



**Coast Wide**

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*Training Solutions*

**NEW Quality  
Management System**



V1.0-24

# Disclaimer

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This guide contains information that is correct at the time of printing. Changes to legislation and/or products and services may impact on the currency of information included.

Coast Wide Training Solutions Pty Ltd reserves the right to vary and update information without notice. Readers are advised to seek any changed information and/or updates.

This guide has been prepared as a resource to assist clients to understand the products and services offered by Coast Wide Training Solutions Pty Ltd.

In taking up any of these products or services, your privacy and intellectual property is taken seriously. You will be asked to sign a confidentiality agreement that will ensure your internal documentation stay that way.

Any queries can be directed to:

**Coast Wide Training Solutions Pty Ltd**

ABN: 71 674 767 447

PO Box 65

Old Bar NSW 2430

E: [admin@coastwidetraining.com.au](mailto:admin@coastwidetraining.com.au)

W: [www.coastwidetraining.com.au](http://www.coastwidetraining.com.au)

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## Version Control

Version	Date	Details of Changes
1	October 2024	Initial Publication

## About Us

Welcome to [Coast Wide Training Solutions](#), where our team of seasoned VET compliance and RTO administration experts brings over 70 years of collective experience to the forefront of educational excellence.

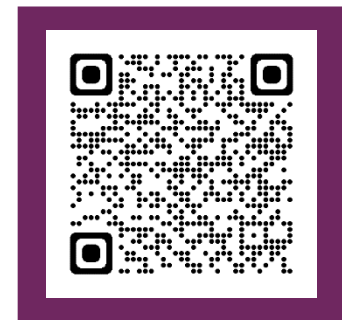
**Our mission is to elevate the standards and outcomes of Registered Training Organisations through comprehensive compliance support, quality management, and innovative business solutions.**

Our diverse team consists of dedicated professionals, each bringing a wealth of knowledge from various sectors within the learning and development landscape. From spearheading small community initiatives to steering large governmental projects, our roles have spanned facilitators, resource developers, compliance managers, auditors, and RTO managers.

We are not only defined by our experience but also by our dedication to lifelong learning and our unwavering commitment to the core values that drive our service:

- **Excellence:** We strive for superior outcomes, ensuring our clients receive nothing but the highest quality support.
- **Integrity:** Our actions are guided by the principle of doing what's right, maintaining ethical standards at all times.
- **Teamwork:** Collaboration is at our core, fostering strong partnerships with our clients to achieve common goals.
- **Communication:** We believe in open and clear communication, building trust and understanding to form lasting relationships.

At [CWTS](#), we are not just consultants; we are partners in your journey towards regulatory excellence and educational success.



Coast Wide Training Solutions

<p><b>Excellence</b></p> <p>We strive for superior outcomes, ensuring our clients receive nothing but the highest quality support.</p>	<p><b>Integrity</b></p> <p>Our actions are guided by the principle of doing what's right, maintaining ethical standards at all times.</p>	<p><b>Teamwork</b></p> <p>Collaboration is at our core, fostering strong partnerships with our clients to achieve common goals.</p>	<p><b>Communication</b></p> <p>We believe in open and clear communication, building trust and understanding to form lasting relationships.</p>
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# NEW Quality Management System

Our New Quality Management System (QMS) is a revised set of essential policies, procedures, guides, forms, tools and templates that are required to achieve and maintain RTO compliance. Our QMS is structured not only to meet the compliance requirements of the VET sector, but to also enhance the quality of products and services offered to your students and the community.



## Quality Management System Design

The Quality Management System has been meticulously designed to help RTOs across the sector achieve and maintain compliance with the revised Standards, ensuring they deliver high-quality, industry-relevant training.

Our QMS is a robust, ready-to-implement solution that addresses every aspect of the Revised Standards, providing RTOs with the tools they need to meet regulatory requirements with confidence.

By adopting our QMS, RTOs can streamline their operations, enhance the quality of their training and assessment services, and demonstrate their commitment to excellence in the VET sector.

The full QMS suite includes hundreds of policies, procedures, forms, tools, templates, registers and guides and has been mapped to the revised Standards for RTOs.

### QMS PACKS

<b>ADM</b>	<b>Administration Management</b>	<b>ISS</b>	<b>Information and Student Support</b>
	Enrolment Privacy and Record Keeping Certificate Issuance		Student information Student Support Complaints and Appeals
<b>OPS</b>	<b>Operations Management</b>	<b>HRM</b>	<b>Human Resources Management</b>
	Training and Assessment Strategies Industry Engagement Facilities and Equipment Delivery of Training Assessment Evidence Skills Recognition and Credit		General Human Resources Trainer Assessor Competency and Professional Development Performance Management
<b>QCM</b>	<b>Quality &amp; Compliance Management</b>	<b>GBM</b>	<b>Governance and Business Management</b>
	Registration and Scope Monitoring and Continuous Improvement Evaluation and Feedback Validation of Assessment		Management and Governance Third Party Management Conflict of Interest Marketing Financial Management Work Health and Safety

### PLUS!

When you purchase the full QMS suite, you will also receive the **Quality Management Strategy** with all of the contents validated and *mapped to the Revised Standards for RTOs, the Compliance Requirements and the Credential Policy* as an evidence matrix.





Your QMS suite is made up of:

## Policies and Associated Procedures

- |  |   |
|--|---|
| <input type="checkbox"/> Access and Equity Policy Procedure                              | <input type="checkbox"/> Management of Records Policy Procedure                       |
| <input type="checkbox"/> Assessment and Evidence Collection Policy Procedure             | <input type="checkbox"/> Marketing and Promotions Policy Procedure                    |
| <input type="checkbox"/> Assessment Appeals Policy Procedure                             | <input type="checkbox"/> Monitoring Training and Assessment Practice Policy Procedure |
| <input type="checkbox"/> Course Confirmation and Cancellation Policy Procedure           | <input type="checkbox"/> Performance Management Policy Procedure                      |
| <input type="checkbox"/> Complaints Handling Policy Procedure                            | <input type="checkbox"/> Privacy and Confidentiality Policy Procedure                 |
| <input type="checkbox"/> Conflict Resolution Policy Procedure                            | <input type="checkbox"/> Professional Development Policy Procedure                    |
| <input type="checkbox"/> Consumer Protection Policy Procedure                            | <input type="checkbox"/> Quality Indicator Reporting Policy Procedure                 |
| <input type="checkbox"/> Continuous Improvement Policy Procedure                         | <input type="checkbox"/> Skills Recognition and Credit Policy Procedure               |
| <input type="checkbox"/> Data and Progress Management Policy Procedure                   | <input type="checkbox"/> Registration and Scope Management Policy Procedure           |
| <input type="checkbox"/> Delivery of Training Policy Procedure                           | <input type="checkbox"/> Staff and Recruitment Policy Procedure                       |
| <input type="checkbox"/> Disciplinary Measures Policy Procedure                          | <input type="checkbox"/> Staff Leave Policy Procedure                                 |
| <input type="checkbox"/> Engagement with Industry Policy Procedure                       | <input type="checkbox"/> Smoking, Drugs and Alcohol Policy Procedure                  |
| <input type="checkbox"/> Environmental Management Policy Procedure                       | <input type="checkbox"/> Student Enrolment Policy Procedure                           |
| <input type="checkbox"/> Evaluation and Feedback Policy Procedure                        | <input type="checkbox"/> Student Information Policy Procedure                         |
| <input type="checkbox"/> Facilities, Equipment and Resources Management Policy Procedure | <input type="checkbox"/> Student Support Policy Procedure                             |
| <input type="checkbox"/> Fee and Refunds Policy Procedure                                | <input type="checkbox"/> Third Party Arrangements Policy Procedure                    |
| <input type="checkbox"/> Financial Management Policy Procedure                           | <input type="checkbox"/> Trainer Assessor Competency Policy Procedure                 |
| <input type="checkbox"/> Harassment, Discrimination and Bullying Policy Procedure        | <input type="checkbox"/> Training and Assessment Strategies Policy Procedure          |
| <input type="checkbox"/> Issuing Certification Policy Procedure                          | <input type="checkbox"/> Validation of Assessment Policy Procedure                    |
| <input type="checkbox"/> Interacting with ASQA Policy Procedure                          | <input type="checkbox"/> Withdrawal Deferral Policy Procedure                         |
| <input type="checkbox"/> Legislation Compliance Policy Procedure                         | <input type="checkbox"/> Work Health and Safety Policy Procedure                      |
| <input type="checkbox"/> Management and Governance Policy Procedure                      |   |

## Forms and Templates

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| <input type="checkbox"/> Application for Enrolment Form                | <input type="checkbox"/> QI Employer Satisfaction Questionnaire          |
| <input type="checkbox"/> Application for Enrolment Review Checklist    | <input type="checkbox"/> QI Learner Engagement Questionnaire             |
| <input type="checkbox"/> Application for Withdrawal/Deferral Form      | <input type="checkbox"/> Quality Indicator Annual Summary Form           |
| <input type="checkbox"/> AQF Record of Results Template                | <input type="checkbox"/> Record of Conversation Form                     |
| <input type="checkbox"/> AQF Statement of Attainment Template          | <input type="checkbox"/> Refund Request Form                             |
| <input type="checkbox"/> AQF Testamur Template                         | <input type="checkbox"/> RPL and CT Application Form                     |
| <input type="checkbox"/> Assessment Appeals Review Form                | <input type="checkbox"/> RPL Kit Application Demonstration Tool Template |
| <input type="checkbox"/> Assessment Outcome Report Form                | <input type="checkbox"/> RPL Kit Assessor Guide Template                 |
| <input type="checkbox"/> Attendance Record Template                    | <input type="checkbox"/> RPL Kit Candidate Assessment Guide Template     |
| <input type="checkbox"/> Business Plan and Marketing Strategy Template | <input type="checkbox"/> RPL Kit Third Party Handbook Template           |
| <input type="checkbox"/> Certificate of Completion Template            | <input type="checkbox"/> RPL UoC Equivalency Mapping Template            |
| <input type="checkbox"/> Certificate Reissue Form                      | <input type="checkbox"/> Session Plan Template                           |
| <input type="checkbox"/> Complaints Lodgement Form                     | <input type="checkbox"/> Staff File Checklist Form                       |
| <input type="checkbox"/> Compliance Framework and Audit Tool           | <input type="checkbox"/> Staff Induction Checklist Form                  |
| <input type="checkbox"/> Conflict of Interest Checklist                | <input type="checkbox"/> Staff Leave Application Form                    |
| <input type="checkbox"/> Conflict of Interest Management Plan Template | <input type="checkbox"/> Student Satisfaction Survey                     |
| <input type="checkbox"/> Contact Record Template                       | <input type="checkbox"/> Supervision Arrangements Declaration            |
| <input type="checkbox"/> Continuous Improvement Record Sheet Form      | <input type="checkbox"/> TAS Review Checklist Form                       |
| <input type="checkbox"/> Continuous Improvement Meeting Template       | <input type="checkbox"/> Third Party Agreement Template                  |
| <input type="checkbox"/> Course File Checklist                         | <input type="checkbox"/> Third Party Monitoring Checklist                |
| <input type="checkbox"/> CPD Record Book Template                      | <input type="checkbox"/> Third Party Student Notification Form           |
| <input type="checkbox"/> Credential Review Checklist Form              | <input type="checkbox"/> Trainer/Assessor Engagement Contract Template   |
| <input type="checkbox"/> Document and Archiving Checklist              | <input type="checkbox"/> Trainer Assessor Competency Matrix Template     |
| <input type="checkbox"/> Fit and Proper Person Review Checklist        | <input type="checkbox"/> Trainer Assessor Competency Review Checklist    |
| <input type="checkbox"/> Hazard/Incident/Injury Report Form            | <input type="checkbox"/> Trainer Assessor Risk Assessment Form           |
| <input type="checkbox"/> Induction Checklist Form                      | <input type="checkbox"/> Trainer Assessor Monitoring Checklist A         |
| <input type="checkbox"/> Industry Engagement Form                      | <input type="checkbox"/> Trainer Assessor Monitoring Checklist B         |
| <input type="checkbox"/> Learning Program Proposal Form                | <input type="checkbox"/> Trainer Assessor Satisfaction Survey            |
| <input type="checkbox"/> Letter of Acceptance Template                 | <input type="checkbox"/> Training and Assessment Plan Template           |
| <input type="checkbox"/> Marketing Review Checklist Form               | <input type="checkbox"/> Training and Assessment Strategy Template       |
| <input type="checkbox"/> Meeting Agenda and Minutes Template           | <input type="checkbox"/> Transition and New Qualification Planning Tool  |
| <input type="checkbox"/> Non-Accredited Delivery Plan Template         | <input type="checkbox"/> UoC Assessment Mapping Template                 |
| <input type="checkbox"/> Organisational Chart Template                 | <input type="checkbox"/> UoC Pre-Assessment Validation Form              |
| <input type="checkbox"/> Performance Improvement Plan Form             | <input type="checkbox"/> UoC Post-Assessment Validation Form             |
| <input type="checkbox"/> Performance and Development Plan              | <input type="checkbox"/> WHS Induction for Students Form                 |
| <input type="checkbox"/> Position Description Templates                | <input type="checkbox"/> Workplace Suitability Checklist                 |
| <input type="checkbox"/> Professional Development Request Form         | <input type="checkbox"/> Work Placement Agreement Template               |



## Manuals and Guides

- Assessment Validation Guide
- Code of Conduct
- Staff Handbook
- Standards of Assessment Guide
- Student Handbook
- Quality Management Strategy
- WHS Management Plan

## Registers and Other Documents

- Complaints and Appeals Register
- Conflict of Interest Register
- Continuous Improvement Register
- Credentials & Certification Register
- Facilities and Equipment Register
- Financial Viability Risk Assessment Tool
- Marketing Material Approval Register
- QMS Document Matrix & Verification Mapping
- Third Party Agreements Register
- Trainer Assessor Register
- Validation of Assessment & Risk Register
- WHS Risk Register

## Full Implementation Support

The full QMS can be implemented into your RTO with CWTS providing full support along the way. The QMS suite can be customised to your brand and is provided digitally, editable for you to continuously tweak over time.

**Our Compliance Support Package will provide assistance to continually apply the Quality Management System ensuring your RTO maintains quality services and complies with regulatory standards.**



## Coast Wide can help you!

These products and services provide you with the support you need to achieve and maintain RTO registration and compliance with the Standards, as well as to improve the overall services of your organisation.

## Let's grow your RTO together!

To discuss one or more of these products and services, or to obtain a quote, please contact:



**E:** [admin@coastwidetraining.com.au](mailto:admin@coastwidetraining.com.au)

**W:** [www.coastwidetraining.com.au](http://www.coastwidetraining.com.au)

ABN: 71 674 767 447

