approach to quality assurance has been adopted at AIFE. The key elements of this approach comprises of:

- Governance, which establishes the Board of Directors as having ultimate accountability for the overall quality of AIFE's operations and which has delegated ongoing quality monitoring to the Audit and Risk Committee and academic governance to the Academic Board
- Institutional Plans and Frameworks, which are established to guide and monitor AIFE's progress in meeting its strategic goals, taking into consideration the needs of the market and sector needs, the risks faced, and the finance, marketing and workforce required to realise its long-term vision. These institutional plans include AIFE's Strategic Plan, Teaching and Learning Plan, Risk Management Framework, Business Plan, Marketing Plan and Workforce Plan
- Policy Framework comprising of policies, procedures and guidelines, which articulate AIFE's expectations regarding quality and compliance. An institutional-wide understanding of expected quality contributes to quality assurance, continuous improvement and compliance with relevant internal and external standards and requirements. At the core of the Framework is the *Higher Education Standards Framework (Threshold Standards) 2021*
- Course Development and Review follows a robust process and, once a course is TEQSA accredited, will undergo regular reviews which include independent expert reviews designed to provide AIFE with assurances that the course learning outcomes, its structure, content and assessment methods reflect emerging developments in the discipline and consistent with sector practice. Course

¹ TEQSA, *Guidance Note: Academic Quality Assurance*, Version 2.2, 11 October 2017 (link: <https://www.teqsa.gov.au/latest-news/publications/guidance-note-academic-quality-assurance>)

development and review will be guided by the *Course Development and Approval Policy and Procedure*, and *Course Monitoring and Review Policy and Procedure*

- **Assessment Moderation** will be undertaken prior to and at the end of each teaching period in accordance with an approved policy and procedure to ensure the appropriateness of AIFE's assessment strategy to the learning outcomes being assessed. This is an essential activity to validate the grades awarded and ensure students have achieved the learning outcomes on completion of a unit or of the course
- **Compliance Monitoring** will be guided by AIFE's *Compliance Management Policy*, which articulates expectations of quality and compliance at AIFE
- **Benchmarking Outcomes** is critical for determining the extent to which quality has been attained, and consistent with, or exceeds, sector standards. AIFE's *Benchmarking Policy and Procedure* sets out an approach towards external referencing, including what outcomes will be benchmarked

Quality System

AIFE is adopting the PIRI Quality System for ongoing quality improvement and to embed the elements of quality assurance, as depicted diagrammatically in Figure 1.

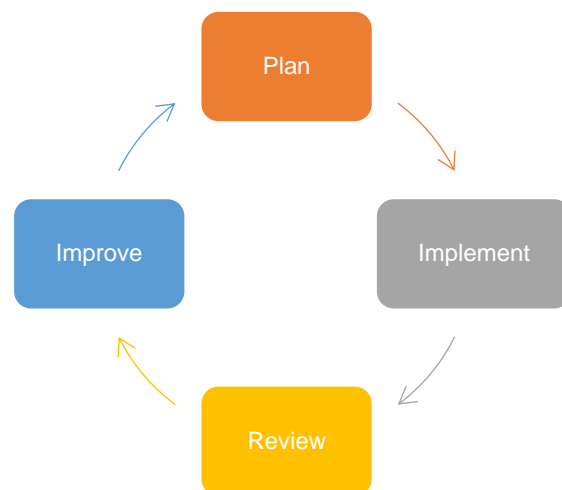


Figure 1 - Plan, Implement, Review and Improve Cycle

The PIRI Quality System involves the following phases:

- **Plan** | With overall responsibility for quality, the Board of Directors is responsible for ensuring AIFE plans quality assurance activities, including setting objectives and ensuring resources are available to carry out quality assurance activities
- **Implement** | Establish a policy framework that encompasses course design and review, which expresses AIFE's expectations

- **Review** | Ensure processes are in place for monitoring compliance, benchmarking and seeking stakeholder feedback, which will be reviewed on a regular basis as part of providing assurances on the attainment of quality
- **Improve** | Outcomes are reported through to relevant governance bodies for improvements to be implemented to address matters identified in the review phase

Responsibilities

The Board of Directors is accountable for overseeing and ensuring that quality assurance and compliance activities adhere to the regulatory framework.

The Academic Board is responsible and accountable to the Board of Directors for academic quality assurance, academic quality improvement and compliance in the areas of academic governance, learning and teaching, academic support, student support.

The Audit and Risk Committee (once established) is responsible for reporting risks to the Board of Directors according to the AIFE Risk Management Framework and Register and as an outcome of audit activity.

The CEO is responsible and accountable to the Board of Directors for overseeing the implementation of quality assurance, quality improvement and compliance with the regulatory framework for all aspects of AIFE's operations.

Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

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|---------------------|--|
| Governing Bodies | Means the Board of Directors and its sub-committees, and the Academic Board and its sub-committees |
| PIRI | Plan, Implement, Review, Improve (PIRI) is a cyclical system for ongoing quality improvement |
| Quality Assurance | The management and organisational processes in place for checking that the standards and quality of higher education provision by AIFE meet the higher education sector requirements |
| Quality improvement | The management and organisational processes in place for ongoing/continuous improvement of higher education provision at AIFE |

Version History

| Version # | Changes | Approval Body | Approval Date |
|-----------|------------|---|---------------|
| 0.0 | New Policy | Endorsed by the Academic Board on 19 April 2022 | |
| 1.0 | New policy | Board of Directors | 02 May 2022 |

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Additional Information

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| Policy Status | Approved |
| Policy Owner | CEO |
| Next Review Date | Every 12 months |
| Related Internal Documents | Assessment Moderation Policy and Procedure Benchmarking Policy and Procedure Course Development and Approval Policy and Procedure Course Monitoring and Review Policy and Procedure Stakeholder Feedback Policy and Procedure |
| Higher Education Standards Framework (Threshold Standards) 2022 | Standards 1.3.5, 2.2.3, 5.3.2 to 5.3.7, 6.3.2 |
| Other legislative or regulatory instruments | Not applicable |

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