



**OZFORD COLLEGE OF BUSINESS**  
**RTO No: 21442 CRICOS No. 02573B**

**Quality Framework Policy**

**1. PURPOSE**

This policy establishes how Ozford College of Business (Ozford) satisfies ASQA's Vocational Education and Training (VET) Quality Framework.

**2. SCOPE**

This policy and procedure applies to all staff, contractors and students involved with delivery of VET courses.

**3. POLICY**

Ozford ensures that:

- There is delivery of high quality training products. Training and assessment strategies and practices meet the requirements of training packages and VET accredited courses, are responsive to industry and learner needs and are delivered by appropriately qualified trainers and assessors with the right support services, facilities and equipment.
- There is effective Quality Assurance. The operations of Ozford College of Business and its partners are quality assured. Ozford ensures that it complies with its regulatory and funding requirements at all times, including where services are being delivered on its behalf. This applies to all operations within its scope of registration.
- There is integrity and national recognition of training products. Ozford College of Business issues, maintains and accepts AQF certification documentation in a secure, consistent and timely manner and provides access to student records. AQF certification documentation is only issued when student identifier requirements are met.
- Student marketing information is accurate, ethical and accessible. Information about Ozford College of Business and its partners, services and performance is accurate and accessible to inform prospective and current students and clients.
- Students are properly informed and protected. Students are adequately informed about the services they are to receive, their rights and obligations, and Ozford College of Business's responsibilities and receive adequate information including about partners involved with delivery of training and/or assessment.
- Complaints and appeals are fairly, efficiently and effectively managed. Complaints and appeals are recorded, acknowledged and dealt with using a fair, efficient, transparent and effective complaints and appeals policy that enables learners and clients to be informed of and to understand their rights and the Ozford College of Business's and partner responsibilities.

- Effective Governance: Ozford and its partners have effective governance and administration arrangements in place.
- Co-operation with the VET Regulatory and Funding contract administrator: Ozford and its partners cooperate with the VET Regulator, or their auditors and is legally compliant at all times

#### 4. DEFINITIONS

The Vocational Education and Training (VET) Quality Framework comprises the:

- Standards for Registered Training Organisations (RTOs)
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements; and
- Australian Qualifications Framework (AQF).

#### 5. PROCEDURES

- 5.1 Ozford College of Business has established an Executive Team that has responsibility for ensuring there is effective governance and oversight of all training product operations and administration arrangements. The executive officers have sufficient authority to ensure Ozford complies with its regulatory and funding requirements at all times and meet each of the relevant criteria specified in the Fit and Proper Person Requirements.
- 5.2 The Executive Team ensure that Ozford satisfies the Financial Viability Risk Assessment Requirements, holds all necessary insurances and has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:
- trainers and assessors to deliver the training and assessment;
  - educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
  - learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
  - facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment;
  - quality assurance systems and processes.
- 5.3 Ozford College of Business develops and implements comprehensive training and assessment strategies and an assessment system for all accredited VET courses on its scope of registration that are responsive to industry and learner needs and meet AQF, licensed or regulated outcome (if applicable) and training package or VET accredited course requirements. The training and assessment strategies address the course duration, mode and place of study, work based training and maximum requirements of Part C of the National Code.
- 5.4 Where an accredited VET course (training products) on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.
- 5.5 Where an AQF qualification is no longer current and has not been superseded, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.

- 5.6 A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.
- 5.7 Ozford College of Business has developed and implemented a comprehensive policy framework consisting of policies, procedures and supporting documentation to ensure that it complies with the ASQA VET Quality framework. The policies and procedures are made available to staff and students on the intranet and internet.
- 5.8 Ozford College of Business systematically evaluates and monitors training and assessment strategies and practices to ensure that it:
- Meets the requirements of training packages and VET accredited courses;
  - Is responsive to industry;
  - Satisfies student needs;
  - Graduates receive the certification documentation to which they are entitled;
  - Delivers using appropriately qualified trainers and assessors;
  - Delivers with the right support services, facilities and equipment; and
  - Satisfies all funding requirements.
- 5.9 Ozford College of Business systematically validates and reviews its training products, management systems, client services and records management including student records and other information to for continuous improvement and to ensure there is regulatory compliance.
- 5.10 Ozford systematically evaluates information below to identify areas of improvement and takes appropriate and timely actions:
- Student Feedback (every semester)
  - Agent evaluation (every semester)
  - Staff Feedback (every semester)
  - Learner Questionnaire (annually)
  - Employer Questionnaire (annually)
  - NCVET AVETMISS data (NAT files) (annually)
  - Complaints and appeals (as needs arise)
- 5.11 Ozford College of Business completes a self-assessment against the ASQA VET framework, ESOS legislative requirements and the ACPET Code of Ethics and annually provides the VET Regulator (ASQA) with a declaration. The annual declaration on compliance states whether Ozford:
- currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
  - has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the ASQA VET Quality framework Standards.
- 5.12 Ozford College of Business co-operates with the VET regulator (ASQA):
- by providing accurate and truthful responses to information requests from the VET Regulator relevant to Ozford's registration;
  - in the conduct of audits and the monitoring of its operations;
  - by providing quality/performance indicator data;

- by providing information about substantial changes to its operations or any event that would significantly affect Ozford's ability to comply with these standards within 90 calendar days of the change occurring;
- by providing information about significant changes to its ownership within 90 calendar days of the change occurring; and
- in the retention, archiving, retrieval and transfer of records.