

MITP001 Quality Governance and Accountability Framework

Quick Reference Guide

Purpose

This framework establishes our governance structure and quality assurance systems aligned with Standards for RTOs 2025. It defines how we maintain accountability, monitor quality, and continuously improve across all operations through five committees supporting four Quality Areas: Training and Assessment, VET Student Support, VET Workforce, and Governance.

Key Sections

Governance Structure: Executive Leadership Team (Director, CEO, Finance Manager, Head of Compliance) provides strategic direction and ensures regulatory compliance.

Committee Structure: Five specialized committees provide oversight - Training and Assessment Committees (by course area), Student Support Committee, VET Workforce Management Committee, Governance and Risk Management Committee, and Marketing and Recruitment Committee.

Quality Accountability: Each area has specific quality metrics and Key Performance Indicators (KPIs) monitored through defined responsibilities using the RACI model (Responsible, Accountable, Consulted, Informed).

Continuous Improvement: Five-stage cycle (Identify, Plan, Implement, Review, Standardize) integrates quality data to drive ongoing improvements across all operations.

Governance Process

Committee Operations: Each committee meets regularly (monthly to quarterly depending on committee), maintains meeting minutes, and reports to Executive Leadership Team through standardized templates.

Decision-Making: Committees make decisions within their authority areas, escalate significant issues to ELT, and document all decisions with clear rationale and actions.

Quality Monitoring: Data is collected by responsible persons, analyzed against benchmarks, reviewed by relevant committees, and reported to ELT with recommended actions.

Cross-Committee Communication: Quarterly joint meetings, shared access to minutes and reports, cross-committee representatives, and annual effectiveness reviews ensure coordination.

Key Points to Remember

Quality Areas: All operations align with four Quality Areas - Training and Assessment (Standards 1.1-1.8), VET Student Support (Standards 2.1-2.8), VET Workforce (Standards 3.1-3.3), and Governance (Standards 4.1-4.4).

Committee Authority: Each committee has defined decision-making authority within their area and must escalate matters outside their scope to the Executive Leadership Team.

Quality Metrics: Every area has target benchmarks (e.g., 85% unit completion rates, 90% student satisfaction, zero audit non-compliances) monitored regularly with corrective actions when targets aren't met.

Your Role: All staff contribute to quality through data collection, issue identification, participating in continuous improvement, and following policies and procedures.

Additional Information

Supporting Policies: This framework is supported by 30+ policies across governance, marketing, student support, training and assessment, and staff management areas.

Review Cycle: Framework reviewed annually or when regulatory requirements change. Quality metrics reviewed quarterly with comprehensive annual effectiveness evaluation.

Committee Membership: Committee chairs and members appointed by ELT based on expertise and role. Terms of reference define specific responsibilities and reporting requirements.

Contact Information

Head of Compliance: For governance and quality framework questions

Student Administration Manager: For student support committee matters

Head of Course Area: For training and assessment committee matters

Related Policies

MITP27 Quality Management System | MITP92 Leadership and Accountability | MITP74 Risk Management and Financial Viability | MITP64 RTO Regulation and Legislation | MITP05 Document Management

This is a summary only. The complete framework is available from the Head of Compliance.