

RTO008 Policy Quality Assurance of RTO Operations

1. Purpose

To ensure that Health Information Management Association of Australia Limited (HIMAA) provides quality training and assessment within HIMAA's scope of registration regardless of any third party arrangements where training and assessment is delivered by others on HIMAA's behalf.

2. Scope

This policy applies to all HIMAA staff.

3. Standard 2 Clauses 2.1 – 2.4

2.1 The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of and RTO within its scope of registration.

2.2 The RTO:

- a) Systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
- b) Systematically evaluates and uses outcomes of the evaluation to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals.

2.3 The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.

2.4 The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

4. References

- Australian Skills Quality Authority requirements for Trainers and Assessors
- Standards for Registered Training Organisations (RTOs) 2015
- User Guide Standards for Registered Training Organisations (RTOs) 2015
- AQTF Learner Questionnaire
- AQTF Employer Questionnaire
- HIMAA online Student Survey for Clinical Coding Training
- HIMAA online Student Survey for Comprehensive Medical Terminology.
- ORG002 Form Continuous Improvement Action Request
- Minutes of meetings of discussed outcomes of feedback and actions to be taken.
- ORG001 Doc Continuous Improvement Register
- RTO001 Policy Training and Assessment Strategies and Practices
- RTO001 SOP Training and Assessment Strategies and Practices
- RTO002 Policy Industry Relevance

File Name: RTO008 Policy Quality Assurance of RTO Operations	Version: 1.0	Release Date: 01/04/16
Date of Review: 01/04/17	Responsibility: Chief Executive Officer	Page 1 of 4

- RTO002 SOP Industry Relevance
- RTO003 Policy Learner Support Services
- RTO003 SOP Learner Support Services
- RTO004 Policy Assessment
- RTO004 SOP Assessment
- RTO005 Policy Trainers and Assessors
- RTO005 SOP Trainers and Assessors
- RTO006 Policy Individuals Working Under Supervision of a Trainer
- RTO006 SOP Individuals Working Under Supervision of a Trainer
- RTO007 Policy Transitioning of Training Products
- RTO007 SOP Transitioning of Training Products
- RTO009 Policy Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to Records
- RTO009 SOP Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to records
- RTO010 Policy Unique Student Identifier (USI)
- RTO010 SOP Unique Student Identifier (USI)
- RTO011 Policy Providing Accurate and Accessible Information and Advertising and Marketing
- RTO011 SOP Providing Accurate and Accessible Information and Advertising and Marketing
- RTO012 Policy Learners Informed and Protected
- RTO012 SOP Learners Informed and Protected
- RTO013 Policy Complaints and Appeals
- RTO013 SOP Complaints and Appeals
- RTO014 Policy Governance and Administration
- RTO014 SOP Governance and Administration
- RTO015 Policy Cooperating and Communicating with the VET Regulator
- RTO015 SOP Cooperating and Communicating with the VET Regulator

5. Policy

5.1 Complying with the Standards

- 5.1.1 HIMAA ensures that it complies with the Standards for Registered Training Organisations (RTOs) 2015 at all times.

5.2 Third party arrangements

- 5.2.1 HIMAA ensures that where it subcontracts its training and assessment services to a third party the organisation, trainer and assessor comply with the Standards as well as HIMAA's own policies, procedures and training and assessment strategies and practices.
- 5.2.2 HIMAA ensures that each partnering or sub-contracting arrangement is reviewed and the risk is assessed prior to entering into the agreement.

File Name: RTO008 Policy Quality Assurance of RTO Operations		Version: 1.0	Release Date: 01/04/16
Date of Review: 01/04/17	Responsibility: Chief Executive Officer		Page 2 of 4

5.3 Written agreement between a third party and HIMAA

- 5.3.1 HIMAA will ensure that a written agreement is created with the third party and that learners are aware of the third party's involvement in the training and assessment process.

5.4 Systematically monitoring training and assessment strategies and practices

- 5.4.1 HIMAA is responsible for the development, implementation, monitoring and evaluation of the quality of its training and assessment strategies and practices. This ensures that it meets the training package requirements as well as meeting the needs of the learner and industry.
- 5.4.2 HIMAA collects, analyses and acts on relevant data for continuous improvement in its training and assessment process.
- 5.4.3 HIMAA uses training and assessment materials that are in line with the training package and are developed with industry consultation.
- 5.4.4 HIMAA only employs trainers and assessors who hold the necessary training and assessment competencies and the relevant vocational competencies.
- 5.4.5 HIMAA systematically monitors its training and assessment strategies and practices to ensure ongoing compliance with the Standards. HIMAA monitors any third party arrangements to ensure the third party complies with the Standards.
- 5.4.6 HIMAA ensures quality training and assessment strategies and practices within their scope of registration.

5.5 Continuous Improvement

- 5.5.1 HIMAA is committed to continually enhance its operations so that HIMAA meets the needs of learners as well as meeting industry requirements.
- 5.5.2 HIMAA's continuous improvement approach involves staff members, learners and industry.
- 5.5.3 HIMAA uses feedback gained from learners and industry to improve its operations by analysing and acting on the following data:
- Quality Indicator surveys
 - Internal Surveys
 - Conclusions from Assessment Validation
 - Recommendations for improvement from internal or external audits
 - Records of complaints and appeals and the outcome
 - Other suggestions for improvement made by staff, learners or industry
 - Feedback recommendations from HIMAA internal committees and special interest groups
- 5.5.4 HIMAA uses a Continuous Improvement form to record, analyse, plan and monitor continuous improvement.
- 5.5.5 HIMAA's Chief Executive Officer is responsible for ensuring that action is taken when opportunities for improvement are presented.
- 5.5.6 All reasonable feedback requests are considered for action.

File Name: RTO008 Policy Quality Assurance of RTO Operations	Version: 1.0	Release Date: 01/04/16
Date of Review: 01/04/17	Responsibility: Chief Executive Officer	Page 3 of 4

5.6 Management of Course Content

- 5.6.1 HIMAA Education Services department will maintain quality, clarity, accuracy and currency of the content of all course materials by responding to:
- Learner feedback
 - Employer feedback
 - Staff feedback
 - Errata changes
 - ACCD edition changes
 - ITG meetings
 - Workshops
 - Training Package changes
- 5.6.2 All HIMAA coursework is held on the Document Management System (DMS) on the Student Management System (SMS).
- 5.6.3 All master documents are to be saved as Word 2003.
- 5.6.4 All master documents are to be password protected and in pdf format prior to being uploaded on the Learner Management System (LMS).
- 5.6.5 HIMAA informs learners as soon as possible of any errata changes so that they can reprint coursework if required.

5.7 Learner and Employer Feedback

- 5.7.1 HIMAA collects and analyses all feedback from learners and employers.
- 5.7.2 All feedback is reviewed at HIMAA Education Services meetings and continuous improvements where necessary are actioned.
- 5.7.3 HIMAA uses all feedback to improve the quality of its training and assessment.
- 5.7.4 HIMAA reports all feedback in an analysis summary to the National Regulator Australian Skills Quality Authority (ASQA) within the required timeframe.
- 5.7.5 HIMAA collects AQTF Learner and Employer Questionnaires using Survey Methods.
- 5.7.6 HIMAA analyses feedback four times per year after the end of each examination.

5.8 Business Applications Audit Process

- 5.8.1 HIMAA's Quality and Compliance Officer will audit Business Applications on a course intake and examination basis.
- 5.8.2 Audits will take the form of:
- Data integrity
 - AVETMISS
- 5.8.3 HIMAA's Quality and Compliance Officer will conduct audits and report findings to the Training Manager and Chief Executive Officer (CEO).
- 5.8.4 HIMAA's Student Support and Administration Officer will rectify any issues found within the timeframe given.
- 5.8.5 HIMAA ensures that all data is checked prior to the submission of AVETMISS reporting.

File Name: RTO008 Policy Quality Assurance of RTO Operations	Version: 1.0	Release Date: 01/04/16
Date of Review: 01/04/17	Responsibility: Chief Executive Officer	Page 4 of 4