

## Purpose

In this policy the terms:

- "Employee" includes a contractor (or a contractor's employees); and
- "Company" refers to Core Institute & Training.
- "Student" includes a candidate, trainee, apprentice, participant, and client.

## Definition

Internal Audit, is a review of the RTOs practices by the Quality Consultant in relation to the Standards for Registered Training Organisations.

Quality Management is the process by which the RTOs operations are assured of meeting the RTO Standards and VET Quality Framework.

## Policy Objective

The objective of this Policy is to ensure compliance to the Standards for Registered Training Organisations and the VET Quality Framework.

## 1. Commitment

At Core Institute & Training, we are committed to ensuring our workplaces are free of discrimination, harassment and bullying with equity in employment for all people employed or seeking employment. We are committed to ensuring our workplaces are inclusive of people of all backgrounds including those who identify as Aboriginal or Torres Strait Islander. We are also committed to ensuring our workplace is inclusive for people that have disabilities, medical conditions including mental health. This commitment is based on the need to ensure that our company complies with State and Federal Equal Opportunity laws and to ensure that every person is given a fair and equitable chance to compete for appointment, promotion or transfer and to pursue their career as effectively as others.

## 2. Policy

Core Institute & Training is committed to a quality Training and Assessment process and is passionate about continuous improvement of its business practice. To do this Core Institute & Training will undertake a review of its practices against the Standards for Registered Training Organisations each calendar year and a Schedule for this will be provided to staff involved.

The internal audits also include the schedule of reviews completed in reporting to the regulator; this includes but is not limited to;

- Review of AVETMISS data and lodgement the AVS to NCVET in January or February each year;
- Review of overall quality and self assessment in order to submit Annual Declaration of Compliance (March 31);
- Review of AQTF surveys and general industry and learner feedback to generate and report on Quality Indicators in June each year.

Additional reviews occur through the following mechanisms;

- Internal reviews of third party providers which occur throughout the year if this becomes applicable (noted that there is no intention at this point in time);
- Validations and updates to training and assessment materials which occur throughout the year (refer to validation register);
- Reviews which occur as a result of a complaint (reviewed with CEO and Quality Consultant);
- Reviews which occur as a result of Regulator feedback, announcements, education, etc.;
- Reviews that occur as a result of a change to legislation;
- Reviews of policies and procedures as allocated by document control and updated by quality.

All of the above feed into the internal RTO quality management process.

### 3. How Quality is managed

Quality improvement is managed through but not limited to the following mechanisms;

- regular education to staff (both formal training and informal mentoring and coaching);
- quality meetings to review operations and feedback;
- engagement with industry through active work in industry, consultation with industry regulators and other stakeholders;
- reviews as identified above.

### 4. Quality Management Contact

For questions or concerns relating to this policy please contact:

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### 5. Responsibilities

All staff are responsible for supporting the provision of training and assessment in line with the RTO policies and procedures as well as the RTO Standards. All staff will receive regular training on the RTO Standards.

Trainer & Assessors are ultimately responsible for ensuring that evidence is collected and training and assessment is conducted in line with the relevant Training Package, the Principles of Assessment and Rules of Evidence.

The Quality Consultant is responsible for undertaking regular reviews of operations and providing feedback to staff and to management on where possible non-compliances have occurred or could occur, how to improve operations and how to address any rectifications that are required.

The CEO, Owners and Directors are responsible for acting on any advice provided, for ensuring the general understanding of the legislative framework and overseeing the operations to ensure the quality of training and assessment within the operation.

## 6. Policy Review

This policy will be reviewed each year and as a standing item.

### 1. 01/02/2019 – Reviewed by CEO

- 1.
- 2.

#### 4.1.1 Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated and relevant stakeholders advised.

## 7. Schedule of Approvals & Amendments

Status Initial document / Amendment	Approved By	Date of Review	Scheduled Review
Initial Document	Jim Dogruer	01/09/2018	01/02/2019
Updated to reflect Core Institute & Training	Jim Dogruer	01/02/2019	01/02/2020
Updated to reflect regulator interactions and broader vet quality framework	L Hollows	June 2019	June 2020