



Coast Wide

Training Solutions

**Quality Management
System**

V6.0

Disclaimer

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 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.

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
1/45 Blackhill Road,
Black Hill, NSW 2322
E: jodie@coastwidetraining.com.au
W: www.coastwidetraining.com.au

© 2023 Coast Wide Training Solutions

Version Control

Version	Date	Details of Changes
1	18/06/2019	Initial Publication
2	04/09/2019	Change to Prices – Student Support Pack
3	03/10/2019	Change to Prices – Skills Recognition Pack
4	24/09/2021	Review
5	04/07/2022	Review
6.0	10/11/2023	Product Revisions

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.

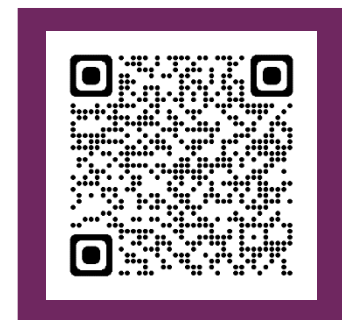
Our mission is to elevate the standards and outcomes of Registered Training Organisations through comprehensive compliance support, quality management, and innovative business solutions.

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

Quality Management System

The Quality Management System (QMS) is a set of essential policies, procedures, forms, tools and templates that your RTO can edit and contextualise. Our QMS is structured not only to meet the compliance requirements of your RTO but to also enhance the quality of products and services offered to your students and the community.



ASQA take a student-centred performance assessment approach which focuses on the student's experience with your RTO.



The Quality Management System is structured around the five (5) key phases of the student's learning journey.

Student Journey

Key phases of the student journey	Examples of provider practice and behaviour	Primary standards/ clauses in the Standards for RTOs 2015	Primary standards/ clauses in the National Code 2018	Primary standards/ clauses in the ELICOS Standards 2018
Marketing and recruitment	The training provider's marketing practices provide accurate and factual information to allow prospective students to make informed decisions.	4.1	1.1, 1.2, 1.3, 1.4	–
Enrolment	The training provider ensures students have the existing skills, knowledge and experience required to successfully undertake the course.	5.1, 5.2, 5.3, 7.3	2.1, 2.2, 3.1, 3.3, 3.4, 8.5	P1.2, P3.1
Support and progression	The training provider assesses student needs and provides appropriate support services to enable student progression.	1.7	5.2, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.9, 8.1, 8.3, 8.4, 8.6, 8.7, 8.9	P6.9, P7.2
Training and assessment	Trainers assigned to deliver training are qualified. The training provider has sufficient and appropriate resources for training and assessment. The amount of training and mode of delivery is consistent with requirements.	1.1, 1.2, 1.3, 1.8, 1.13 to 1.18, 1.20	11.1, 11.2, 8.18, 8.19, 8.20, 8.21	P1.1, P4.1, P5.1, P5.2, P6.4, P6.7, P6.8, P7.3
Completion	Only students assessed as meeting course or training package requirements are issued with certification.	3.1		P4.2
Other requirements				
Regulatory compliance and governance	The training provider has appropriate compliance and governance processes in place such as holding public liability insurance, managing its third parties and agents. The training provider meets additional obligations if delivering to under-18s.	2.3, 2.4, 8.2	2.4, 2.5, 3.6, 4.4, 4.5, 4.6, 5.4, 5.5, 5.6, 5.7, 6.7, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7	P2.1

Full Quality Management System

The full QMS will 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. The full QMS suite, includes hundreds of policies, procedures, forms, tools, templates, registers and guides across the packs.

QMS PACKS

CPM	Consumer Protection Management Complaints and Appeals	MKM	Marketing Management Marketing Management
CTM	Certification Management Certification Management	RCM	Records Management Records Management
FNM	Financial Management Financial Management	RIM	Review and Improvement Management Compliance Monitoring Continuous Improvement Management Industry Engagement
GBM	Governance and Business Governance Scope Management Third Party Management	STM	Student Management Student Enrolment Student Support Withdrawal Deferral
HRM	Human Resources Trainer Assessor Competency Professional Development General Staff Management Performance Management Work Health and Safety	TAM	Training and Assessment Training Delivery and Assessment Credit and Skills Recognition Training and Assessment Strategy Validation of Assessment

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 Standards for RTOs* and 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"/> Marketing and Promotions Policy Procedure |
| <input type="checkbox"/> Assessment and Evidence Collection Policy Procedure | <input type="checkbox"/> Monitoring Training and Assessment Practice Policy Procedure |
| <input type="checkbox"/> Assessment Appeals Policy Procedure | <input type="checkbox"/> Performance Management Policy Procedure |
| <input type="checkbox"/> Course Confirmation and Cancellation Policy Procedure | <input type="checkbox"/> Professional Development Policy Procedure |
| <input type="checkbox"/> Complaints Handling Policy Procedure | <input type="checkbox"/> Quality Indicator Reporting Policy Procedure |
| <input type="checkbox"/> Consumer Protection Policy Procedure | <input type="checkbox"/> Skills Recognition and Credit Policy Procedure |
| <input type="checkbox"/> Continuous Improvement 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"/> Fee and Refunds Policy Procedure | <input type="checkbox"/> Student Support Policy Procedure |
| <input type="checkbox"/> Financial Management Policy Procedure | <input type="checkbox"/> Third Party Arrangements Policy Procedure |
| <input type="checkbox"/> Harassment, Bullying, Anti-Discrimination Policy Procedure | <input type="checkbox"/> Total VET Activity Reporting Policy Procedure |
| <input type="checkbox"/> Issuing Certification Policy Procedure | <input type="checkbox"/> Trainer Assessor Competency Policy Procedure |
| <input type="checkbox"/> Interacting with ASQA Policy Procedure | <input type="checkbox"/> Training and Assessment Strategies Policy Procedure |
| <input type="checkbox"/> Legislation Compliance Policy Procedure | <input type="checkbox"/> Validation of Assessment Policy Procedure |
| <input type="checkbox"/> Management and Governance Policy Procedure | <input type="checkbox"/> Withdrawal Deferral Policy Procedure |
| <input type="checkbox"/> Management of Records Policy Procedure | <input type="checkbox"/> Work Health and Safety Policy Procedure |

Forms and Templates

- Application for Enrolment Form
- Application for Withdrawal/Deferral Form
- AQF Record of Results Template
- AQF Statement of Attainment Template
- AQF Testamur Template
- Assessment Appeals Review Form
- Assessment Outcome Report Form
- Attendance Record Template
- Business Plan and Marketing Strategy Template
- Certificate of Completion Template
- Certificate Reissue Form
- Complaints Lodgement Form
- Contact Record Template
- Continuous Improvement Record Sheet Form
- Continuous Improvement Meeting Template
- CPD Record Book Template
- Credential Review Checklist Form
- Document and Archiving Checklist
- Hazard/Incident/Injury Report Form
- Induction Checklist Form
- Industry Engagement Form
- Learning Program Proposal Form
- Letter of Acceptance Template
- Marketing Review Checklist Form
- Meeting Agenda and Minutes Template
- Non-Accredited Delivery Plan Template
- Organisational Chart Template
- Performance Improvement Plan Form
- Performance and Development Plan
- Position Description Templates
- Professional Development Request Form
- Record of Conversation Form
- Refund Request Form
- RPL and CT Application Form
- RPL Kit Application Demonstration Tool Template
- RPL Kit Assessor Guide Template
- RPL Kit Candidate Assessment Guide Template
- RPL Kit Third Party Handbook Template
- RPL UoC Equivalency Mapping Template
- Session Plan Template
- Staff File Checklist Form
- Staff Induction Checklist Form
- Staff Leave Application Form
- Student Satisfaction Survey
- Supervision Arrangements Declaration
- TAS review Checklist Form
- Third Party Agreement Template
- Third Party Monitoring Checklist
- Third Party Student Notification Form
- Trainer/Assessor Engagement Contract Template
- Trainer Assessor Competency Matrix Template
- Trainer Assessor Risk Assessment Form
- Trainer Assessor Monitoring Checklist A
- Trainer Assessor Monitoring Checklist B
- Trainer Assessor Satisfaction Survey
- Training and Assessment Plan Template
- Training and Assessment Strategy Template
- Transition Mapping Review Form
- UoC Assessment Validation Mapping Template
- WHS Induction for Students Form

Manuals and Guides

- | | |
|---|--|
| <input type="checkbox"/> Code of Conduct | <input type="checkbox"/> Staff Handbook |
| <input type="checkbox"/> Compliance Framework Audit Tool | <input type="checkbox"/> Student Handbook |
| <input type="checkbox"/> Financial Viability Risk Assessment Tool | <input type="checkbox"/> Quality Management Strategy |
| <input type="checkbox"/> Standards of Assessment Guide | <input type="checkbox"/> WHS Management Plan |
| <input type="checkbox"/> Business and Marketing Strategy | <input type="checkbox"/> Guide to Validation |

Registers and Other Documents

- | | |
|---|---|
| <input type="checkbox"/> Complaints and Appeals Register | <input type="checkbox"/> Third Party Agreements Register |
| <input type="checkbox"/> Continuous Improvement Register | <input type="checkbox"/> Trainer Assessor Register |
| <input type="checkbox"/> Credentials & Certification Register | <input type="checkbox"/> Validation of Assessment & Risk Register |
| <input type="checkbox"/> Marketing Material Approval Register | <input type="checkbox"/> WHS Risk Register |
| <input type="checkbox"/> QMS Document Matrix and Verification Mapping | |

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:

Jodie Almond

Principal VET Compliance Consultant

P: 0425 353 277

E: jodie@coastwidetraining.com.au

W: www.coastwidetraining.com.au

ABN: 3776 4517 692

