

Procedure Name	QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT PROCEDURE
Procedure Number	G010_PR (Governance)
Purpose	This procedure puts into effect the principles and framework for continuous improvement and quality assurance across all aspects of the Whitehouse Institute of Design, Australia (Whitehouse). This procedure outlines various systems and processes used to implement quality assurance and continuous improvement in a systematic and consistent manner.
Scope	This procedure applies to all Whitehouse corporate, academic, systems and operational function of the Institute, and to its participating staff, students and contractors.
National Quality Framework	National Quality 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. In respect to VET, Whitehouse as an approved RTO complies with ASQA's Standards for RTOs, 2025.
HIGHER EDUCATION	HIGHER EDUCATION: As an approved higher education provider, and in respect of quality Assurance and Continuous improvements, Whitehouse is subject to and complies with the relevant TEQSA Threshold Standards, 2021, as detailed below, though primarily with Domain 5 Institutional Quality Assurance. 1. Domain 1: Student Attainment and Participation and Attainment 1.1 Admission 1.2 Credit and Recognition of Prior Learning 1.3 Orientation and Progression 1.4 Learning Outcomes and Assessment 1.5 Qualifications and Certification 2. Domain 2: Learning Environment 2.1 Facilities and Infrastructure 2.2 Diversity and Equity 2.3 Wellbeing and Safety 2.4 Student Grievances and Complaints. 3. Domain 3: Teaching 3.1 Course Design 3.2 Staffing

VOCATIONAL EDUCATION AND TRAINING (VET)	3.3 Learning Resources and Educational Support 4. Domain 4: Research and Research Training – N/A 4.1 Research, and 4.2 Research Training <i>(Not applicable, as Whitehouse is a “teaching”, and not an approved higher education “research institution”).</i> 5. DOMAIN 5: INSTITUTIONAL QUALITY ASSURANCE 5.1 Course Approval and Accreditation 5.2 Academic and Research Integrity 5.3 Monitoring, Review and Improvement 5.4 Delivery with Other Parties <i>(not applicable, as Whitehouse does not deliver with other partners)</i> 6. Domain 6: Governance and Accountability 6.1 Corporate Governance 6.2 Corporate Monitoring and Accountability 6.3 Academic Governance 7. Domain 7: Representation, Information and Information Management 7.1 Representation 7.2 Information for Prospective and Current Students 7.3 Information Management. VOCATIONAL EDUCATION AND TRAINING (VET) Qualification Standards (based on the Australian Qualifications Framework) For Vocational Education and Training, Whitehouse undergoes re registration as a Registered Training Organisation (RTO) and re-accreditation of the courses it delivers, by the Australian Skills Quality Authority (ASQA). A core condition of registration is that RTOs comply with the requirements set out in the VET Quality Framework. Whitehouse ensures that the Standards for VET Accredited Courses are also met. The Standards are: • Standards for National VET Regulator (NVR) Registered Training Organisations. • Fit and Proper Person Requirements. • Financial Viability Risk Assessment Requirements. • Data Provision Requirements, and. • Australian Qualifications Framework (the AQF). Quality Assurance Framework The Whitehouse procedure for quality assurance is informed and supported by: <i>(refer also below: Key Related Documents section)</i> • Whitehouse constitution • vision and mission
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- 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, graduate and employer survey evaluations and feedback
- 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.

The PIRI Continuous Improvement Cycle

The **PIRI (Plan, implement; Review; Improve)** cycle of continuous improvement underpins Whitehouse's quality assurance and continuous improvement process, where **Plans** are **Implemented** into actual practice and **Reviewed** and where outcomes are evaluated to make future **Improvements**, in a continuous cycle.

Internal audit and self-assessment are undertaken to measure performance against the AQF and relevant standards. Whitehouse responds to external audit outcomes and welcomes the opportunity to implement improvement processes.

Quality Assurance Processes

1. Quality Management and Governance

Governance and management structures are in place to ensure quality provision of all educational delivery.

The Whitehouse **Board of Governors** oversee corporate management, to ensure financial sustainability, supported by the Executive Management Committee (EMC): Finance Committee (FC) and Risk Management Committee (RMC).

The **Academic Board** is responsible, under delegated authority from the Board of Governors, for overseeing the quality of all educational programs offered by Whitehouse; relating to curriculum, learning and teaching and student matters.

The Academic Board has several standing committees, for example the Course Advisory Committee (CAC) to oversee course development, accreditation, and well as the Learning, Teaching and Assessment Curriculum Committee (LT&ACC), to oversee learning and teaching.

The Student Representative Councils (SRCs) are campus based and represent the student voice, providing feedback for course improvement for a positive student learning experience.

2. Planning and Review

Strategic and operational planning and review are informed by Whitehouse's Strategic Plan. The Plan outlines Whitehouse's mission and goals and identifies quality standards and key performance indicators over a three-year period.

The strategic plan details Whitehouse's plans and identifies targets and the measurements by which the ensuing outcomes will be measured.

Operational workgroup plans are also developed as associated documents to ensure successful development and implementation of the Strategic Plan.

Workgroup plans are also developed for academic programs, quality systems, marketing and promotions and facilities and infrastructure.

3. Policies and Procedures

Whitehouse recognises that a coherent and integrated policy framework is critical for effective and consistent quality assurance and continuous improvement. Whitehouse regularly reviews and updates its policies and procedures (and supporting collaterals) to ensure currency is in practice and to maintain effective and consistent processes that are integrated across all areas of Whitehouse.

Policies and procedures are published on the Whitehouse website.

4. Stakeholder Feedback

Various stakeholder feedback mechanisms are used to gather data to review institutional performance and identify areas for remedial action and continuous improvement. These include:

- external (QILT) student, graduate and employer survey evaluations and feedback (HE and VET)
- Internal (Whitehouse) students and staff survey evaluations and feedback
- Industry feedback on student undertaking Work Integrated Learning (Internships Work Experience)
- Student Representative Council meeting minutes.

Other forms of feedback, include:

- 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.

5. Benchmarking

Overseen by the Academic Board, the Whitehouse Executive undertakes benchmarking activities with other educational institutes and/or similar courses in accordance with the Benchmarking Policy and Procedure to ensure best practice in teaching and learning delivery, student outcomes and graduate capabilities.

	6. Reporting • Corporate Governance: The Chairs of the various corporate governance bodies (EMC, FC, RMC) report to the Board of Governors • Academic Governance: The Chairs of the various academic governing bodies (LT&AC; CAC; Exam Assessment Panels; Assessment Moderation Panels; SRCs) report to the Academic Board • Data from student surveys (internal and external) are reported to Academic Board as a standing item, as are • Student enrolment, progression and attrition data • Breaches of the Codes of conduct (students and staff)
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
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 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: Procedure statement (various 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 and continuous improvement process. 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		Leanne Whitehouse	01 06 2026
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER

Category	Governance
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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.
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