

How should providers use the TASC Practice guides?

Frequently Asked Questions

Purpose

The TASC *Practice guides* have been developed to support providers in implementing the *TASC Standards for Providers* and strengthening the systems, processes and practices that underpin the delivery, assessment and quality assurance of accredited courses.

The guides are intended to help providers understand:

- what TASC requirements mean in practice
- common compliance issues identified through quality assurance activities
- examples of effective practice
- the types of evidence TASC may seek during quality assurance activities
- how providers can monitor and improve compliance over time.

The *Practice guides* do not introduce additional compliance requirements. Rather, they provide practical examples of how providers may demonstrate compliance with the *Standards for Providers*.

Common questions

How should the Practice guides be used?

Providers may use the Practice guides in a range of ways, including:

- reviewing existing policies, procedures and practices;
- supporting annual self-assessment activities;
- identifying gaps in documentation or implementation;
- preparing for provider check-ins, desktop audits or quality assurance reviews;
- supporting induction of new staff;
- informing professional learning discussions; and
- strengthening governance and continuous improvement processes.

The guides are designed to complement existing TASC resources, including the *Standards for Providers*, provider self-assessment tool, FAQs and course documentation.

Are providers required to adopt the examples provided in the Practice guides?

No. TASC recognises that providers operate within different sectors, governance arrangements and local contexts. The examples contained within the Practice Guides are not mandatory templates or prescribed procedures. Providers may adopt different approaches provided they can demonstrate that:

- their practices align with TASC requirements;
- responsibilities are clearly defined;
- processes are consistently implemented;
- evidence is maintained; and
- compliance can be demonstrated.

How do the Practice guides relate to sector and provider policies?

Providers should ensure that any documentation, procedures or practices developed using the *Practice guides* align with:

- the TASC Standards for Providers;
- accredited course requirements;
- assessment requirements;
- applicable sector, system or governing authority policies; and
- local provider expectations and operational practices.
- The guides are intended to assist providers in translating these requirements into documented and implemented local practice.

What evidence does TASC expect to see?

A common theme emerging from quality assurance activities is that providers often have policies or procedures in place but are unable to demonstrate how those processes operate in practice.

When using the Practice Guides, providers should consider both:

Documentation examples may include: policies, procedures, governance frameworks, assessment matrices, scope and sequence documents, moderation records and professional learning records.

Evidence of implementation examples may include: meeting records, monitoring activities, assessment records, review and evaluation activities, communication records, moderation outcomes and quality assurance actions.

TASC is not simply seeking evidence that a document exists. Providers should be able to demonstrate that documented processes are understood, implemented, monitored, reviewed and used to support continuous improvement.

Can the *Practice guides* be used as quality assurance preparation tools?

Yes. Providers are encouraged to use the guides as part of ongoing quality assurance and improvement processes rather than only when preparing for a quality assurance activity.

These sections have been specifically developed to support provider self-review and continuous improvement.

- Common QA Findings;
- What Good Practice Looks Like;
- Evidence TASC Expects to See; and
- Quick Self-Check Questions

How do the *Practice guides* support continuous improvement?

TASC Each guide encourages providers to consider:

- how requirements are being implemented;
- how practices are monitored;
- how effectiveness is evaluated;
- how evidence is maintained; and
- how improvements are identified and implemented.

This reflects TASC's quality assurance approach, which focuses not only on compliance, but also on the effectiveness and sustainability of provider practices.

Which *Practice guide* should we start with?

Providers may use the guides in any order.

However, providers often find it useful to begin with: *PG1: Developing Effective Policies, Procedures and Processes*

- This guide supports the governance and operational processes that underpin compliance across all Standards.

Once governance arrangements are established, providers may then review guides relevant to:

- course delivery and planning
- assessment practices
- academic integrity
- professional learning
- external assessment
- governance of senior secondary programs.

How do the *Practice guides* align with the *Standards for Providers*?

Each Practice guide identifies:

- the relevant Standard(s) for Providers
- the requirement being addressed
- how the practice supports compliance
- examples of evidence that may be used to demonstrate compliance.

The guides are intended to assist providers in moving beyond the question:

- "Do we have a policy or procedure?"
- to the more important quality assurance question:
- "Can we demonstrate that the process is implemented, monitored, reviewed and effective?"

This distinction reflects TASC's evidence-based approach to quality assurance and the focus of provider check-ins, desktop audits and quality assurance reviews.

Alignment to *Standards for Providers*

The [Practice guides](#) cover Standards as indicated in each guide.

Where to get more information

Your TLO should communicate any specific questions through a TRACS task.

New providers can contact

qualityassurance@tasc.tas.gov.au for more support in meeting the *Standards for Providers*.