

Goulburn Ovens Institute of TAFE Procedure no. E2-P1d <small>(Copy on Web Site)</small>	Title: Training and Assessment Procedure – 4. Review and Improve Executive approved: 2/12/2014 <i>Reviewed: 21/05/2015, 29/06/2015, 20/01/2016, 19/07/2017, 5/10/2018</i> Responsible Officer: Manager Education Assurance Authorising Officer: Exec Manager Business Transformation Review: Biennial (5th October 2020)
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TRAINING AND ASSESSMENT PROCEDURE – 4. REVIEW AND IMPROVE

1. PURPOSE

To describe the processes, responsible officers and relevant documentation required to review and improve high quality education, training and assessment services at Goulburn Ovens Institute of TAFE (GOTAFE).

2. SCOPE

This procedure:

- applies to all courses listed on the GOTAFE Scope of Registration
- complies with all aspects of the *Australian Skills Quality Authority*
- is informed by the GOTAFE *Training and Assessment Policy [E2]*
- outlines the **collect and respond to feedback** phase of the entire Training and Assessment process.
- has been developed in accordance with the continuous improvement cycle *Continuous Improvement Procedure [Q1-P70]*.

3. DEFINITIONS

Please refer to *Glossary* in the GOTAFE *Training and Assessment Policy [E2]*.

4. PROCEDURE

As part of Review and Improve training and assessment Validation sessions need to be conducted. Please refer to the Validation Procedure (*E2-P1e*) for further details

Step	Responsibility	Required documentation
Conduct Course Review:		
<p>Note: Course plan and review is an internal process that is conducted at least annually per course within teaching departments across all campuses and sites. Delivery and assessment plans, processes, tools, evidence and assessment outcomes and student satisfaction are reviewed.</p> <p>Wherever possible involve external representatives, for example trainers from other RTOs or industry as they can contribute industry or stakeholder perspectives.</p>		
1. Gather information from Unit Feedback, Course evaluation, Industry Engagement feedback, Validation	Commercial Manager Course Coordinator/TLO Trainers and Assessors	<i>Post-Assessment Validation Checklist and Action Plan (FVDN03)</i> <i>Industry engagement strategy and consultation log [FLA-70]</i> <i>Unit feedback form [FLA-27]</i> <i>Course evaluation form [FLA-33]</i> <i>Learning Management System Course Evaluation survey – if applicable</i>

Step	Responsibility	Required documentation
Conduct Course Review:		
2. Collate information from Unit Feedback, Course evaluation, Industry Engagement feedback, Validation	Commercial Manager Course Coordinator/TLO Trainers and Assessors	<i>Unit feedback form [FLA-27] Course evaluation form [FLA-33], or Short course evaluation form [FSC-32] Post-Assessment Validation Checklist and Action Plan (FVDN03) Industry engagement strategy and consultation log [FLA-70]</i>
3. Consider feedback from Quality Indicator surveys.	Manager Quality and Sustainability Commercial Manager Course Coordinator/TLO	<i>Employer Satisfaction Survey and Learner Engagement Survey reports.</i>
Note: Manager Quality and Sustainability to coordinate Quality Indicators surveys including the collection, collation and dissemination of survey data. Executive Manager to respond to survey data and develop continuous improvement actions plans.		
4. Organise participants to attend Course Review; this may include industry representative	Course Coordinator/TLO Trainers and Assessors	
5. Undertake Course review and Identify areas for improvement and implement an improvement action plan.	Course Coordinator/TLO Trainers and Assessors	<i>Course review minutes and action plan [FLA-47]</i>
6. Retain review records in the U drive course document folder and in accordance with the <i>Student Records Management Procedure</i>	Commercial Manager Course Coordinator/TLO Trainer and Assessor	U drive Course document folder
Final Steps:		
1. Schedule next round of course planning and review meetings.	Commercial Manager Course Coordinator/TLO	
2. If required, update and amend the <i>Training and Assessment Strategy</i> .	Executive Manager Commercial Manager/Trainer and Assessor	<i>Training and Assessment Strategy [TAS]</i>

Step	Responsibility	Required documentation
Conduct Course Review:		
3. If qualification no longer required, complete an AQF course registration removal form to remove it from Scope of Registration if no longer required.	CEO Registrar Executive Manager Commercial Manager\ Curriculum Coordinator	AQF course registration removal from Scope of Registration form [FCS-10] Course transition procedure [PRSA-160]
4. Forward completed documentation to curriculum@gotafe.vic.edu.au	Commercial Manager/ Student Administration	AQF course registration removal from Scope of Registration form [FCS-10]
Step	Responsibility	Required documentation
Note: If this is at the end of the year you will need to develop a new TAS for the following year. Refer to <i>Training and Assessment Procedure – 1. Plan [E2-P1a]</i> .		

Internal Audits, Quality Checkpoints, Course Viability and External Audits.

As part of continuous improvement and review the following are undertaken to ensure that training and assessment documentation and delivery is of quality and compliant.

- Quality Checkpoints
- Internal Audits
- External Audits actions

GOTAFE maintained an Internal Audit schedule as well as conducting quality checkpoints before and during the delivery of a course.

External Audits are continually undertaken by our governing bodies.

Course Viability is discussed annually to ensure that GOTAFE and Community requirements are being met.

Delivery, assessment (all completed assessment for all students) and review evidence are all retained for internal and external quality audits, appeals, continuous improvement and formal validation purposes for a minimum of three (3) calendar years from the date the date of completion of the course (HESG requirement). Access to student records is only made available in accordance with the Student Information Release Procedure (SCP125)