

one consistent system

Full Quality Management System Suite

142 policies, procedures, guides, registers, forms and templates for registered training organisations, mapped to the Standards for RTOs 2025 and ISO 9001.

ABOUT THIS GUIDE

A complete quality management system for your RTO

The CWTS Full Quality Management System (QMS) Suite is a set of 142 policies, procedures, guides, registers, forms and templates written for registered training organisations (RTOs) and mapped to the Standards for RTOs 2025 and ISO 9001.

Your RTO remains responsible for its own compliance. The suite gives you a documented, consistent structure to adopt, tailor and operate, so that your policies, your daily processes and your records line up from the start. This guide explains what is included, how the suite is delivered, what you receive with it and the options for buying it in full or in parts.

At a glance

Product	Full Quality Management System Suite 2026
Contents	142 documents across six management areas
Mapped to	Standards for RTOs 2025 and ISO 9001, in the QMS Verification Matrix
Format	Editable digital files, shared through secure folder sharing
Also included	Quality Management Strategy, audit tools and two QMS Essentials enrolments
Price	$7,000 + GST

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WHY A DOCUMENTED QMS

A system your team can follow and your RTO can evidence

The Standards for RTOs 2025 describe outcomes. Each RTO decides how its policies, processes and records will meet them, and needs to show that they are applied consistently.

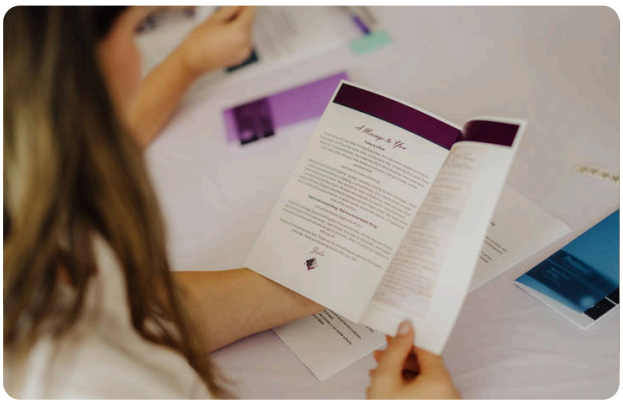
Governance, risk management and continuous improvement sit in Outcome Standards 4.1 to 4.4. The Compliance Requirements add specific obligations, such as marketing, certification, third party arrangements and data reporting. A documented QMS turns those expectations into procedures, forms and registers that staff use every day, and produces the records that show how your RTO operates.

Each document in the suite is referenced to the relevant clauses of the Standards for RTOs 2025 and to ISO 9001, so your team can see why a process exists and which outcome it supports.

> **CWTS does not outsource compliance. The suite equips your RTO to build and run its own system, with support from us where you want it.**

When the suite is a good fit

- ✓ You are establishing an RTO or preparing an application for registration
- ✓ Your current QMS was written for the previous Standards and needs a full refresh
- ✓ Your documents sit in separate files that no longer match each other
- ✓ New leadership or compliance staff need a clear, current system to work from
- ✓ A review or performance assessment has identified gaps in policies or procedures
- ✓ You are preparing for re-registration and want your system and evidence aligned



WHAT IS INCLUDED

Six management areas, one structure

The suite is organised into six areas. Every document carries a code showing its area, type and number, for example ADM-PP-001.

ADM
ADMINISTRATION MANAGEMENT
18
DOCUMENTS

Policies and procedures. Student enrolment, privacy and confidentiality, management of records, data and progress management, course confirmation and cancellation, withdrawal and deferral, and issuing certification.

Guides, registers, forms and templates. Credentials and Certification Register. Forms for enrolment, induction, archiving, withdrawal and deferral, and certification re-issue. Templates for the letter of acceptance, AQF testamur, record of results, statement of attainment and certificate of completion.

Outcome Standards 2.1, 2.2 | Compliance Requirements 5 to 13, 20

ISS
INFORMATION AND SUPPORT SERVICES
13
DOCUMENTS

Policies and procedures. Student information, access and equity, student support, consumer protection, complaints handling and assessment appeals.

Guides, registers, forms and templates. Student Handbook and Student Support Guide with posters. Complaints and Appeals Register. Forms for third party student notification, record of conversation, complaints lodgement and assessment appeals review.

Outcome Standards 2.1 to 2.8 | Compliance Requirements 7, 8

OPS
OPERATIONS MANAGEMENT
23
DOCUMENTS

Policies and procedures. Training and assessment strategy development, engagement with industry, facilities, equipment and resources, delivery of training, assessment and evidence collection, and skills recognition and credit.

Guides, registers, forms and templates. Standards of Assessment Guide. Facilities, Equipment and Software Register. Forms for learning program proposals, industry engagement, RPL and credit transfer, assessment outcomes and workplace suitability. Templates for contact and attendance records, session plans, training and assessment strategies and plans, non-accredited delivery, and four recognition of prior learning (RPL) kit documents.

Outcome Standards 1.1 to 1.8

WHAT IS INCLUDED, CONTINUED

HRM
HUMAN RESOURCES MANAGEMENT

21
DOCUMENTS

Policies and procedures. Staff and recruitment, staff leave, harassment, discrimination and bullying, trainer and assessor competency, professional development, performance management and disciplinary measures.

Guides, registers, forms and templates. Staff Handbook, Code of Conduct and Trainer Assessor Register. Forms for induction, staff files, leave, professional development requests, supervision arrangements and performance improvement. Templates for position descriptions, contractor agreements, the competency matrix, the CPD record book and performance management plans.

Outcome Standards 3.1 to 3.3, 4.1, 4.2 | **Credential Policy**

QCM
QUALITY AND COMPLIANCE MANAGEMENT

39
DOCUMENTS

Policies and procedures. Registration and scope management, monitoring RTO practices, continuous improvement, evaluation and feedback, quality indicator reporting, and validation of assessment.

Guides, registers, forms and templates. Quality Management Strategy and Assessment Validation Guide. QMS Document Verification Register, Continuous Improvement Register, Validation of Assessment and Risk Register and Compliance Risk Register. Twenty-four forms, including the Compliance Framework and Standards Audit Tool, the Administration Audit Checklist, monitoring and review checklists, satisfaction surveys and quality indicator questionnaires. Templates for improvement meetings, RPL equivalency mapping and unit of competency mapping.

Outcome Standards 4.1 to 4.4 | **Fit and Proper Person Requirements** | **Credential Policy**

GBM
GOVERNANCE AND BUSINESS MANAGEMENT

28
DOCUMENTS

Policies and procedures. Management and governance, legislation compliance, interacting with ASQA, third party arrangements, marketing and promotions, financial management, fees and refunds, conflict of interest, work health and safety, environmental management, and smoking, drugs and alcohol.

Guides, registers, forms and templates. WHS Management Plan. Registers for financial viability risk, third party agreements, marketing material approval, conflict of interest and WHS risk. Forms for refunds, conflict of interest, hazards and incidents, and WHS induction. Templates for the organisational chart, meeting minutes, third party agreements, business plan and marketing strategy, work placement agreements, conflict of interest management and business continuity.

Outcome Standards 1.8, 4.1 to 4.4 | **Compliance Requirements 7, 8, 15 to 18, 20**

Standards references are shown at area level. The QMS Verification Matrix included with the suite maps every document to the relevant Outcome Standards, Compliance Requirements, Credential Policy and ISO 9001 clauses.

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HOW IT IS STRUCTURED AND DELIVERED

Clear structure, simple implementation

The suite is supplied as editable digital files, so your team can tailor each document to your scope, delivery model and way of working.

Area	Policies and procedures	Guides	Registers	Forms	Templates	Total
ADM	7	0	1	5	5	18
ISS	6	2	1	4	0	13
OPS	6	1	1	5	10	23
HRM	7	2	1	6	5	21
QCM	6	2	4	24	3	39
GBM	11	1	5	4	7	28
Total	**43**	**8**	**13**	**48**	**30**	**142**

1

Order

Order the suite through the CWTS shop, or contact us to talk through your RTO first.

2

Receive your files

Our team shares your suite through a secure shared folder, so you have the complete set in one place.

3

Review against your RTO

Use the QMS Verification Matrix and Quality Management Strategy to see how each document links to the Standards and to ISO 9001, then confirm what applies to your scope.

4

Tailor and brand

Edit documents to suit your RTO. Branding to your RTO's look is not included and can be added on request, with the price confirmed when you ask.

5

Implement and review

Introduce the documents to your team and review them through your continuous improvement process.



WHAT YOU RECEIVE

The suite and the tools to use it well

Alongside the 142 documents, the suite includes the strategy, mapping and review tools that help your team put the system to work.

- **Quality Management Strategy** describing how the system is structured and how the documents connect
- **QMS Verification Matrix** mapping each document to the Standards for RTOs 2025 and to ISO 9001 clauses
- **Compliance Framework and Standards Audit Tool** for reviewing your RTO against the Standards
- **Administration Process Audit Tool** for reviewing records and administrative processes
- **Monitoring RTO Practices policy and procedure** with the Course File Checklist and trainer and assessor monitoring checklists (Parts A and B)
- **Two free enrolments in the QMS Essentials online courses**, the full series of ten courses carrying 25 CPD points

Together, these additional products are valued at over $2,000 + GST and are included in the suite price.

Included in the suite

- All 43 policies and procedures
- 8 guides, including the Student Handbook, Staff Handbook and Code of Conduct
- 13 registers
- 48 forms and checklists
- 30 templates, including the AQF certification templates and RPL kit documents



Make it yours

The suite is a starting framework. Each document is written to be adapted to your RTO's size, scope, delivery sites and systems. Record your changes through your document control process so your QMS, your Verification Matrix and your practice stay aligned.

FULL SUITE PRICING

One price for the complete system

Full Quality Management System Suite 2026

142 documents across six management areas, the Quality Management Strategy and QMS Verification Matrix, the audit tools and two QMS Essentials enrolments.

$7,000
+ GST

The full suite suits you if

- You want one consistent system rather than documents from several sources
- You are building or replacing your QMS
- You want the mapping to the Standards for RTOs 2025 and ISO 9001 in one place
- You would like the strategy, verification and audit tools alongside the documents

Optional add-on

Branding to your RTO. Branding is not included in the suite price. Tell us what you need and we will confirm the price with you.

Buying in parts

If you need a specific area, the suite is also sold as individual packs, forms, templates, guides and registers. Pack prices are on the next page.



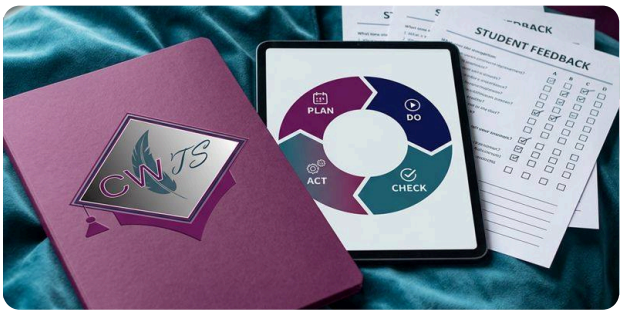
Prices exclude GST, which is added to your invoice. Prices are taken from the CWTS shop at the date of publication and are confirmed in writing at quotation.

INDIVIDUAL PACKS

Buy the areas you need

Each pack groups the policy and procedure with the forms, registers and templates that support it. Packs, forms, templates, guides and registers are sold individually in the CWTS shop.

Marketing and Promotions Policy Pack	**$115 + GST**
Conflict of Interest Policy Pack	**$145 + GST**
Student Support Policy Pack	**$360 + GST**
Complaints and Appeals Policy Pack	**$295 + GST**
Third Party Management Policy Pack	**$245 + GST**
Financial Management Policy Pack	**$180 + GST**
Governance and Business Management Policy Pack	**$335 + GST**
Registration and Scope Management Policy Pack	**$210 + GST**
Evaluation and Feedback Policy Pack	**$220 + GST**
Data, Privacy and Record Keeping Policy Pack	**$260 + GST**
Certificate Issuance Policy Pack	**$235 + GST**
Student Information and Enrolment Policy Pack	**$450 + GST**
Skills Recognition (RPL) and Credit Policy Pack	**$160 + GST**
Recognition (RPL) Kit - Templates	**$320 + GST**
Facilities, Equipment and Software Management Policy Pack	**$180 + GST**
Industry Engagement Policy Pack	**$100 + GST**
Training and Assessment Strategy Policy Pack	**$260 + GST**
Delivery of Training Policy Pack	**$140 + GST**
Course Confirmation, Cancellation and Withdrawal Policy Pack	**$210 + GST**
Assessment and Evidence Collection Policy Pack	**$210 + GST**
Work Health and Safety Policy Pack	**$375 + GST**
General Staff Management Policy Pack	**$680 + GST**
Validation of Assessment and Risk Policy Pack	**$450 + GST**
Performance Management Policy Pack	**$210 + GST**
Trainer Assessor Competency and Professional Development Policy Pack	**$440 + GST**
Continuous Improvement Management Policy Pack	**$230 + GST**
RTO Quality Monitoring and Improvement Policy Pack	**$1,210 + GST**



Packs and the full suite

The full suite brings every area together with the strategy, verification and audit tools and two QMS Essentials enrolments. Packs suit RTOs that need specific areas or are replacing documents in stages.

Prices exclude GST, which is added to your invoice. Prices are taken from the CWTS shop at the date of publication. The shop shows current prices and pack contents.

PREPARING AND GETTING STARTED

Before you begin

- ✓ Name an owner for the QMS, with the authority to approve changes
- ✓ List the documents you currently use, so you can see where the suite replaces or extends them
- ✓ Confirm your scope of registration, delivery sites and delivery modes
- ✓ Decide who will tailor each area, with ADM, ISS, OPS, HRM, QCM and GBM shared across your team
- ✓ If you would like branding added, gather your logo, colours and any style requirements
- ✓ Plan how your team will be introduced to the new documents

Record your decisions in your document control process and continuous improvement register, so your system changes are traceable.



WHAT COMES NEXT

Support that suits your team

Your RTO runs its own system. Where you want more support, CWTS offers options alongside the suite.

QMS Essentials online courses

Practical courses on the operation of key QMS areas for your team, with CPD points for each course and the full series.

RTO Compliance Coaching

Online coaching for compliance staff and managers, covering regulatory requirements, governance, self-assurance, audits and quality management.

Compliance and Quality Assurance Audit

An independent internal review of your operations against the Standards for RTOs 2025, with a clause-referenced findings report.

Administration Process Audit

An independent review of the records, systems and workflows behind your administration, from enquiry to certification.

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FREQUENTLY ASKED QUESTIONS

Common questions

Does the suite make our RTO compliant?

Compliance depends on how your RTO adopts, tailors and applies its system. The suite gives you a structured set of documents mapped to the Standards for RTOs 2025, and the legal obligation stays with your RTO and its governing persons.

Can we edit the documents?

Yes. The suite is supplied as editable digital files so you can tailor each document to your scope, delivery model and systems.

Can CWTS brand the documents for us?

Branding is an optional add-on and is not included in the suite price. Contact us with your requirements and we will confirm the price.

How is the suite delivered?

Our team shares the files with you through secure folder sharing once your order is confirmed.

What does the suite map to?

The QMS Verification Matrix maps each document to the Standards for RTOs 2025, including the Outcome Standards, Compliance Requirements and Credential Policy, and to ISO 9001 clauses.

Is it suitable for a new RTO?

Yes. New and established RTOs use it as a starting framework. A new RTO still tailors the documents to its own scope, resources and delivery model, and CWTS can support that work.

Can we buy only some of the documents?

Yes. Packs, forms, templates, guides and registers are available individually in the CWTS shop.

Are prices inclusive of GST?

No. Prices exclude GST, which is added to your invoice.



let's talk

Order or enquire about your QMS

Order the Full Quality Management System Suite through the CWTS shop, or tell us about your RTO and what you need. We will confirm the right option, any branding you would like and what happens after you order.

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W: www.coastwidetraining.com.au

ABN: 71 674 767 447

Related products and guides: QMS Essentials online courses, RTO Compliance Coaching, Compliance and Quality Assurance Audit Guide, Administration Process Audit Guide.

Disclaimer. This guide is correct at the time of publication. Changes to legislation, the Standards for RTOs and CWTS products and services may affect the currency of this information, and Coast Wide Training Solutions may update it without notice. Prices exclude GST, which is added to your invoice, and are confirmed in writing at quotation. Compliance remains the responsibility of each RTO, and the suite is a starting framework that each RTO tailors to its own operations.

Version control. V1 October 2024 initial publication. V2 to V4 (to March 2025) updates for earlier QMS releases. V5.0 2026 full revision for the September 2026 QMS update, the Standards for RTOs 2025 and the new guide design.

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