

PO3 Course Management and Continuous Improvement Policy

Responsible Officer	Chief Education and Experience Officer
Functional Owner	Heads of Portfolio
QAS Owner	Compliance Manager

1. Scope

Open Colleges uses a comprehensive model for learning and assessment to ensure a robust learning and assessment model. This approach to the management and continuous improvement of existing courses embodies the philosophy of the organisation.

This approach also covers NRT Qualifications as well as Open Colleges' Professional Certificate courses. This policy and supporting documentation adheres to the requirements of the Standards for Registered Training Organisations (RTOs) 2015

Further information regarding PO3 Course is provided in PG3.1 Guideline information for Course Management and Continuous Improvement Policy.

PO3 Course Management and Continuous Improvement includes:

- Systems for continuous improvement
- Leadership
- Course Management
- Trainers and Assessors
- Continuous improvement of courses
- Course transitioning

2. Systems for continuous improvement

Open Colleges reflects contemporary industry practice and accreditation requirements by undertaking:

- Systematic engagement with industry partners/professionals relevant to our courses
- Providing discipline-specific educational leadership
- Providing dedicated course management staff
- Engaging passionate and experienced educators
- Systematically reviewing the quality of our courses
- Implementing quality improvements in our courses an
- Ensuring NRT qualifications are current with the latest Training Package version

3. Leadership

Open Colleges Education Management Team is structured into Educational Portfolios, Compliance and Resolutions, Shared Services and Change.

4. Course Management

Open Colleges employs dedicated Portfolio staff to manage the effective and efficient delivery and assessment of our courses. These roles include:

- Head of Portfolio
- Training Operations Managers
- Trainers
- Assessors
- Work Placement Support Officers
- Workplace Assessors

5. Trainers and Assessors

Open Colleges engages passionate and experienced Trainers and Assessors who have relevant vocational qualifications, current experience in the area, experienced in delivery and assessment, understanding of adult learner needs and evidence of learner satisfaction and engagement levels.

6. Continuous improvement of courses

Open College systematically reviews the quality of courses through their Education Governance Structure, Validation & Moderation of Assessments, via feedback systems and collection and analysis of data from our LMS analytics.

7. Implementing course improvements

Open Colleges seeks and uses feedback from key stakeholders and categorises improvements in terms of minor or major course improvements which are all logged into Firefly and subsequently actioned.

Open Colleges prioritises improvements according to the impact on learners and systematically communicates improvements to all stakeholders.

8. Course transitioning

Open Colleges in respect to NRT Qualifications, transitions to new Training Packages or versions of Training Packages in accordance with the Standards for Registered Training Organisations (RTOs) 2015 and the ASQA General Direction – Learner Transition.

9. Quality and Continuous Improvement

This Policy is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders

10. Related Forms and Documents

[PG3.1 Guideline information for Course Management and Continuous Improvement Policy](#)

Standards for Registered Training Organisations (RTOs) 2015

ASQA General Direction – Learner Transition

For internal use only: [QMS1.8 Location of QMS related documents.](#)

How can we improve this document?

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Version	Approved	Endorsed by	Effective date	Review date
7	GM, Education	Date	Date	May 2017
Version History	<p>V2: Minor changes to reflect new Faculty structure and minor administrative changes (Apr-13). V2 did not require ETAB approval.</p> <p>V3: Minor update to reflect outcomes of the annual policy review (Feb-14). V3 did not require ETAB approval.</p> <p>V4: (March 2016) Minor changes to reflect new organisational design and the new Standards for Registered Training Organisations 2015. Version 4 did not require ETAB approval.</p> <p>V5: (June 2016) changes to include the ASQA advice that some courses have a permitted transition period of 18 months. V5 did not require ETAB approval.</p> <p>V6: September 2016 updated in new format and minor changes from stakeholder feedback</p> <p>V7: February 2018: updated role and portfolio titles</p>			
Course Type	All			
RTOs:	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)			
Partner RTOs:	No			