

Strategic Plan 2022-25



Our Purpose Why we exist and what we're trying to achieve

To regulate for quality learning outcomes



Our Principles These underpin all our interactions with duty holders, co-regulators, stakeholders and the public

Transparency | Proportionality | Consistency and Predictability | Sector Neutrality | Efficiency and Agility



Our Outcomes How we will know we are achieving our purpose

A modern, trusted and networked regulator

Descriptors of success:

- High levels of understanding and acceptance of the role of the VRQA across duty holders, co-regulators and stakeholders
- Clear regulatory responsibilities with co-regulators and review bodies
- Accessible, timely and cost-effective interactions with duty holders
- Consistent, risk and evidence-based decisions
- Effective and efficient management of complaints

A regulatory framework that drives compliance and improved outcomes

Descriptors of success:

- High levels of duty holder compliance
- Duty holders understand our regulatory framework and processes
- Proportional regulatory approach that minimises harms
- High quality reviews undertaken by review bodies

Effective implementation of regulatory and policy changes

Descriptors of success:

- Timely feedback to government about implementation fit
- Timely and effective implementation of new regulatory requirements
- Advice to duty holders is understood and workable

A sustainable organisation

Descriptors of success:

- Attract, retain and develop high quality staff
- Effective use of technology
- Efficient and effective processes
- Prudent allocation of resources within given budget



Our Strategic Priorities Areas of focus we have chosen to achieve our stated outcomes in the next 3 years

Implement government directions effectively

We will deliver government directions and expectations on time and to a high quality.

Continue to strengthen our regulatory approach

We will provide duty holders with clear education and support to drive compliance. We will strengthen our oversight of review bodies undertaking regulatory functions on our behalf.

Build greater clarity and visibility about our role

We will strengthen the visibility and understanding of the role and function of the VRQA. We will continue to clarify roles with co-regulators to ensure effective regulatory oversight.

Continue to improve business processes and systems

We will streamline business processes to improve internal efficiency and productivity, and apply technology to improve client interactions. Evidence-based decision-making will be supported by building on our business analytics capabilities.

Develop, empower and support our people

We will build a positive workplace climate and culture underpinned by integrity that encourages leadership, energy and enthusiasm. We will attract and develop staff capabilities to meet current and future operational requirements.

Prudent financial management

We will prudently manage our finances and undertake our regulatory functions and activities on a sustainable basis. We will work with the Department of Education and Training to clarify our financial needs and pressures including the dynamic and continuing changes in the sectors that we regulate.

Delivering on these strategic priorities will contribute strongly to these outcomes:

