

Policy Name	QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT POLICY
Policy Number	G010_PO (Governance)
Purpose	This policy affirms the commitment of the Whitehouse Institute of Design, Australia, to the ongoing process of consistent monitoring and continual improvement of services to its stakeholders.
Scope	This policy applies to all Whitehouse to corporate, academic, systems and operational function of the Institute, and to its participating staff, students and contractors.
Policy Statement	Whitehouse is committed to ensuring that the quality of service provided is continuously monitored and that policies, planning, procedures and financial resources are in place to ensure systematic improvement and to enhance efficiency and effectiveness for the benefit of Whitehouse and its stakeholders. Whitehouse's commitment to the provision of quality service applies to every activity of the organisation. Whitehouse monitors its policies, procedures, and processes to implement key quality controls within a continuous improvement cycle to ensure that courses and services are delivered by Whitehouse that: • meet student and graduate needs • meet industry needs • are equivalent and comparable to similar courses delivered by other higher education institutions. • are delivered in accordance with external legislative and regulatory requirements, (refer Relevant Legislation section below)
Quality Assurance Framework	As a private higher education provider and a registered training organisation (RTO), Whitehouse is subject to national external regulatory bodies (TEQSA, ASQA), the AQF, as well as CRICOS and ESOS regulations, related Commonwealth and state legislation, and is subject to quality audits. Quality assurance at Whitehouse is embedded in the institute's ongoing business, strategic and operational planning, accreditation, program delivery (teaching and learning), reporting, reviewing and continuously improving processes. It takes the form of self-assurance. Whitehouse assures its core activities of teaching and learning with the direct support of enabling services including the library, information technology, financial management, student support and administration to achieve its mission and strategic directions. Quality assurance and continuous improvement are data driven and embedded within the Whitehouse corporate, academic and operational framework and key areas, such as: • Whitehouse constitution, vision and mission • corporate governance (business and strategic planning) • academic governance (course development and accreditation, teaching and learning)

	• risk management • planning and review (teaching and learning) • policy and procedure • stakeholder feedback • external (QILT) student and graduate survey evaluations and feedback (HE and VET) • internal students and staff survey evaluations and feedback • student data – enrolment, attrition, progression; misconduct (e.g. breaches of the code of conduct; assessment, academic integrity; discrimination, harassment, assault), critical incidents; appeals, grievances. • course and curriculum reviews • internal audit and self-assessment • assessment moderation and validation • non- academic services, and • external benchmarking.
Continuous Improvement Cycle	Whitehouse applies the PIRI (Plan, Implement, Review and Improve) continuous improvement cycle to ensure that its direction-setting and resourcing processes, core activities of teaching and learning, its enabling systems and infrastructure are continuously tracked and improved. The Whitehouse quality assurance and continuous improvement policy is underpinned by the PIRI continuous improvement cycle. • Plan - Planned arrangements are suitable for achieving goals. Clearly stated objectives and goals in relation to a range of Institutional activities that align with the Whitehouse mission and strategic plan. • Implement - Actual practice conforms to planned arrangements. Implementation of strategies, policies, procedures, and structures by which Whitehouse's objectives will be achieved. • Review - Analysis to ensure arrangements achieve the desired results. Measures, benchmarks, qualitative evidence and recommendations that emerge from periodic and continuous reviews are used to evaluate the effectiveness of the strategies in achieving desired outcomes. Improve - Interpretation and response to outcome measures and the inclusion of these initiatives into future planning and communication to stakeholders.
Relevant Legislation	• TEQSA - the Tertiary Education Quality and Standards Agency's (TEQSA) Threshold Standards 2021 • TEQSA – Guidance Note: Academic Quality Assurance, v2/2 • ASQA - the Australian Skills Quality Authority's, Standards for Registered Training Organisations (RTOS), 2025 • CRICOS Commonwealth Register of International Courses for Overseas Students • ESOS National Code of Practice for Providers, 2018. • 2016 Higher Education Support Act (2003) • National Vocational Education and Training Regulator Act 2011 • Australia Qualifications Framework (AQF) • The National Employment Standards

Key Related Documents	Key related documents include, <i>but are not limited to</i>: Whitehouse: • Vision and Mission • Constitution • Organisational Chart • Business and Strategic Plan • Learning and Teaching Plan • Risk Management Framework, Plan and Register • Staff Professional Development Framework and Plan • Student Wellbeing Framework • Academic Calendar(s). Terms of Reference Board of Governors; Academic Board; Executive Management; Risk Management; Finance; Learning and Teaching; Student Representative Councils) Policies and procedures • Codes of conduct (student and staff) • Delegations, and Register • Student selection and admission • Assessment • Progression and exclusion • Risk management • Critical incident • Appeals and grievances (academic and non-academic) • Benchmarking. Reports / Publications: • Reports to and meeting minutes from governance bodies • Scholarly research and publications • National QILT and ASQA survey reports • Internal survey reports • TEQSA Guidance notes • NCVER research and publications • Professional bodies / industry publications Handbooks / Guides / Manuals (<i>Include, but not limited to</i>) • Whitehouse Website • Learning Management System (Google Education suite of apps) • Student Administration System • Course Enrolment Guides / Handbooks • Staff Handbook • Moderation of Assessment Guide • Reference Guide for Teachers • Student Integrity (academic): Guide for students and teachers • Harvard Referencing Library Guide • Individual Learning Plan for students.
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Definitions	Quality Assurance: A continuous, evidence-based process used to evaluate and improve the standard of teaching, learning, assessment and institutional management practices (corporate, academic and operational). Academic quality assurance: <i>“is a demonstration or verification that a desired level of quality of an academic activity has been attained or sustained, or is highly likely to be attained or sustained”</i> TEQSA Guidance Note on Academic Quality Assurance Continuous Improvement Cycle: a methodology used to improve an organisation’s systems, practices, mechanisms, products and processes, via a structured and systematic approach involving the use of evaluative data to identify and make continuous iterative improvements. Examples include the PDCA Cycle (Plan-Do-Check-Act); or PIRI (Plan-Implement-Review-Improve), used by educational institutions.
Responsible Officer	Owner and Chair of the Board of Governors Chief Executive Officer (CEO), Whitehouse
Approval Authority/ Authorities	Board of Governors
Date Approved	01/06/2026
Date of Commencement	02/06/2026
Date for Review	01/06/2029
Documents superseded by this Procedure	011 – Governance: Quality Assurance and Continuous Improvement Policy and Procedure 2014 003-13P Quality Assurance and Continuous Improvement Policy 003-13P Quality Assurance and Continuous Improvement Procedure
Amendment History	06/2026 Review and update in response to the independent review of Whitehouse’s governance, 2024. Report Recommendation 22.a, resulting in an update to the: Policy statement sections Relevant Legislation section URLs Key Related Documents section Definitions section. 06/2021 Re-approval 05/2018

	Re-branding – Header & Footer only 12/2016 Policy and Procedures separated. Updated formatting and minor amendments Removal of reference to Quality Assurance Framework Updated Hyperlinks 11/2012 Changed formatting - included procedure and policy in one document Minor adjustments and inclusions to policy wording no material change The implementation of the latest version of this policy supersedes all previous versions of this policy 14/09/ 2012 Academic Board, 14 September 2012 Meeting, Agenda Item4.8 Revised Content and revised format. (001.005) Prior approval Academic Board June 2009		
Signed and dated for Whitehouse Institute Pty Ltd			
	Signature	Leanne Whitehouse	01 06 2026
		Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Board of Governors Academic Board Executive Management Committee Risk Management Committee Learning, Teaching and Assessment Curriculum Committee Academic Staff Administration Staff Course applicants Students.