

What is Quality Assurance?

Frequently Asked Questions

Purpose

To explain how TASC's Quality Assurance (QA) processes relate to the *Standards for Providers*. It is designed to support teachers and schools by clarifying expectations, processes, and what to expect during QA activities.

Commonly asked questions

- **What is QA and why does TASC do this?**
Quality Assurance, or QA, refers to the processes TASC uses to check that senior secondary courses are being taught, assessed, and reported correctly. This means ensuring providers follow the *Standards for Providers*, the course documents, and relevant legislation. QA helps make sure that student results are valid, reliable, and comparable across all schools and colleges.
- **What does it involve?**
There are a range of QA types that TASC undertakes. These are provider audits, desktop audits, workshops, meetings and compliance check-ins. Schools and teachers are required to actively participate.
- **What evidence do schools and teachers need to have?**
 - Schools must have policies, procedures and practices in place to meet the *Standards for Providers*.
 - Teachers must have records and evidence as outlined in the course document they deliver.
- **What happens if issues are identified?**
TASC will notify the school in writing of the non-compliance issue with requirements and actions to bring them into compliance. TASC will support the school and work with them on an agreed timeline.

- **Is this about compliance or improvement?**
It is both. TASC needs to ensure consistency in course delivery and assessment to maintain the integrity of the Tasmanian Certificate of Education (TCE). In ensuring compliance, TASC will also look for and support further opportunities for improvement.

What schools and teachers can expect

As a part of a school's registration with TASC to deliver senior secondary courses in Tasmania, they agree to actively engage with our QA processes.

TASC will lead and support QA processes with:

- clear communication about scope and purpose of a QA process
- advance notice where appropriate
- use of existing documentation
- professional conversations focused on standards
- written feedback outlining outcomes and next steps.

Alignment to [Standards for Providers](#)

QA processes can be associated with all *Standards for Providers* and have a focus on:

- **Standard 7 – Continuous improvement.**

Where to get more information

The TASC website has further information on:

- [Quality Assurance](#)
- [QA Types](#)
- [QA Focus for the Year](#)

Your TLO can contact us through TRACS. This is the preferred way to raise issues with TASC, so we have a record of the issue and agreed outcomes with you.