

Quality assurance policy

Introduction

At **Staysafe Industry Training**, we are committed to delivering high-quality vocational education and training (VET) that meets industry standards and employer expectations. This **Quality Assurance Policy** outlines our commitment to the revised **Standards for RTOs 2025**, continuous improvement, and exceptional student outcomes.

Quality training is fundamental to our operations, and we have robust systems in place to monitor, evaluate, and enhance the quality of our services. This policy applies to all staff, students, partners, and stakeholders involved in our training and assessment activities.

Policy Statement

We are dedicated to:

- Ensuring compliance with all relevant regulatory frameworks, including the Revised **Standards for RTOs 2025**, the **Australian Qualifications Framework (AQF)**, and relevant licensing or funding bodies
- Delivering training that is current, relevant, and aligned with the needs of learners, employers, and industry
- Continuously improving through feedback, review, and transparent quality assurance practices

Key Principles

Student-Centred Approach

We place students at the heart of everything we do. We will:

- Conduct pre-training reviews to align our training with student goals and licensing requirements, Current knowledge, skills, and experience, Support needs (e.g. literacy, numeracy, language, digital literacy) Licensing or regulatory requirements they are aiming to meet
- Provide accurate and timely course information, including entry requirements, delivery modes, and outcomes
- Offer skills assessments before training to identify RPL or credit transfer opportunities
- Accept valid credit transfers for equivalent units of competency
- Support flexible, self-paced online learning with accessible trainer support
- Deliver programs that reflect industry standards and meets the requirements of the unit of competency,
- Provide appropriate support services to help you progress through your course and achieve your learning goals. See our student wellbeing & student training and technical support policies
- Ensure our complaints, appeals, and refund processes are fair, equitable, and responsive to individual circumstances
- Implement a fair and reasonable refunds policy, which means that our Registered Training Organisation (RTO) must have a clear, transparent, and equitable process in place for handling student refunds.

Competent and Qualified Staff

We ensure that all training and assessment is delivered by qualified professionals who:

- Hold current qualifications and vocational competencies
- Undertake ongoing professional development

- Receive regular performance reviews
- Are evaluated through student feedback on delivery quality and support

Learning Resources and Facilities

To facilitate high-quality learning, we commit to:

- Developing and regularly updating learning resources in line with current industry and training package requirements
- Engaging with industry for content validation and relevance
- Maintaining a modern Learning Management System (LMS) that supports seamless online learning
- Providing prompt technical support for uninterrupted access

Assessment, RPL, and Credit Transfers

Our assessment practices are designed to be fair, valid, reliable, and flexible. We will:

- Conduct pre-training Skills Assessments to explore opportunities for RPL and credit transfer
- Provide and accept credit based on valid AQF certification from other RTOs or USI transcripts (unless restricted by licensing bodies)
- Use benchmarked assessment tools aligned with unit requirements
- Allow clear, transparent assessment instructions and unlimited reassessment opportunities
- Conduct regular moderation and validation to ensure consistent marking and outcomes
- Maintain a fair and accessible complaints and appeals process

Continuous Improvement

We are committed to a culture of continuous improvement. We will:

- Conduct internal audits and policy reviews regularly
- Maintain a **Continuous Improvement Register** to track actions, implementation, and review outcomes
- Seek feedback from students, staff, and industry partners
- Evaluate course outcomes and industry relevance
- Implement corrective and preventative actions when required
- Monitor the impact of improvements on student success and operational efficiency
- Implement appropriate corrective and preventive actions to resolve issues and reduce the risk of recurrence.
- Review all business improvement initiatives to ensure they contribute to the continuous enhancement of our operations and services.

Communication and Review

This policy will be:

- Communicated to all staff, students, and stakeholders
- Published on our website and other key platforms

- Reviewed regularly to reflect changes in regulations, standards, and best practices

Conclusion

By adhering to this **Quality Assurance Policy**, Staysafe Industry Training ensures the delivery of high-standard, industry-relevant education and training. We are committed to ongoing excellence and accountability across all aspects of our operations to support successful outcomes for our learners and stakeholders.