

POLICY

QUALITY MANAGEMENT ASSURANCE SYSTEM



Allens Training Pty Ltd | RTO #90909

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1. Purpose

- 1.1 Allens Training Pty Ltd is a registered training organisation (hereinafter referred to as the RTO) who takes quality seriously and has implemented a comprehensive Quality Management Assurance System to ensure that its training and assessment services are of the highest quality and meet the needs of its students and stakeholders.

2. Scope

- 2.1 This policy relates to Allens Training PTY Ltd RTO 90909, its trainers and assessors and employed staff. It includes any third party providing services on behalf of the RTO, including their trainers and assessors and administration staff. It also covers students of the RTO and third party providers.

3. Policy Statement

- 3.1 The Quality Management Assurance System includes a written Policy that clearly outlines the RTO's commitment to quality and sets out the expectations for all employees, trainers, and assessors. This policy helps to ensure that everyone involved in the training and assessment process understands their responsibilities and works together to maintain and improve quality.
- 3.2 The RTO uses a purpose-built CRM/LMS called Training Desk as a compliance monitoring and audit tool. Training Desk is an advanced LMS and training management system that helps the RTO to manage its training programs, track student progress, and ensure compliance with relevant standards and regulations.
- 3.3 The RTO also has a Continuous Improvement Plan that identifies areas for improvement and outlines strategies for achieving them. This plan is regularly reviewed and updated to ensure that the RTO is continuously improving its services and meeting the needs of its students and stakeholders. By continually evaluating and enhancing its training and assessment services, the RTO can remain a leader in the industry.
- 3.4 The RTO understands that the quality of its training and assessment services relies on the skills and knowledge of its trainers and assessors. Therefore, the RTO provides its staff with access to high-quality training and assessment resources, including up-to-date training materials, assessment tools, and professional development opportunities. This ensures that the RTO's staff have the necessary skills and knowledge to provide high-quality training and assessment services.

- 3.5 The RTO has a robust process in place for collecting and responding to student feedback and complaints. This feedback is used to identify areas for improvement and take appropriate action to address any issues or concerns raised by students. The RTO is committed to ensuring that its students have a positive learning experience and are satisfied with the training and assessment services provided.
- 3.6 The RTO is committed to investing in the training and development of its staff to ensure that they stay up to date with the latest industry trends and best practices. This includes ongoing support and professional development opportunities to help its staff remain at the forefront of the industry and provide the best possible training and assessment services.
- 3.7 The RTO is committed to complying with all relevant regulatory requirements, including those set out by the Australian Skills Quality Authority (ASQA). The RTO regularly reviews its policies and procedures to ensure that they are up-to-date and aligned with regulatory requirements. By implementing these measures, The RTO can maintain high standards of quality in its training and assessment services and continuously improve its operations to better serve its students and stakeholders.

4. Responsibilities

Compliance, monitoring and review

- 4.1 The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring, and ensuring compliance with this policy and will be responsible for communication with the CEO.

Reporting

- 4.2 No additional reporting is required.

Records management

- 4.3 All evidence must be maintained in Training Desk.

5. Definitions

Terms and definitions

RTO – Registered Training Organisation

Registered training organisations (RTOs) deliver nationally recognised training in the VET sector. To deliver this training, they need to be approved by ASQA.

RTOs are the only organisations in the Australian VET system authorised to:

- deliver and assess nationally recognised training
- issue nationally recognised qualifications and statements of attainment
- apply for government funding to provide VET services.

Quality Assurance – Quality assurance (QA) is a quality management process that consists of establishing standards, guidelines and procedures to prevent quality issues and maintain the integrity of the product or service throughout its development.

Quality Management System - A quality management system (QMS) is defined as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. A QMS helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

6. Related Legislation & Documents

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

7. Feedback

7.1 Feedback about this document can be emailed to compliance@allenstraining.com.au.

8. Approval and Review Details

| Approval Authority | | | Next Review Date |
|--------------------|----------------|----------------|--|
| CEO | | | June and December each year |
| Version | Effective Date | Author(s) | Description |
| Draft | 01.01.2023 | Jim Allen | Review |
| V1.1 | 13.04.23 | Ferne Robinson | Review and implementation of new version |
| V1.2 | 30.03.24 | Ferne Robinson | Review and no changes made |