

Interim Quality Assurance process for Training Package support material

December 2009



The Interim QA process *for Training Package support material*

Background:

A recent review of the former NQC Noting Process found that, while there was support for a quality assurance process for non-endorsed vocational education and training (VET) products, the process was not sufficiently robust.

The review recommended that the new process should be simplified in its administration and governance, be cost effective and contributes to the delivery of quality training outcomes.

In accepting the review findings, the NQC agreed that an interim quality assurance process would be designed and a 6 month trial beginning January 2010 would be administered by Technical and Vocational Education and Training Australia (TVET). The trial will precede the development of TP companion volumes as recommended by the *VET Products for the 21st Century*¹ review.

The trial will open to a group of participants ranging from private and public product developers. Prospective products developer wishing to participate in the trial should contact the TVET administrator². The trial will focus on the following three aspects of the proposed quality assurance process:

<i>Quality assurance panel:</i>	Extending the scope of the Skills Council (ISC) Training Package Quality Assurance panel (the Panel) to include consideration of non-endorsed support material; and
<i>Quality principles:</i>	Repurposing the 4 NQC TP quality principles to apply to non-endorsed support material and associated assessment requirements;
<i>Governance:</i>	Simplifying the administration of the process.

Training Package support materials:

Training Package support material are training and assessment resources that support delivery of endorsed Training Package. These resources are strategies and tools used by trainers and learners and include text books, guides, CD/Videos, online flexible delivery, printed and other media types that support teaching, learning and assessment.

The Panel *for Training Package support material*

The ISC Quality Assurance Panel is an expert resource for ISCs to assist in the development of Training Packages. It enables ISCs access to objective expertise to grow internal capability and to undertake the final external quality assurance of TPs.

Panel members are appointed via a deed of agreement with DEEWR and are required to comply with a code of practice and undertake moderation and professional development as part of their engagement.

1. Final Report of the Joint Steering Committee of the NQC and the COAG Skills and Workforce Development Subgroup - June 2009

2. TVET administrator: Melbourne.charles@tvetaustralia.com.au

Given the Panel’s expertise and familiarity with VET policy framework and training and assessment delivery, it was agreed that the existing Panel assume responsibility for quality assuring non-endorsed Training Package support material. It is intended that only Holistic QA panellists will be extended to undertake quality assurance of the non-endorsed TP support material against the approved Quality Principles. For the purpose of this trial the complete list of participating panel members will be referred to as “The Register”.

The Quality Principles *for Training Package support material*

Training Package support material seeking formal quality recognition should be quality assured against the approved Quality Principles outlined below. The Key features and evidence required have been specifically developed for the purpose of this trial.

In considering and determining the most appropriate evidence to offer against each of the quality principles, developers and the Panel need to consider the following challenge questions:

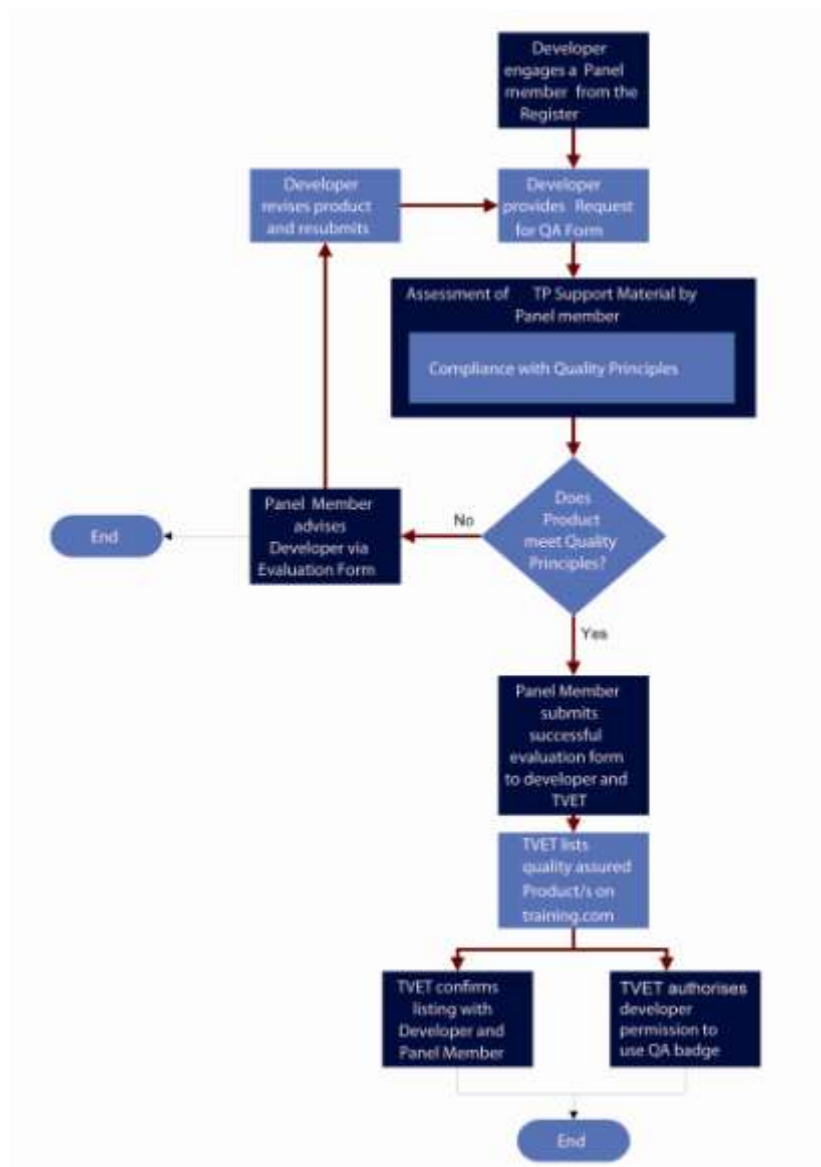
- Is there evidence that this product is relevant to its intended audience and for its intended purpose?
- Does the product make sense – is it logical in its approach and content?
- Is this product something a teacher can teach from and can a student learn from?
- Does the product state specifically which TP unit of competency it relates to?

Quality Principles	Key Features	Evidence Required
Ensures... RESPONSIVENESS ... to the needs of contemporary industry and its workforce	Reflect contemporary training and learning environments Is consistent with broad government VET policy and, where relevant, meets industry regulation and licensing requirements Addresses an identified industry or workforce need	Is there evidence that the product: <ul style="list-style-type: none"> ● is relevant to industry or workforce needs? This can be achieved in a variety of ways, including (but not limited to) statements of support from the following sources: <ul style="list-style-type: none"> – a relevant ISC; – a relevant industry representative body (employer or employee body); – a relevant organisation employer (or collection of employers) employing with over 200 employees; or – a State/Territory Training Authority. ● is consistent with Government policy in the VET sector? ● is supported by industry regulators where competencies are relevant to regulation/licensing requirements?

Quality Principles	Key Features	Evidence Required
<p>Enables... RECOGNITION ... of an individual's competence across industries and occupations.</p>	<p>Clearly states its purpose and approach in language relevant to users</p> <p>Clearly states realistic outcomes that may be achieved by each identified group of users</p> <p>Clearly articulates how the product addresses relevant TP components</p>	<p>Is there evidence that the product:</p> <ul style="list-style-type: none"> • is directly relevant to the specified TP unit(s) of competence performance criteria? • supports the unit(s) performance criteria and unit(s) skills and knowledge? • where appropriate, clearly states the assessment requirements to which it is relevant? • supports the attainment of skills and knowledge across different industries and occupations where that is its stated purpose?
<p>Provides... FLEXIBILITY ... to meet individual enterprise and learner needs.</p>	<p>Accessible to all participants in the VET sector</p> <p>Is presented in a style and language that meets a diversity of individual, enterprise and/or community needs</p> <p>Support learner transition between education and workforce sectors</p>	<p>Is there evidence that the product:</p> <ul style="list-style-type: none"> • is presented in a format that supports the purpose described? • is written in language relevant to the learner's level of competence and comprehension? • can, where claimed, support differing learner styles and progression? • supports relevant teaching and learning outcomes?
<p>Ensures... FUNCTIONALITY ... through ease of understanding, clever design and adherence to policy and publication requirements.</p>	<p>Is presented in a format and with content that supports its stated purpose and identified TP alignment</p> <p>Is user-friendly for the identified target audience</p> <p>Support sound training delivery and assessment practice</p>	<p>Is there evidence that the product:</p> <ul style="list-style-type: none"> • clearly states how it should be used by enterprises and training providers? • is clearly labeled according to purpose of use (e.g. teaching resource, assessment resource, etc)? • can, where claimed, support the transition between TP units? • is consistent in format, language, visual presentation and terminology?

The process for Training Package support material

1. To commence the process, the product developer engages a participating panel member of their choice from The Register
2. The product developer provides the panel member with a completed Request for QA Form.
3. The Panel member will consider the request and may respond to the developer with turnaround time and cost for the evaluation of the product/s.
4. Turnaround and cost is negotiated and agreed to by the developer and the Panel member.
5. The panel member evaluates the submitted product/s against the approved Quality Principles and completes the Evaluation Form.
6. The panel member forwards the completed Evaluation Form to the developer and TVET for further processing.
7. TVET will administer the quality assured products for listing on training.com.
8. To conclude the process, TVET authorises the developer with permission to apply the QA badge to the product.



Supporting documentation:

- The Request for QA Form
- The Evaluation Form
- The Quality Principles
- The Register
- The panel code of practice

Contact details for the administrator of this trial:

Melbourne Charles
Project Manager
Interim Quality Assurance for Training Package support material

TVET Australia
Level 21/390 St Kilda Road
Melbourne 3004
T: +61 3 9832 8134
F: +61 3 9832 8199
melbourne.charles@tvetaustralia.com.au
www.tvetaustralia.com.au