



Coast Wide

Training Solutions

**Quality Assurance &
Compliance Audit
Guide**

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.

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Version Control

Version	Date	Details of Changes
1	18/06/2019	Initial Publication
2	24/09/2021	Price Increase
3	04/07/2022	Review
4.0	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

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Quality Assurance and Compliance Audits

Conducting an internal compliance audit on your RTO operations will give you a clear picture of the current state of compliance against the Standards for RTOs. These internal audits are conducted to reflect ASQA's student-centred approach to performance assessment and are a great way to remain "audit ready" or prepare for the re-registration of your RTO.

Your designated compliance consultant and support team will conduct a comprehensive internal audit to assess the RTO's performance against the quality and regulatory standards. This is followed up with a comprehensive report.

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|--|------------------------------------|
| 1. Small Enterprise (up to 100 students) | \$4,000 (<i>plus GST</i>) |
| ★ Time Required: | Approximately 1 to 2 weeks |
| ★ Simple RTO with single or online campus, small scope or units of competence only in single industry, limited staff and standard compliance requirements to review. | |
| 2. Medium Enterprise (101-500 students) | \$8,000 (<i>plus GST</i>) |
| ★ Time Required: | Approximately 2 to 4 weeks |
| ★ Average sized RTO with single campus, medium scope across selected industries, limited staff and various compliance requirements to review. | |
| 3. Large Enterprise (501+ students): | \$16,000 (<i>plus GST</i>) |
| ★ Time Required: | Approximately 4 to 8 weeks or more |
| ★ Complex RTO with multiple campuses, large scope across multiple or specialised industries, numerous staff and various compliance requirements to review. Also includes Online RTO with 501+ students | |

Complete this service with the implementation of an RTO Compliance Support Package to allow for informed rectification works to support the RTO to address any issues identified in the audit.



The audit will review your RTO's existing operations and report on the following:

- ★ **Quality Management Systems** – the policies and procedures currently in place and how internal RTO operations ensure they are applied.
- ★ **Trainer competencies**, including continuing professional development activities.
- ★ **Marketing and promotional activities** and confirming they align to the relevant Training and Assessment Strategy and marketing Standards.
- ★ **Student engagement and enrolment** practices, including the distribution of pre-enrolment information and the collection of key student data.
- ★ **Financial processes**, including fee and refund strategies and fee protection measures.
- ★ **Industry Consultation** practices, including engagement, recording and implementation of outcomes.
- ★ **Training and Assessment Strategies** and how they are implemented, used and improved.
- ★ **Validation of Assessment practices**, including the validation schedule, risk assessment and validation activity conducted.
- ★ **Student Management Systems**, AVETMISS data collection, reporting history and Quality Indicators.
- ★ **Consumer protection** strategies, including the records and actions relating to complaints and appeals – how they are collected, managed and inform continuous improvement.
- ★ **Credential Issuance** processes, including a review of Certificates and Statements of Attainment issued.
- ★ **Continuous Improvement** practices and how opportunities are identified and actioned.
- ★ **Training delivery and assessment conduct** including the tools, processes and actions by key staff and record keeping requirements.

The Quality Management System can be implemented to strengthen your RTOs overall compliance and to enhance the services offered.

Individual packs can be purchased to resolve any compliance gaps identified during your audit.

For an additional fee, the entire QMS Suite can be fully customised to your brand.



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:

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