



# Quality and Compliance Policy

**Policy Code:** GOV-003

**Version:** 10.0

**Effective Date:** 14 December 2020

## Purpose

The Quality and Compliance Policy aims to ensure the quality and compliance of all aspects of the College's operations especially in the core activity areas of teaching and learning, student support, management and organisational planning.

Adhering to legislative requirements, Quality assurance and the continuous improvement of all the spheres of the College's operations are fundamental to the mission and values of the College.

**Definition of "College"** –the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

## Scope

- College Wide
- All campuses
- All areas of College activity
- All staff - permanent, casual and contractual

## Policy Statement

The College shall assure quality and compliance in all its activities by:

1. Fostering the development of a culture supportive of ongoing quality and continuous improvement through:
  - ⊙ A commitment to widespread involvement of staff, students and stakeholders in the Quality Assurance (QA) and Continuous Improvement process
  - ⊙ Critical self-evaluation and rigorous peer review
  - ⊙ Multiple avenues for student, staff and stakeholder feedback
  - ⊙ Benchmarking against similar institutions when possible.
2. Assigning a high priority to Quality Assurance through:
  - ⊙ a focus on efficient management, planning and resource processes to achieve excellence and ensure continuous improvement;
  - ⊙ identifying College wide strategic goals linked to plans, priorities and the review system;
  - ⊙ a regular cycle of reviews of all departments and administrative and service areas;
  - ⊙ alignment of the academic and administrative review processes;
  - ⊙ monitoring implementation of the recommendations of reviews through the Quality and Compliance Team and the Academic Board;



- ② allocation of funding to address areas for improvement; and
  - ② a performance management and development system for all staff, including managers.
3. The aggregation, analysis and interpretation of feedback from all stakeholders, including staff, employers, past and present students, graduates and the public. The College “*Quality Framework*” shall facilitate quality assurance and continuous improvement. It aims to allow a culture of quality to develop and grow throughout all areas of the organisation.

The “*Quality Framework*” utilises a common approach to quality implementation through the use of a cyclical quality improvement process based on the OADRI model:

- Objectives
- Approach
- Deployment
- Results
- Improvement

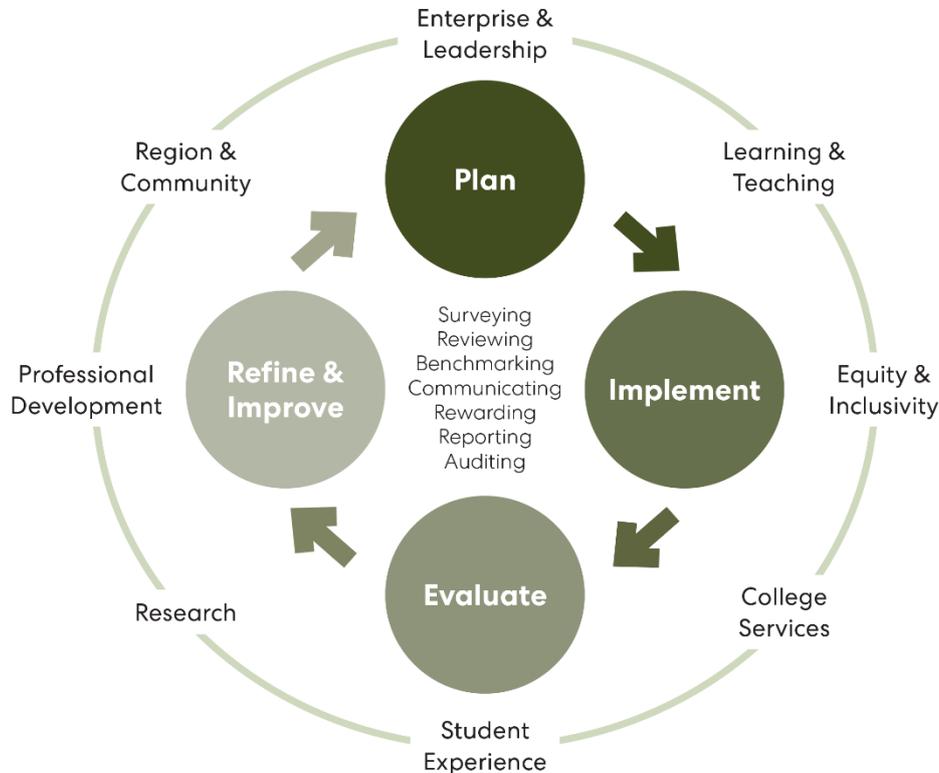
This is demonstrated in the *Quality Framework* (as illustrated on the next page) as Plan, Implement, Evaluate and Refine and Improve. This cycle of quality improvement is employed through all areas of the organisation from Leadership, to the Student experience, equity and teaching and learning.

The objective of the quality assurance system is the establishment of cyclic processes to plan, action and implement productive feedback, and then review and where required renew planning. It also aims to provide stakeholders with confidence about the management of quality and the outcomes achieved. (*Refer to Figure 1*).



Figure 1: ACNM Quality Framework

# ACNM Pty Ltd Quality Framework



## PLAN

Strategic plan, budget allocation, functional plans, service level plans, risk management plans.

## IMPLEMENT

Committees, key policies & procedures, budget expenditure, annual operations and delegation register.

## EVALUATE

Self-review, organisational unit review, course, training & assessment, peer review, surveys, QILT, feedback via QFM and informal feedback, TEQSA, ASQA Standards implementation review, benchmarking, CAC, industry and other bodies.

## REFINE & IMPROVE

Reward and recognition, continuous improvement, implementation review recommendations, changes as a result of stakeholder feedback.

## Principles of Quality Management

At the College, Quality Management relates directly to the mission, vision and strategic planning of the College and encompasses:

- The management of the College as a whole, from the most senior level down, as an integral component of all activities
- Addressing and responding to the interests of a broad range of stakeholders including students, staff and professional bodies through the use of a variety of feedback mechanisms



- The development of Standards and working to them, relevant to each individual division
- Promoting the professional responsibility of each individual within the organisation to incorporate the principles of quality management including continuous improvement in all aspects of their role
- Incorporating sound operational and financial management and addressing important areas of risk
- Driving ongoing performance improvement and sustainable growth to establish “fitness for purpose”, defined as the ability of the institution to fulfill the requirements, needs and desires of its clients.

### **The Quality and Compliance Team engages in the following quality enhancement activities:**

- Coordination of quality enhancement across the College and maintenance of a central Continuous Improvement register.
- Ongoing development and implementation of the Endeavour Quality Framework.
- Functional areas and discipline reviews – overall coordination and facilitation.
- Monitoring and follow up of professional, industry and regulatory body accreditations and reviews to facilitate maintenance of qualifications in regards to regulation and/or licensing arrangements (including monitoring of National Registers of accreditation e.g. Training.gov.au, TEQSA, ASQA).
- Facilitation of process improvement activities including subject/unit of study outline updates, DAS updates, policy and procedure reviews/updates etc (including version control of all formal documentation).
- Benchmarking of both processes and outcomes.
- Ad hoc quality reviews of functional areas and Campus quality reviews (eg: WA, SA, NSW, VIC, QLD).
- Monitoring of legislative and regulatory standard changes, recommendations of regulatory audits (e.g. ComLaw, TEQSA, ASQA, CMBA, AQF, VET Quality Framework) and ongoing maintenance.
- Overseeing all internal and external audit compliance requirements.
- Support for the management and reporting of quality in functional areas and academic disciplines.

## **Responsibilities**

The College is responsible for ensuring the “Quality Framework” forms an integral part of Strategic and Management planning.

The implementation of the “Quality Framework” is the responsibility of the Quality and Compliance team which reports to the Chief Executive Officer. Each individual within the organisation is responsible for applying quality principles and contributing to a “culture” of quality through adherence to relevant legislation, standards and identified KPIs.

## **Definitions**

**Continuous Improvement** – the processes of consistently striving to improve the College’s products and services according to benchmarked highest standards. It is a process which aims to improve:

- Student, staff and stakeholder focus
- Quality of service delivery
- Simplified processes and procedures



- Attitudinal change
- Recognition of stakeholder involvement, both internal and external

Via the continuous assessment and enhancement of products, processes, procedures and attitudes, the College can achieve a higher level of student, stakeholder and customer service.

**Quality** - The use of measurable and verifiable standards to achieve uniformity of output that satisfies specific customer or user requirements.

**Quality Assurance** – the processes of planning, implementation, evaluation, refinement and improvement that enable the College to attain quality. These encompass:

- Regulations (legal documents, governance, responsibilities and accountabilities, etc)
- Outcomes (qualifications, certificates, transcriptions, security, transferability, articulation, recognition/currency and value, etc)

**Quality management** - An approach to organisational management characterised by inclusive communication, continuous improvement in performance and by a range of processes (including stakeholder feedback processes, audits and reviews, benchmarking and performance planning and development) designed to ensure these standards.

**Student** – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

## Related Procedures

Not Applicable

## Further Information

### Related Policies

Not Applicable

### Related Documents

Not Applicable

### Guidelines

Continuous Improvement Register Guidelines

### Benchmarking

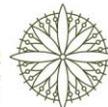
Deakin University Policies and Procedures

DTW Designs – RTO 31507

Melbourne University Policies and Procedures

Monash University Policies and Procedures

Swinburne University Policies and Procedures



## Supporting Research and Analysis

Not Applicable

## Related Legislation

Not Applicable

# Review and Approval

## Policy Author

National Academic Manager – Academic Standards

## Policy Owner

National Quality, Governance and Compliance Manager

## Contact

National Quality, Governance and Compliance Manager

[compliance@endeavour.edu.au](mailto:compliance@endeavour.edu.au)

## Recommending Body

Academic Board

Meeting date: 20 May 2010

## Approval Body

College Council

Meeting date: 11 June 2010

## Policy Status

Updated

## Responsibilities for Implementation

- Quality and Compliance Team
- Director of Education
- Director, Student Services & Retention

## Key Stakeholders

- Executive Directors
- Director of Education
- Director, Student Services & Retention
- Director of Clinic and Campus Operations
- Associate Director, Research



- National Sales and Admissions Manager
- National Educational Pathways Manager
- National Quality, Governance and Compliance Manager
- Head of Marketing