

Quality Assurance Policy

Fluid Learning is committed to assuring quality in all aspects of management and training and assessment services. We understand the need to implement quality systems across all of our operations to ensure we meet the NVR Standards for RTO's 2015 and the Standards for AQF certification documentation and consequently can make an annual declaration to ASQA of ongoing compliance.

We assure quality by:

- Ensuring we implement effective and efficient management processes and systems
- Implementing a continuous improvement strategy across all our of our services
- Systematically monitoring and evaluating our service to clients across all of the training products on our scope

Procedure

Management Systems

- The following management systems are in place to enable systematic review of our processes and services:
- Policies and Procedures that meet legislative requirements reflect and guide our operations and align with the NVR Standards for RTO's 2015.
- A Learner Management System that can produce accurate AVETMISS Data and allows us to analyse enrolment and competency completion data.
- Xero a financial management system
- An effective staff induction process
- Ongoing professional development of staff
- Regular meetings at Board, Management, Staff and Trainer and Assessor level (Refer to Annual Meeting Schedule)

Collecting information and data

We collect and review data and information regarding our services to clients across all of our

operations by:

- Collecting and reviewing feedback from clients, employers, industry, staff and other stakeholders
- Collecting and analysing data such as course competency completions and enrolment numbers.
- Information and data is collected from the following sources:
 - Industry & Employer feedback
 - Learner feedback
 - Assessment Validation and moderation,
 - Internal and External Audits
 - Learner feedback
 - Trainer and Assessor Feedback
 - AVETMISS Data
 - Analysis of competency completion rates
 - Complaints and appeals processes
 - Staff Feedback
 - Feedback from Industry and Employers
 - Quality Indicator Reports*
 - Review of management processes
 - Review of completed training programs and events
 - Meetings with learner groups
 - Conducting telephone, email or online surveys
 - Engagement with industry - refer to Industry Engagement Policy.*
- Quality Indicator Data Reports for the previous calendar year are submitted in full to ASQA by close of business on 30 June of 2016.

Analysing Information and data

- We analyse the data and information collected at Management Meetings as follows:
 - Management Staff shall meet for management meetings on a fortnightly basis.

- A secretary is appointed to record the minutes.
- Information collected is reviewed and tabled as Standing Agenda Items.
- All staff are provided with the opportunity to present individual needs, stakeholder feedback forms, continuous improvement items or client feedback advice to the management meeting.
- Identified actions for improvement are recorded in the meeting minutes with dates for implementation and names of those responsible noted. Progress will be reviewed as Business Arising at subsequent meetings.
- The Secretary shall ensure that the recorded minutes are filed and copies of the minutes are circulated among the members of the management leadership team.