
Interim Quality Assurance Process for Non-endorsed VET Products

TVET Australia

December 2009

Version 1.0



SIMPLIFYING GOVERNMENT

DOCUMENT CONTROL

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Final Approvals

This document requires the following approvals for release to client.

Name	Signature	Title	Date of Issue	Version
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GLOSSARY

ISC	Industry Skill Council
NQC	National Quality Council
the Panel	ISC Training Package Quality Assurance panel
QA	Quality Assurance
S&A	Stenning & Associates Pty Ltd
TP	Training Package
TVET	TVET Australia
VET	vocational education and training

1 Purpose

1.1 Background

A recent review of the former the Training Package support materials Noting Process for the National Quality Council (NQC) found that, while there was support for a quality assurance process for non-endorsed vocational education and training (VET) products, the former process was not sufficiently robust. That process involved VET training resources that had passed a quality assurance process being authorised to display a 'tick' logo. Amongst other things, the review found that the quality principle definitions that were applied were too broad and did not sufficiently relate the resources to units of competency in Training Packages (TPs) and associated assessment requirements. Additionally, the appointment and maintenance processes for Quality Assurance Consultants were not sufficiently rigorous. It recommended that the new process should be simplified in its administration and governance, be cost effective and contribute to the delivery of quality training outcomes.

In accepting the Noting Process report, the NQC agreed that an interim quality assurance process would be designed and a 6 month trial 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.

Non-endorsed VET products are defined as 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, printed and other material that supports teaching, learning and assessment.

Stenning and Associates (S&A) were contracted by TVET to work with it develop a simple interim quality assurance process for non-endorsed VET training products.

The project brief involved designing a process for quality assuring non-endorsed training products that was administratively efficient and cost effective. The process is to be trialled over six months in 2010. TVET intends that the trial will be limited to a select number of participants (limited to industry sectors and/or resource developers).

This assignment focussed on the following three aspects of the proposed quality assurance process:

Quality principles	Repurposing the 4 NQC TP quality principles to apply to non- endorsed support material and associated assessment requirements;
Quality assurance panel	Extending the scope of the Skills Council (ISC) Training Package Quality Assurance panel (the Panel) to include consideration of non-endorsed support material; and
Governance	Developing a "who", "what" and "when" sign off map for training resource developers seeking to submit their non-endorsed training products to a quality assurance process.

The ISC QA Panel is an expert resource for ISCs on matters relating to equity, editing and holistic quality assurance. It enables ISCs access to objective expertise to grow internal capability and to undertake the final external quality assurance of TPs. The Panel comprises panellists with expertise in one or more of the following three areas:

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

- Holistic TP quality assurance expertise;
- Equity expertise; and
- Editorial expertise.

Panel members are usually appointed for a two year period, with new members added to the Panel as necessary. Panel members are required to comply with a code of practice and undertake moderation and professional development as part of their engagement.

Given the Panel's expertise and familiarity with VET policy framework and training and assessment delivery, the NQC agreed that the existing Panel assume responsibility for quality assuring non-endorsed training products. It is intended that only Holistic QA panellists will undertake to undertake the quality assurance of the non-endorsed products.

1.2 Methodology

The approach taken by S&A was to develop a consultation instrument containing the following:

- background information, including TVET's proposal to undertake a six month trial early 2010 and the intention to use the existing Holistic QA panellists from the TP QA Panel to undertake the quality assurance of the non-endorsed products;
- proposed quality principles based on those used for TPs; and
- a proposed streamlined QA process for non-endorsed training products.

The draft consultation instrument was forwarded to TVET for consideration and it, in turn, circulated the draft document to sixteen stakeholders representing the range of stakeholders' interests in the proposed trial. Feedback from that process was considered and, where appropriate, incorporated into the final document. A copy of the consultation document can be found in [Attachment A](#) and the list of stakeholders consulted can be found in [Attachment B](#).

Ten responses were received, including one from the Department of Employment, Education and Training who had administered the former Noting Process. Responses were progressively forwarded to S&A and, following the close off period, a telephone conference took place between S&A and TVET to discuss the responses. This provided TVET with the opportunity to confirm that only those responses relevant to the trial should be considered for inclusion in the final report. However, there were some useful comments outside of this that have been included in this report, but identified separately.

2 Consultation outcomes

2.1 Comments Relating to Trial

Basically, general comments received through the consultation process were consistent in nature, although there were some differences relating to the detail of the quality principles and evidence requirements. Treatment of the comments is detailed below.

2.1.1 The Quality Principles

Much of the commentary provided was in relation to the quality principles. General comments related to the need to use simple and clear language and provide specific linkages between the quality principles, key features and evidence required. Some comments expressed a need for more detail and specificity in relation to the evidence required to show compliance with the principles. However, there is a fine line between providing more detail and specificity and being too prescriptive, which may make the system unwieldy and time consuming. We believe our revised table meets this fine balance.

Comments made regarding changing the wording of the TP quality principles have not been incorporated as these quality principles have already been endorsed by the NQC.

Initially we selected the relevant key features from the TP quality principles and included them in the consultation instrument. However, based on the feedback, we acknowledge that several of them need re-wording because of the different context in which they are being applied, i.e. non-endorsed products as opposed to TPs.

2.1.2 The Proposed QA Process including the Panel

The consultation instrument provided a high level overview of the proposed trial process, and this drew comments from respondents covering a number of key features. These are discussed below.

Demonstrating Industry Support

A number of respondents proposed ways in which industry support for non-endorsed products should be demonstrated. These ranged from having an 'industry' person on the Panel through to endorsement by a recognised industry person. Although identifying an 'industry person' also drew some varied opinions, some wanted ISCs to be consulted, whereas others debated whether it should be state or national authorities.

We believe many of the suggestions are impractical given the current composition of the Panel and need for the proposed QA process to deal with a wide diversity of non-endorsed products that could be submitted to the process. We consider that the requirement to demonstrate industry support should be flexible to suit the circumstances of the non-endorsed products for which QA recognition is being sought.

Accordingly, we propose that developers be requested to provide evidence that their product meets an industry or workforce need. This can be achieved in a variety of ways, including (but not limited to) statements of support from the following sources:

- a relevant ISC;
- a relevant industry representative body (employer or employee body);

- a relevant employer (or collection of employers) with over 200 employees²; or
- a State/Territory Training Authority.

Panel Pricing Arrangements

We understand that by using the Panel during the trial, advertised daily rates will apply to the quality assurance of non-endorsed products. There were mixed views from respondents regarding the issue of pricing. However, those who commented indicated that transparency was important. The views about pricing ranged from having a set daily rate to actually striking different rates between quality assuring TPs and non-endorsed products.

We note that Panel members are already required to publish their rates, but that there is no requirement for a common rate. We suggest that this continue to be the situation for the trial (and beyond), but with Panel members required to indicate if they offer different rates for the QA of non-endorsed products.

Role of the Panel

Several comments were received regarding the role of the Panel member, some querying the capacity and/or expertise of the existing Panel to undertake the additional responsibilities. In our view the onus must be on the developer to ensure non-endorsed products are compliant with the quality principles. The Panel member's role is primarily to validate the quality of the products against these principles based on evidence submitted by the developer.

One respondent comment that the initial methodology for the former Noting Process required the Quality Assurance Consultant to become involved early in the process, i.e. at the concept stage and this was perceived as an effective strategy. This requirement was subsequently withdrawn.

We see merit in the early engagement of a Panel member by developers if the product is evolutionary as product development could benefit from QA input in the early stages and help reduce development time overall. Nevertheless, we consider that the decision of when to engage a Panel member to undertake the QA process is a decision best left to the product developer and should not be mandated by the proposed QA process.

It might be useful to evaluate this aspect of quality assurance during the trial, i.e. average time taken by Panel members when engaged early in the process compared to later. Clearly the measurement will need to be undertaken for similar non-endorsed products to be comparable.

Timeframes for QA Process

A suggestion was received that a timeframe should be stipulated for the quality assurance process. However, this would be extremely difficult to impose given that the nature and variety of non-endorsed products vary widely. For example, non-endorsed products can range from single sheet facts documents through to text books that cover most requirements of a credential. In this context, it is impractical to impose any minimum or maximum timeframe on the QA process.

² This has been chosen as a threshold to identify large employers – it is important that the support be from a significant industry base and hence the use of an employee threshold. This threshold is consistent with the Australian Bureau of Statistics convention for defining large employers. See ABS Catalogue No. 1321.0 - Small Business in Australia, 2001 - <http://www.abs.gov.au/ausstats/abs@.nsf/0/97452F3932F44031CA256C5B00027F19?OpenDocument>

Currency of Non-endorsed Products

Another issue raised was the currency of non-endorsed products and the relationship between them and relevant TPs. It had been reported during the Noting Process Review that some Noted Resources were issued prior to the approval of the relevant TP. There is no doubt that sometimes training products are developed parallel to a new or revised TP. However, should the products be completed before TP endorsement, the products should not be able to pass the quality assurance process until the TP is endorsed.

We received several responses indicating that a shelf life should be imposed on the QA approval of non-endorsed products. We consider that such suggestions are impractical as the real issue is the currency of the product, which can be influenced by a range of factors, including changes to TP units and their assessment requirements. Rather than impose a shelf life, our suggested approach to ensure that it is clear to users of the product the TP to which the resource relates. This approach has been incorporated in the evidence requirements for the “Functionality” quality principle.

This approach effectively ensure that developers are responsible for ensuring non-endorsed products remain current as changes to TPs and TP units will dilute the currency of non-endorsed products.

2.2 Potential Issues Beyond the Proposed Trial

Decision Review Process

Some comments were made that a decision review process should be incorporated into the new quality assurance process. These comments appeared to be in the context of a process that will continue into the future, as opposed to the trial period. However, expanding the process for the trial to include a review will inevitably increases costs and administrative effort. Accordingly, we have not included provision for decision review in the trial process.

2.3 Out of Scope Issues

Period of Trial

One of the comments made was that six months was insufficient for the trial period. Whilst this is out of scope for this report, we tend to agree that six months is likely to be too short for a detailed evaluation to be undertaken. Once advised of the trial requirements, including the revised quality principles, developers may take several weeks, if not months, to develop their products for quality assurance. As a result, the outcome might be only a limited number and/or the simplest products are submitted during the trial period. Any extension of the trial period is a matter for TVET and NQC to consider.

Capabilities of the Panel

The proposed use of the TP Holistic Quality Assurance Panel was also questioned by some respondents on the basis that its members were not necessarily skilled at undertaking the additional responsibility. It is our understanding that NQC endorsed the recommendation from the Noting Process report that the TP Panel be used – at least for the period of the trial. It is our view also that the evidence based and validation nature of the process means that the quality assurance skills of members are likely to prove sufficient.

Quality Principles

Some respondents make comment regarding the wording of the TP quality principles which have been directly translated a quality principles for the non-endorsed products. Given that these definitions have previously been accepted by NQC we have not made any amendment to them. Rather, we have tailored the key features and evidence required for each of the principles to ensure that they are clearly relevant to assessing the quality of non-endorsed products.

Branding of the QA Process

Questions were raised as to what logo/statement would be used during the trial to signify that the non-endorsed products had been quality assured. One respondent stated that it was important to establish the new process clearly separated from the former Noting Process including use of the noted tick. Other respondents made similar comments, but one was supportive of using the noted tick. Our brief in developing the proposed QA process for the trial included an assumption by TVET that the design will not consider any new branding of the Noted tick logo. Accordingly, the design and use of a logo is a matter for TVET to consider – we understand from discussions with TVET officers that they intend to utilise a QA badge logo for use in the trial.

Mandatory QA for non-endorsed VET products

One respondent specifically asked whether all non-endorsed VET products would eventually be required to quality assured. This will not be an issue for the trial, which we understand will only cover a discrete number of participants. Furthermore, it will be a matter for consideration in the development of companion documents stemming from the implementation of the outcomes of the VET Products for the 21st Century report agreed by COAG.

One respondent suggested that, where developers use public funding in the development of non-endorsed products, then it should be mandatory for these products to be submitted for quality assurance. We consider this a purchasing decision by the relevant agencies/jurisdictions who determine the criteria by which the public funds can be expended.

3 Recommended Quality Assurance Process Trial

The following outlines the proposed *Interim Quality Assurance Process for Non-endorsed VET Products* based on instructions from TVET, research undertaken by S&A and feedback from stakeholders following a consultation period.

3.1 The Quality Principles

Non-endorsed VET products seeking formal quality recognition should be quality assured against the Quality Principles outlined in Table 1.

In considering and determining the most appropriate evidence to offer against each of the quality principles there are some high level questions to be considered. These are:

- 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?

Table 1: Quality Principles

Quality Principles	Key Features – Non-endorsed VET Products	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?
Enables... RECOGNITION ... of an individual's competence across	Clearly states its purpose and approach in language relevant to users	Is there evidence that the product: <ul style="list-style-type: none"> • is directly relevant to the specified TP unit(s) of competence

Quality Principles	Key Features – Non-endorsed VET Products	Evidence Required
industries and occupations.	<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>performance criteria?</p> <ul style="list-style-type: none"> • 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? • clearly identifies the training package unit(s) or qualifications to which it relates (it should include the full unit code and the version identifier and the endorsement date of the TP). • 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?

3.2 The Process Including the Panel

The proposed interim quality assurance process involves the existing TP Panel (Holistic Quality Assurance) members taking on the role of quality assuring non-endorsed VET products. This Panel was established to ensure quality in the development of Training Packages and currently has 12 members. The skills and experience required for appointment to the Panel is considered to adequately cover those required to quality assure non-endorsed products.

Appointments to the Panel are made for a period of 2 years based on a Deed of Agreement which outlines their role and responsibilities. Furthermore, they must comply with a Code of Practice which outlines their professional behaviour including conflict of interest and confidentiality. Given that the existing Panel members (and ones added in the future) undergo a thorough assessment as part of the appointment process, stakeholders in the VET sector should feel confident in selecting a Panel member to quality assure non-endorsed training products. Consequently, it is proposed that the role of Panel members be expanded to include the following:

‘To evaluate training products against approved quality principles, as amended from time to time, identifying any non-conformance and provide guidance to developers as required and finally declare that the non-endorsed product meets the quality principles’.

It is noted, however, that NQC has agreed that there will be a new, open selection process for ISC QA Panel, following its acceptance of the outcomes of the Evaluation of the Training Package Development and Endorsement Process. Therefore, the timing of the trial for non-endorsed products should have regard to these developments.

The Panel member will then undertake an evaluation of the product. If they assess the product as meeting the quality principles, they will furnish a declaration to that effect to the developer and TVET. The Panel member will complete a pro-forma evaluation form which will require them to declare whether the evidence requirements have been met. If the Panel member declares that the quality principles have been met, the completed evaluation form is forwarded concurrently to the developer and TVET by the Panel member.

The trial process does not include a review element, but if the non-endorsed product does not meet the quality principles, or if the developer cannot demonstrate its relevance to industry or workforce needs, the Panel member will advise the developer accordingly. There is provision in this process for the developer to rectify any shortcomings and re-submit their non-endorsed product to the same Panel member. At all points during the process the Panel member needs to provide constructive feedback to developer, as required.

Figure 1 illustrates, at a high level, the proposed quality assurance process for the non-endorsed products trial.

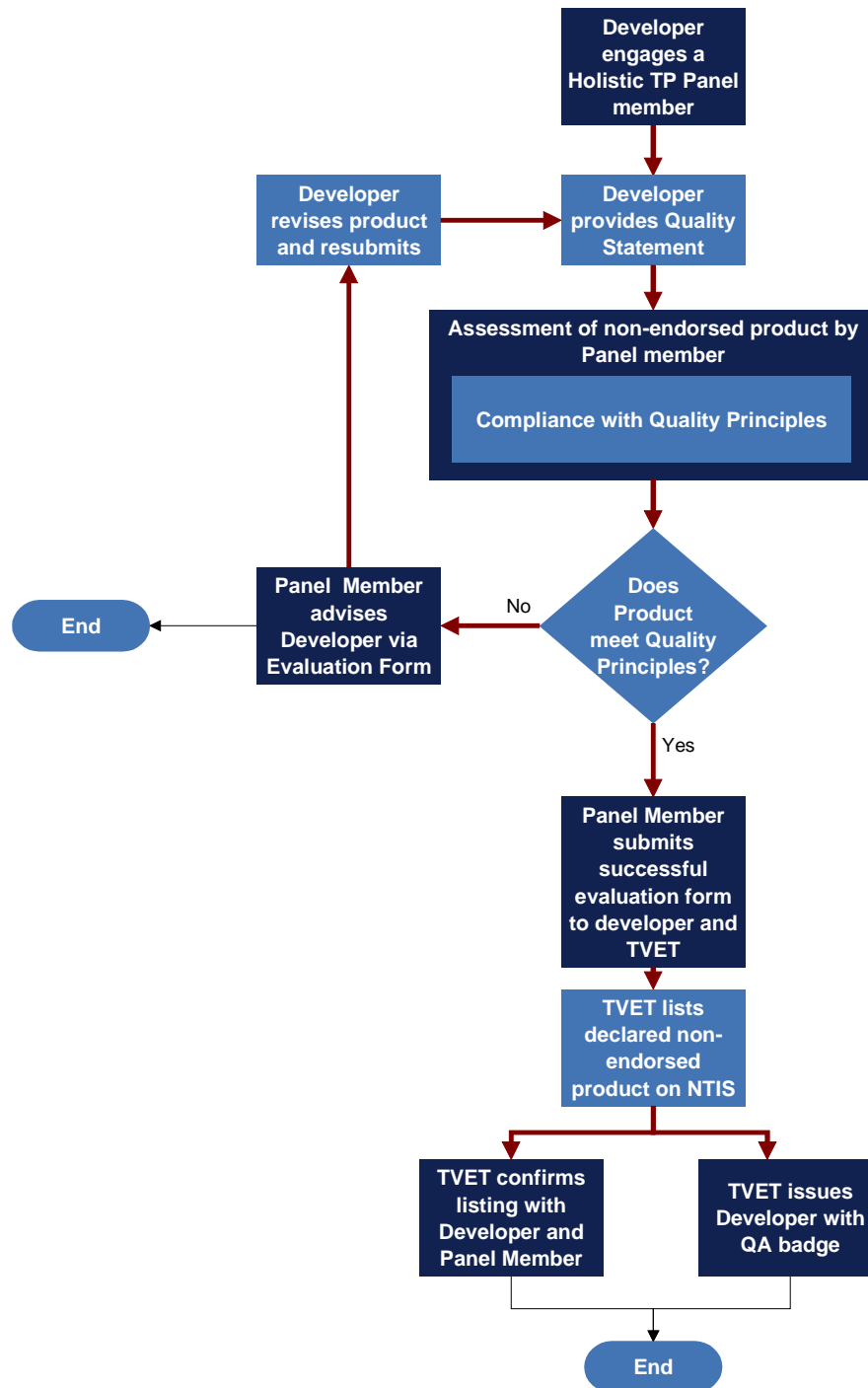
To commence, a developer will contract a Panel member, of their choice, and provide them with a statement that their non-endorsed training product comply with the four quality principles.

The Panel member will then undertake an evaluation of the product. If they assess the product as meeting the quality principles, they will furnish a declaration to that effect to the developer and TVET. The Panel member will complete a pro-forma evaluation form which will require them to declare whether the evidence requirements have been met. If the Panel member declares that the quality principles have been met, the completed

evaluation form is forwarded concurrently to the developer and TVET by the Panel member.

The trial process does not include a review element, but if the non-endorsed product does not meet the quality principles, or if the developer cannot demonstrate its relevance to industry or workforce needs, the Panel member will advise the developer accordingly. There is provision in this process for the developer to rectify any shortcomings and re-submit their non-endorsed product to the same Panel member. At all points during the process the Panel member needs to provide constructive feedback to developer, as required.

Figure 1: Proposed quality assurance process



Once an evaluation form specifying that the quality principles have been met is received by TVET from the Panel member, it will be registered on the NTIS (or any replacement data base) and the developer and Panel member will be advised accordingly by TVET. For the purpose of the trial, TVET will determine an appropriate quality assurance logo that it will authorise the developer to place on the non-endorsed products that have been declared as meeting quality requirements.

Interim Quality Assurance Process for Non-Endorsed VET Products

October 2009

The Project

A recent review of the former the Training Package support materials Noting Process found that, while there was support for a quality assurance process for non-endorsed products, the former process was not sufficiently robust. That process involved Vocational Education and Training (VET) training resources that had passed a quality assurance process being authorised to display a 'tick' logo. Amongst other things, the review found that the quality principle definitions that were applied were too broad, did not sufficiently relate the resources to units of competency in Training Package and associated assessment requirements. Additionally, the appointment and maintenance processes for Quality Assurance Consultants were not sufficiently rigorous.

Stenning and Associates have been contracted to work with TVET Australia to develop a simple interim quality assurance process for non-endorsed VET training products. This work will focus on the following three aspects of the proposed quality assurance process:

Quality principles – repurposing the 4 National Quality Council (NQC) Training Package (TP) quality principles to apply to non-endorsed support material and associated assessment requirements;

Quality assurance panel – Extending the scope of the current Industry Skills Council Training Package Quality Assurance panel (the Panel) to include consideration of non-endorsed support material; and

Governance – developing a “who”, “what” and “when” sign off map for training resource developers seeking to submit their non-endorsed training products to a quality assurance process.

TVET proposes that a six month trial of the interim quality assurance process will take place in the first half of 2010.

Current Status

This consultation instrument contains the proposed draft interim quality assurance principles, role of the Panel and process. Comments on are invited from stakeholders. Responses will be taken into consideration when finalising the quality principles and process for to the proposed trial.

How can you help?

You are asked to provide input to the above aspects of the proposed interim quality assurance process.

These aspects and associated consultation questions are outlined in the following pages.

You are requested to provide responses, by email, to the following contact by COB Thursday 5th November 2009.

Contacts

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Quality Principles

The four TP quality principles have been repurposed in Table 2 to relate directly to the quality assurance of non-endorsed VET products. This involved adopting the key features of these TP quality principles so that they are relevant to non-endorsed products. Some key features were not considered relevant to the non-endorsed products and therefore have been omitted.

This table describes the typical evidence that will be required to be provided by resource developers to ensure that the non-endorsed products do align with the intended teaching and assessment outcomes of the TPs. While use of quality assured non-endorsed products will assist Registered Training Organisations (RTOs) to deliver high quality training outcomes, it is important to note that such use will not guarantee that RTOs meet audit requirements. Rather, other delivery and contextual considerations form part of the RTO audit process.

Table 2: Proposed Application of Quality Principles to the Quality Assurance of Non-Endorsed VET Products

Quality Principles	Key Features – Non-endorsed VET Products	Evidence Required
<p>Ensures...</p> <p>RESPONSIVENESS</p> <p>... to the needs of contemporary industry and its workforce</p>	<p>Reflect contemporary training and learning environments</p> <p>Is consistent with broad government policy</p> <p>Is supported by industry</p>	<p>Is there evidence that the product:</p> <ul style="list-style-type: none"> • directly relevant to the specified TP unit(s) of competence performance criteria? • supports the unit(s) performance criteria and unit(s) skills and knowledge? • clearly states the assessment requirements to which it is relevant? • is consistent with Government policy in the VET sector? • is supported by industry?
<p>Enables...</p> <p>RECOGNITION</p> <p>... of an individual's competence across industries and occupations.</p>	<p>Recognise convergence and connectivity of skills</p> <p>Reflect licensing and regulatory requirements.</p>	<p>Is there evidence that the product:</p> <ul style="list-style-type: none"> • supports the attainment of skills and knowledge across different industries and occupations where that is its stated purpose? • is supported by industry regulators where competencies are relevant to regulation/licensing requirements?

Quality Principles	Key Features – Non-endorsed VET Products	Evidence Required
Provides... FLEXIBILITY ... to meet individual enterprise and learner needs.	Accessible to all participants in the VET sector Meet diversity of individual and enterprise needs Support equitable access and progression of learners Support learner transition between education sectors	Is there evidence that the product: <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?
Ensures... FUNCTIONALITY ... through ease of understanding, clever design and adherence to policy and publication requirements.	Support implementation across a range of settings Support sound assessment practice	Is there evidence that the product: <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?

Your comments are sought of these proposed quality principles, the key features and evidence including:

- Do these key features accurately reflect the quality requirements that should be applied to non-endorsed products?
- Are there other features that should be included?
- Is the evidence required sufficient to determine quality?
- Are the evidence requirements aligned with the relevant Quality Principle?
- Are there additional evidence tests that need to be provided?

Quality Assurance Process including the Panel

Proposed Additional Role for the Panel

The proposed interim quality assurance process involves the existing TP Panel members taking on the role of quality assuring non-endorsed VET products. This Panel was established to ensure quality in the development of Training Packages and currently has 12 members. The skills and experience required for appointment to the Panel is considered more than adequate to quality assure non-endorsed products.

Appointments to the Panel are made for a period of 2 years based on a Deed of Agreement which outlines their role and responsibilities. Furthermore, they must comply with a Code of Practice which outlines their professional behaviour including conflict of interest and confidentiality. Given that the existing Panel members (and ones added in the future) undergo a thorough assessment as part of the appointment process, stakeholders in the VET sector should feel confident in selecting a Panel member to quality assure non-endorsed training products. Consequently, it is proposed that the role of Panel members be expanded to include the following:

‘To evaluate training products against approved quality principles, as amended from time to time, identifying any non-conformance and provide guidance to developers as required and finally declare that the non-endorsed product meets the quality principles’.

In addition to any matters you would like to raise regarding this feature of the interim quality assurance process, we ask that you consider the following questions:

- Panel members rates are set by contract – what special arrangements (if any) should apply to the rates charged by panel members for quality assuring non-endorsed products?
- Is the current size of the Panel likely to be sufficient to handle demand for quality assuring non-endorsed products?

Proposed Quality Assurance Process

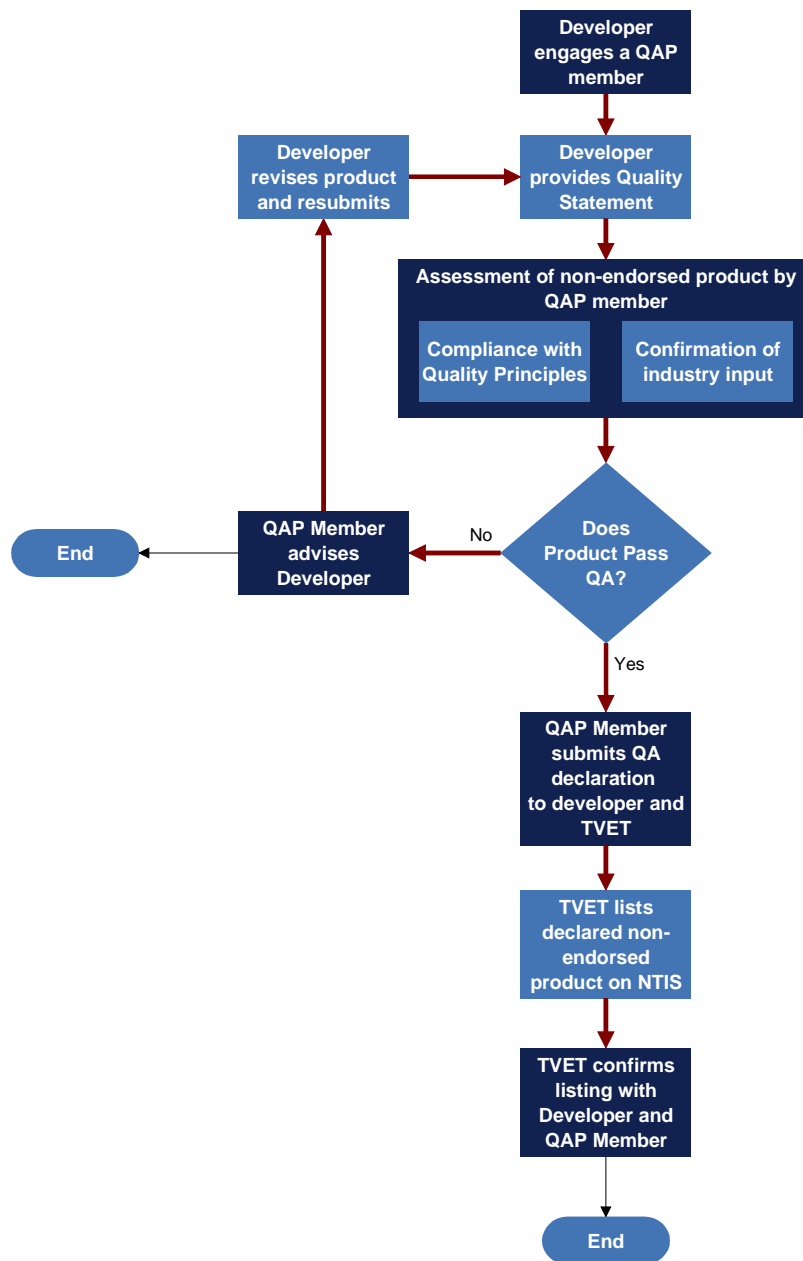
Figure 1 below illustrates, at a high level, the proposed quality assurance process for non-endorsed products. The process will be further detailed following responses to this consultation document.

To commence, a developer will contract a Panel member and provide them with a statement that their non-endorsed training product comply with the four quality principles.

The Panel member will then undertake an evaluation of the product and, if they assess it as meeting the quality principles, will furnish a declaration to that effect to the developer and TVET. The Panel member will complete a pro-forma which will require them to attest that the evidence requirements have been met. If the non-endorsed product does not meet the quality principles, or does not have industry support, the Panel member will advise the developer accordingly. There is provision in this process for the developer to rectify any shortcomings and re-submit their non-endorsed product to the same Panel member.

Once a declaration is received by TVET it will be registered on the NTIS (or any replacement data base) and the developer and Panel member will be advised accordingly. For the purpose of the trial, it is proposed that a quality assurance logo will be placed on the non-endorsed products that have been declared as quality assured.

Figure 2: Proposed Process for QA of Non-Endorsed VET Products



In providing your comments on this proposed process, you are urged to keep in mind the need for an administratively simple and cost effective process. In addition to your views you are asked to consider the following:

- Could improvements be made to make the process more cost efficient, effective and transparent?
- Should any special requirements be imposed to ensure the currency of assured products, e.g. limit on shelf life, linking quality assured products to specific versions of TPs, placing onus for ensuring currency on developers, etc.?
- Are there any additional requirements that should be applied to the process? What are they?

Attachment B – Consultation List

ORGANISATION	NAME	PHONE	EMAIL	RESPONSE
Quality Assurance Consultants				
Focus on People	Margaret Clark	P - (02) 9977 6890	mc@nationallearning.com.au	Yes
Quality Training Concepts	Cheryl Leary	P – (03) 5969 2288	gtc@iinet.net.au	No
Resource Developers				
Pearson Australia(Private)	Jill Roebuck Diane Gee-Clough	P – (02) 9454 2200 P – (02) 9454 2353	Jill.roebuck@pearsoned.com.au	Yes
Shea Business Consulting(private)	Lyndon Shea	P – (03) 9387 5320 M – 0438 007 213	lsshea@gmail.com	Yes
IBR(Private)	Gail Warrilow	P – (08) 9286 4208	gwarriow@ibr.net.au	Yes
Software Publication(Private)	Chris Coulson	P – (02) 9882 1000	cc@softwarepublications.com.au	Yes
NSW Department of Education and Training	Claire Cappe	P – (02) 9266 8504	Claire.Cappe@det.nsw.edu.au	No
e-works	Harriet Wakelam	P – (03) 9661 8714	Harriet.Wakelam@eworks.edu.au	Yes
Transport and Logistics Industry Skills Council	Geoff Gwilym	P – (03) 9320 4242	geoff@tlisc.com.au	No

Service Skills Australia	Jeanette Allen Karee Gurtman Kit McMahon	P – (02) 8243 1200	jallen@serviceskills.com.au kgurtman@serviceskills.com.au kcmcmahon@serviceskills.com.au	Yes
ISC Forum	Angela Flierman	P - (07) 5499 6134	angela.flierman@ozemail.com.au	No
State/Territory Training Authorities				
Department of Innovations, Industry and Regional Development (VIC)	Luke Behncke	P – (03) 9637 3688	luke.behncke@diird.vic.gov.au	No
Tasmanian Qualifications Authority	Deb Doherty	P – (03) 6233 7322	debra.doherty@skills.tas.gov.au	<u>Yes</u>
Other Interested Parties				
TVET Australia (NQC)	David Symonds	P – (03) 9832 8122	david.symonds@tvetaustralia.com.au	No
Department of Education, Employment and Workplace Relations (DEEWR)	Naomi Scalora	P – (02) 6240 8071	Naomi.Scalora@Deewr.gov.au	Yes
Department of Education, Employment and Workplace Relations (DEEWR)	Murray Judd	P – (02) 6240 8070	Murray.JUDD@deewr.gov.au	No

