



Implementing Quality Assurance Strategies Policy

INTRODUCTION

Care College will ensure that it complies with national Standards at all times, including where services are being delivered on its behalf. This applies to all operations of Care College within its scope of registration.

Care College:

- systematically monitors training and assessment strategies and practices to ensure ongoing compliance, and
- systematically evaluates and uses the outcomes of the evaluations to continually improve training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected, validation outcomes, client trainer and assessor feedback and complaints and appeals

POLICY

Systematic monitoring of internal systems, strategies and practices allows Care College to quickly respond to changes in the marketplace or to stakeholder expectations.

Care College will conduct a regular review of training and assessment, using a range of information including:

- quality indicator data
- validation outcomes
- client feedback
- trainer and assessor feedback, and
- complaints and appeals.

Care College will use this data to decide whether changes to strategies or practice are needed. Care College will conduct this review in conjunction with industry engagement activities, which relate to the ongoing monitoring of training and assessment strategies and practices.

Reviews will include any arrangements where services are provided by a third party, as Care College is ultimately responsible for the quality and compliance of all services provided under its registration, regardless of where or by whom they are delivered.

Care College will retain evidence that:

- It has monitored and reviewed training and assessment in a systematic way, and
- Review results are used to revise systems and practice where needed.

This must include evidence that the review process has considered:

- delivery and performance data
- client feedback
- trainer and assessor feedback
- validation outcomes, and
- information from complaints and appeals.