



QUALITY ASSURANCE POLICY & PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) is dedicated to ensuring the highest standards of quality and risk management in all aspects of its operations, including training and assessment, governance, student services and administrative processes. This policy outlines AAC's approach to quality assurance and risk management, ensuring compliance with the National Vocational Education and Training Regulator Act 2011 (NVR Act), the Education Services for Overseas Students (ESOS) Act 2000, and associated standards, including the Standards for Registered Training Organisations (RTOs) 2015, the ESOS National Code 2018, and the ELICOS Standards 2018.

Purpose

The purpose of this Quality Assurance and Risk Management policy is to:

- Implement quality assurance and risk management systems to ensure compliance with legislative and regulatory frameworks.
- Implement robust systems and practices to monitor and evaluate the quality of AAC's operations, including governance, training delivery, assessment and student support services.
- Identify and mitigate risks to protect AAC's operations and stakeholders.
- Promote continuous improvement by collecting and acting on feedback from students, staff and stakeholders.
- Ensure transparency and accountability across all AAC operations.

Quality Assurance Principles

1. **Compliance:** AAC will ensure adherence to all legislative and regulatory requirements including the VET Quality Framework and ELICOS-specific standards.
2. **Quality Delivery:** Providing high-quality training and assessment services that meet the needs of students and industry.
3. **Continuous Improvement:** Quality assurance processes are embedded into AAC's operations to systematically monitor, review and identify areas for improvement, ensuring the delivery of high-quality education and services.
4. **Stakeholder Engagement:** Feedback from students, staff and industry partners is systematically collected and used to inform decision-making and enhance outcomes.
5. **Transparency and Accountability:** AAC maintains clear documentation and communication regarding its quality assurance activities to ensure all stakeholders understand their roles and responsibilities, and engages with students, staff and stakeholders to foster trust and accountability.
6. **Equity and Access:** Promoting inclusive practices to ensure equal opportunities for all students, including those from diverse cultural, linguistic and socio-economic backgrounds.

Risk Management Principles

1. **Risk Identification:** Recognise potential threats to ACC operations and outcomes.
2. **Risk Analysis:** Assess the likelihood and impact of identified risks.
3. **Risk Mitigation:** Develop and implement controls to minimise risks.
4. **Monitoring and Review:** Continuously evaluate risk management practices to ensure effectiveness.



Scope

This policy applies to all AAC staff, students and stakeholders involved in delivering and supporting both vocational education and training (VET) and English Language Intensive Courses for Overseas Students (ELICOS) programs. It encompasses:

- Governance and management practices
- Training and assessment services
- Student support and welfare
- Marketing and recruitment
- Data and records management.

Policy Statement

AAC is dedicated to ensuring that its operations meet or exceed industry, legislative and regulatory standards by implementing robust quality assurance and risk management processes. These processes are designed to continuously improve teaching, learning and administrative practices, while mitigating risks and safeguarding AAC's operations.

Definitions

ADRI	Approach, Deployment, Results, Improvement. Approach, Deployment, Results, and Improvement. A structured framework used to guide continuous improvement processes.
Continuous Improvement	Ongoing efforts to enhance processes, policies and outcomes to achieve better performance.
ELICOS	English Language Intensive Courses for Overseas Students
ESOS	Education Services for Overseas Students
Monitoring and Review	Regular evaluation of practices to ensure compliance and effectiveness.
NVR Act	National Vocational Education and Training Regulator Act 2011
Quality Assurance	Systematic process to monitor, evaluate and improve the quality of services and operations.
Quality Management Team (QMT)	AAC's Quality Management Team play a critical role in maintaining regulatory compliance, upholding academic standards, and driving continuous improvement. Members include; <ul style="list-style-type: none">• Compliance Officer• Director of Studies (VET)• Director of Studies (ELICOS)
Risk Management	The identification, analysis and mitigation of risks to ensure operational effectiveness.
Stakeholders	Individuals or groups with an interest in AAC's operations, including students, staff, industry partners and regulatory bodies.
RTOs	Registered Training Organisations
Validation	A systematic approach to reviewing assessment tools to meet industry and training package requirements.

References

- ELICOS Standards 2018
- ESOS Act 2000
- ESOS National Code 2018
- NVR Act 2011
- Standards for RTOs (2015); specifically Standard 2

Related AAC Policies and Procedures

- All ACC VET and ELICOS Policies and Procedures

Quality Assurance and Risk Management Procedure

1. Governance and Compliance

- AAC will ensure compliance at all times with the VET Quality Framework, including the Standards for RTOs 2015, ESOS National Code 2018 and ELICOS Standards 2018.
- Maintain up to date records of all compliance activities.
- Notify regulators of material changes impacting AAC's registration.
- AAC's Quality Management Team (QMT) will oversee compliance monitoring and risk mitigation strategies.

2. Teaching and Learning

- AAC courses are developed and delivered in line with the Australian Qualifications Framework (AQF) and ELICOS-specific requirements, ensuring alignment with industry needs.
- AAC systematically validates and moderates' assessments to align with both VET competency standards and ELICOS-specific outcomes, ensuring reliability, fairness and adherence to benchmarking standards.
- AAC adheres to ELICOS standards maintaining a maximum teacher-to-student ratio of 1:18 for all ELICOS courses and 1:25 for all VET courses.
- AAC ensures all teaching staff participate in regular professional development aligned with the latest methodologies and practices.

3. Student Support and Welfare

- AAC provides tailored support for students, including academic assistance, language and literacy support, and mental health services.
- AAC ensures inclusivity and accessibility in all aspects of its operations, providing reasonable adjustments for students with special needs.
- AAC ensures tailored Orientation programs for both VET and ELICOS students.

4. Resources and Facilities

- AAC continuously evaluates facilities for compliance with safety regulations and suitability.
- Regular inspections and hazard assessments are conducted to mitigate risks and maintain optimal learning environments.



5. Continuous Improvement

- AAC's quality management system is built on the ADRI model, which ensures a systematic approach to continuous improvement.
 - **Approach:** Plan and design strategies, policies and processes that align with AAC's goals and objectives, with appropriate methodologies to guide actions effectively.
 - **Deployment:** Utilise resources, including personnel, tools and systems efficiently and ensure Evaluate outcomes and measure performance against AAC's objectives. Use quantitative and qualitative data to assess the effectiveness and identify improvements.
 - **Improvement:** Regularly collect feedback from students, staff and stakeholders through surveys, focus groups and consultation meetings. Develop and implement plans based on review outcomes, ensuring measurable progress and alignment with strategic goals.
 - **Results:** Analyse performance data to highlight key successes, areas of growth and opportunities for further development. Ensure that results reflect continuous improvement efforts, showcasing the effectiveness of implemented strategies.
- Policies, procedures and practices are reviewed annually or as needed based on feedback and regulatory or legislative changes.

6. Data and Records Management

- AAC collects, stores and submits data in accordance with National Centre for Vocational Education Research (NCVER) requirements to ensure transparency and accountability.
- Student and organisational data are managed in compliance with Australian privacy laws to protect confidentiality.

7. Risk Management

- AAC has a comprehensive risk management plan addressing governance, operations and training and assessment delivery.
- Key risk such as financial viability, compliance and operational disruptions are identified and assessed using a risk matrix to evaluate their likelihood and impact.
- Mitigation strategies such as staff training, insurance policies and contingency plans are implemented to manage risks effectively.

Roles and Responsibilities

Role	Responsibility
CEO	Oversees compliance and governance frameworks
Compliance Officer	Coordinates internal audits, policy reviews and continuous improvement initiatives. Maintain the Quality Assurance, Risk Monitoring & Continuous Improvement Register.
Quality Management Team (QMT)	Oversee the quality assurance processes ensuring that all initiatives align with compliance and quality expectations. Monitor implementation and progress of quality improvements across all departments.
Director of Studies VET / Director of Studies ELICOS	Ensures training and assessment compliance with Standards for RTOs and ELICOS Standards.



Student Services Officer (SSO)	Provides tailored support and ensures compliance with standards.
Staff	Adhere to quality and risk management procedures.
Trainers and Assessors (VET) / Teachers (ELICOS)	Delivery quality training and maintain compliance with AQF and RTO standards and ELICOS standards. Regular professional development of ELICOS teachers to stay updated with TESOL methodologies and practices.

Monitoring and Review

AAC reviews the Quality Assurance and Risk Management Policy and Procedure annually to ensure compliance and alignment with regulatory changes and stakeholder feedback. Review outcomes are reported to senior management for approval and implementation.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
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