

11.2 Internal self-monitoring

Self-monitoring procedures include:

- a) A system of appropriate quality measures: Appropriate quality measures are identified which can be checked in monitoring, for example, learner satisfaction ratings, completion / certification rates, relevance of outcomes to the market place, error levels. The quality system monitors key performance indicators and progress against objectives.
- b) Gathering evidence of achievement of objectives: When objectives are set, consideration is given to the kind of evidence or information required to determine whether or not the objective has been met, and how and where this information will be obtained and by whom. Outcomes-related objectives (i.e. product) are especially important, but objectives concerning inputs, processes and environments are also part of the quality assurance system.
- c) Consideration for prioritising objectives: important objectives are prioritised even where they are difficult to achieve or to quality assure. Quality assurance is not limited to addressing easily assessed objectives nor committed to addressing inconsequential ones.
- d) Acting on findings: All provider-owned quality assurance evaluation outcomes are used to produce a quality improvement plan which sets out a schedule of actions to be undertaken following internal evaluation. It identifies the person(s) responsible for actions and follow-up. Quality assurance does not produce perverse incentives.