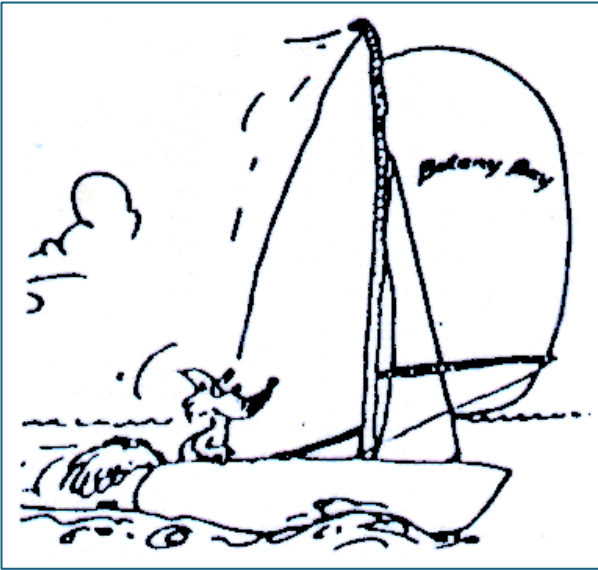




Sailingworld Pty Ltd

ACN:092 478 718



POLICY AND PROCEDURE QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

Status	Current
Version	1-2024
Last review date	30 August 2024
Reviewed by	Sailingworld CEO
Summary of changes from previous version	Minor amendments post-annual review



QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT POLICY

PURPOSE AND SCOPE

1.1 Sailingworld is committed to quality assurance and continuous improvement in all aspects of its operations. This Policy sets out Sailingworld's approach to quality assurance and the implementation of continuous improvement.

1.2 This Policy applies to all staff and students at Sailingworld and its Partner Provider/s registered within its scope of operations. The Sailingworld CEO are responsible for the management and implementation of this policy.

1.3 All staff have responsibility for compliance and quality assurance that is inherent in the functions and operational activities that take place on a day-to-day basis in the Sailingworld.

POLICY STATEMENT

1.4 Sailingworld's policy framework supports quality assurance processes. Policy reviews are informed by organisational changes, audit outcomes, feedback from evaluation mechanisms and/or changes to the external regulatory environment in which Sailingworld operates. Proposed policy changes are submitted to Sailingworld CEO for consideration. If a policy remains unchanged for a two-year period, a review is undertaken to ensure its ongoing relevance.

1.5 Quality assurance at Sailingworld will be developed and supported through policies, principles, actions, and procedures that assure quality through a continuous improvement philosophy. The aims of quality assurance are to:

- Give internal and external stakeholders confidence in the management of operations, management, governance, and outcomes; and
- Ensure Sailingworld meets both the expectations and performance measures in the higher education sector and national and transnational quality assurance standards.
- Sailingworld's Quality Assurance Framework is designed around the four-stage Plan-Do-Check-Act (PDCA) cycle.



1.6 Beginning with strategic planning, this cycle of continuous improvement is overseen by the Sailingworld CEO who:

- establishes performance expectations at the level of Sailingworld and various work



- areas;
- implements mechanisms to achieve performance expectations;
- monitors performance results; and
- adjusts or maintaining mechanisms as appropriate.

PRINCIPLES

1.7 Quality Management at Sailingworld:

- Underpins the management of Sailingworld as a whole; it is not a separate layer of management or process.
- Relates directly to Sailingworld mission, vision and values to ensure organisational 'fitness for purpose'.
- Involves systematic strategic planning which incorporates effective business planning, and is informed by systematic performance monitoring and evaluation based on appropriate stakeholder feedback and data analysis.
- Focuses on outcomes that meet the expectations and requirements of various stakeholders.
- Drives ongoing performance improvement and sustainable growth.
- Incorporates sound financial and risk management.
- Recognises the professional responsibility of each team and individual so that collaborative responsibility for quality in any area of activity rests with the parties involved.
- Applies equally and appropriately to all onshore and offshore operations.
- Ensures that the Sailingworld's quality management system is focused on meeting stakeholder requirements while also meeting relevant statutory and regulatory requirements

ROLES AND RESPONSIBILITIES

1.8 The Sailingworld CEO is responsible for the application of this Policy

1.9 The Sailingworld CEO is responsible for:

1. Ensuring maintenance of the high standards expected by staff, regulators and students.
2. Undertaking quality assurance and continuous improvement reviews to maintain compliance.





QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT POLICY

PURPOSE AND SCOPE

2.1 Sailingworld is committed to quality assurance and continuous improvement in all aspects of its operations. This Procedure sets out Sailingworld's approach to quality assurance and the implementation of continuous improvement.

2.2 All staff have responsibility for compliance and quality assurance that is inherent in the functions and operational activities that take place on a day-to-day basis in Sailingworld.

MONITORING, REVIEW AND IMPROVEMENTS

2.3 Sailingworld is subject to regular Audits (external and internal) of its compliance with its regulatory and legislative obligations. The Sailingworld CEO reviews the organisation's compliance via the following mechanisms:

- Policies, Procedures and Forms review schedule via the Quality Register
- Academic policy review schedule is provided to the Academic Board at the first meeting of the year.
- Consideration and approval of Sailingworld academic policies prior to them being submitted to the Academic Board. Improvement from feedback mechanisms (Staff and Students)
- Self-assessment of compliance against the regulatory and legislative framework that pertains to Sailingworld conducted annually or at least once every two years.
 - Self-assessment is coordinated by the Quality and Compliance Manager and involves Academic, Administration, Admissions, Marketing and Senior Management
- Implementation of Internal/External Audit recommendations.
- Self-assessment of compliance against policies and procedures (all campuses) annually or at least once every two years

2.4 External stakeholder feedback, audits and reviews include:

- Independent External Review of the Governing and Academic Boards
- Sailingworld review of compliance against the agreement between the two entities.

COLLECTING, ANALYSING AND ACTING ON FEEDBACK DATA FROM STAKEHOLDERS

2.5 Students are encouraged to provide feedback about the quality of the Sailingworld's programs, facilities and resources throughout the duration of the course. On completion of the course, all students are issued with the Learner Questionnaire for final feedback.

2.6 Trainers and assessors are encouraged to provide feedback during scheduled meetings.

2.7 Student Support, admin and marketing staff are encouraged to provide feedback during regular staff meetings.

2.8 The Sailingworld CEO collects and analyses feedback data to identify any improvements or rectifications required.

2.9 The Sailingworld CEO presents feedback analysis and improvement records in staff meetings / Continuous Improvement meetings for review.

2.10 The Sailingworld CEO registers improvements in the 'Continuous Improvement Register' once the Continuous Improvement Request forms have been approved and processed



COLLECTING, ANALYSING AND ACTING ON DATA FOR AVETMISS AND QUALITY INDICATOR REPORTS

- 2.11 Collect feedback using Sailingworld developed surveys from enrolled students who have completed at least six months of study with Sailingworld.
- 2.12 The students sampled must be from all current courses on Sailingworld's scope of registration.
- 2.13 On completion of courses, students will be asked to complete the 'Learner Questionnaire', which will provide further feedback that can be used for review.
- 2.14 Compile the student feedback and review the compiled data implementing any improvement actions required.
- 2.15 Record the outcomes in the continuous improvement register
- 2.16 Use the ASQA Reporting template to submit to ASQA

FREQUENCY

- National VET Provider Collections must be submitted to the National Centre for Vocational Education Research (NCVER) before the end of February each calendar year. The activity report will relate to the previous calendar year meaning that a report being made on 28th Feb 20XX will relate to the activity period of the previous calendar year (ie 1st Jan to 31st Dec)
- Activity reports including all NAT files are submitted to the AVETMISS Validation Software. This system will report any data entry errors which must be corrected and then resubmitted. Sailingworld is registered with the NCVER to use the AVETMISS Validation Software.
- Sailingworld collates the results of the Learner and Employer surveys and produces a report using the Quality Indicator annual summary report template. A summary report is sent to ASQA between the period 01 January – 30 June each year and will relate to the learner engagement and employer satisfaction QI survey response rates and improvement actions identified for the previous calendar year (i.e. 01 Jan – 31 Dec). The report is emailed to the following email address: qidata@asqa.gov.au.
- Annual Declaration on Compliance completed by the CEO and sent to ASQA every year before the 31st March. Completing the declaration helps Sailingworld in its practice of self-assurance, supporting Sailingworld's training delivery and improving outcomes for students

TOOLS

- Sailingworld student and staff survey
- Learner Engagement Survey
- Employer Survey
- ASQA reporting template

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