

# What is Quality Assurance?

## Frequently Asked Questions

### Purpose

This FAQ explains 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.

### Alignment to [Standards for Providers](#)

QA processes can be associated with all [Standards for Providers](#) with a focus on continuous improvement.

### Commonly asked questions

- **What is QA and why does TASC do this?**

Quality assurance refers to the processes used by TASC to ensure that accredited senior secondary courses are delivered, assessed and reported in accordance with [Standards for Providers](#), course documentation and legislative requirements, so that student results are valid, reliable and comparable across all providers.

- **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 should be both. TASC needs to ensure consistency in course delivery and assessment, but in doing so finding further opportunities for improvement.

### What schools and teachers can expect

Through engagement in a QA process:

- 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.

### 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.

You can email us at:

[QualityAssurance@tasc.tas.gov.au](mailto:QualityAssurance@tasc.tas.gov.au)