DUNCAN YOUNG CONSULTING
leadership & communication

QUALITY ASSURANCE PROGRAM

Duncan Young Consulting Pty Ltd (DYC) acknowledges and pays our respects to First Nations knowledge holders and recognise the unceded lands on which we live, work and learn.

1. Purpose and Scope

This Quality Assurance (QA) Program sets out the systems, roles, processes and measures Duncan Young Consulting (DYC) will use to ensure consistently high quality in the design, delivery and post-delivery support of all corporate training and consulting services. It applies to all employees, contractors and suppliers engaged in training design, delivery, assessment, and client-facing services.

2. Quality Objectives

1. Deliver training that meets client requirements and agreed learning outcomes in at least 95% of engagements.
2. Achieve average post-course participant satisfaction ≥ 4.2 / 5.
3. Reduce repeat non-conformances by 50% year-on-year.
4. Maintain timely completion of course materials and administrative tasks 100% of the time within agreed timelines.
5. Ensure continuous improvement via quarterly review and at least two implemented enhancements every year.

3. Governance & Roles

- **Director (Accountable)**: Final sign-off on QA Program, oversight of corrective actions and resource allocation.
- **Quality Lead / QA Coordinator (Responsible)**: Manage QA processes, conduct internal audits, maintain documentation, report to Director.
- **Lead Trainer(s) / Consultants (Responsible for delivery and design quality)**: Ensure content accuracy, adherence to instructional design standards, complete post-course reporting.
- **Operations / Admin (Support)**: Manage learner records, logistics, contracts, and data security compliance.
- **Clients / Participants (Consulted / Informed)**: Provide requirements, feedback and validation of outcomes.

For small-company practicality, the Director may appoint a senior trainer as QA Coordinator.

4. Key Processes

4.1 Proposal & Scoping

- Use a standard Scope & Requirements checklist for each proposal (objectives, audience, delivery mode, timeframe, success measures, access requirements, and inclusivity needs).
- Record approved scope in CRM/engagement file and confirm with client in writing.

4.2 Course Design & Development

- Follow a 4-step template: Needs → Outcomes → Content → Assessment.
- All new/updated materials pass a peer review (one reviewer minimum) and a QA checklist (learning objectives alignment, accessibility, copyright checks, branding, version control).
- Maintain a central, version-controlled content repository.

4.3 Trainer Preparation

- Trainers complete a Trainer Brief including session plan, learning activities, reasonable adjustments, equipment needs, and risk considerations.
- Deliver a Trainer Pre-Session Checklist 7 days before delivery.
- New trainers undergo onboarding & observed delivery until competency is demonstrated.

4.4 Delivery & Participant Experience

- Use standard delivery run-sheet and participant pack templates.
- Monitor session progress against learning objectives; capture any deviations, incidents, or accessibility accommodations.

4.5 Post-Delivery Evaluation

- Issue a standard Participant Evaluation Survey within 24–48 hours after delivery.
- Trainer completes a Delivery Report within 3 working days (attendance, engagement, deviations, technical issues, actions recommended).
- Consolidate client feedback and produce an Engagement Close-Out Report.

4.6 Corrective & Preventive Actions (CAPA)

- Define non-conformance categories (content error, logistic fail, trainer competence, technology failure, safety incident).
- Register incidents in a CAPA log with root-cause analysis, responsible person, action plan, and completion date.
- Verify effectiveness of actions and close only after evidence is recorded.

4.7 Continuous Improvement

- Quarterly Quality Review meetings to review KPIs, audit findings, CAPA status and implement improvements.
- Maintain a 'Lessons Learned' register and implement at least two documented improvements each year.

5. Documentation & Recordkeeping

- Maintain the following records for a minimum of 7 years (or per contract/legal requirement): engagement scopes, proposals, signed contracts, course materials and versions, trainer briefs, participant registers, evaluations, delivery reports, CAPA log, audit reports.
- Use standard file naming and location conventions; enable backups and access controls.

6. Metrics & Key Performance Indicators (KPIs)

KPI	Target	Measurement Frequency	Owner
Participant satisfaction (avg)	≥ 4.2 / 5	Per engagement & monthly aggregation	QA Coordinator
Learning outcome attainment	≥ 85%	Per engagement	Lead Trainer
Timeliness of materials ready	100%	Per engagement	Operations
Number of non-conformances	≤ 2 per 100 engagements	Monthly / Quarterly	QA Coordinator
CAPA closure time	≤ 30 days	Ongoing	QA Coordinator

7. Internal Audits & Reviews

- Conduct internal QA audits at least twice a year (sample of engagements across trainers, delivery modes and clients).
- Audit scope includes design quality, delivery records, CAPA process, data security and client satisfaction follow-ups.
- Create Audit Report with findings, risk rating and recommendations; track actions to closure.

8. Client Feedback & Complaints Handling

- Provide clear channels for feedback and complaint escalation (email, phone, online form).
- Acknowledge receipt within 2 business days; investigate and respond with resolution or action plan within 10 business days.
- High-severity complaints escalate to Director immediately.

9. Supplier & Contractor Management

- Use a Supplier Onboarding Checklist: capability evidence, references, insurance, tax/contract terms, and agreed QA expectations.
- Contractors must comply with DYC QA requirements; include right-to-audit clause in contracts.

10. Risk Management

- Maintain a Risk Register specific to training delivery (e.g., tech failure, presenter illness, venue issues, participant safety, compliance risk).
- For high-likelihood or high-impact risks, maintain pre-approved mitigation plans (backup trainers, virtual delivery options, insurance coverage).

11. Accessibility, Inclusion & Cultural Safety

- All materials must be accessible (clear fonts, alt text for images, captions for video, printable versions) and inclusive in language and examples.
- Where relevant, include references to First Nations cultural safety and respect—seek client guidance for culturally-specific content or protocols.
- Offer reasonable adjustments for participants and record them in the engagement file.

12. Data Protection & Privacy

- Handle participant data in compliance with the Privacy Act and client agreements. Store personal data securely and limit access on a need-to-know basis.
- Retain only required personal data and delete/destroy when retention period expires.

13. Training & Competence Management

- Maintain Trainer Competency Profiles and training plan. Required items: adult-learning foundations, subject competence, facilitation skills, and assessment literacy where relevant.
- Annual professional development requirement (e.g., 12 hours PD per year) and evidence recorded in personnel files.

14. Technology & Platform Quality

- Vet virtual delivery platforms for reliability, accessibility, and security.
- Maintain platform checklists and a tech rehearsal for complex or high-value sessions.

15. Version Control & Program Changes

- All QA Program changes subject to version control. Maintain a change log that records date, author, summary of change and approval.
- Significant changes communicated to staff and contractors with required training.

16. Templates & Tools (Appendix A)

Include as reusable attachments or stored templates:

- Proposal & Scope Checklist
- Course Design Template
- Learning Materials Peer Review Checklist
- Trainer Brief and Pre-Session Checklist
- Participant Evaluation Survey (standard questions)
- Delivery Report template
- CAPA Log template
- Internal Audit checklist
- Supplier Onboarding checklist

This policy will be regularly reviewed by Duncan Young Consulting Pty Ltd, and any necessary changes will be implemented by the DYC Management team. DYC reserves the right to update this Quality Assurance Program at any time without notice, in order to address changed circumstances or legislation or impr. You may obtain a copy of the current version of the Quality Assurance Program policy by contacting DYC.