

# POL003 QUALITY ASSURANCE POLICY

*This policy applies to both Southern Training Organisation RTO#91378 and MBA Group Training Limited RTO#88163*

This policy provides an overview of the approach that RTO takes to systematically review and improve its policies, procedures, services and training products in accordance with the Standards for RTOs 2015, relevant funding agreements and other contractual obligations.

## POLICY

The RTO is committed to providing quality training services to all students, stakeholders and staff throughout all stages of the student lifecycle. To ensure the provision of quality services the RTO has a systematic approach in all aspects of the services it provides.

## QUALITY MANAGEMENT SYSTEM

The organisation considers all business outcomes and processes to be an opportunity to learn, reflect and improve. The quality management system has three key components which work simultaneously to monitor, maintain and deliver quality services.

### Student and Stakeholder Feedback

Clients and stakeholders are invited to provide their feedback on any aspect of the organisations products and/or services at any time. Feedback can be provided in person, over the phone or in writing.

The RTO collects formal and informal feedback in the following ways and uses findings to gauge performance and identify opportunities for improvement:

- Client, stakeholder, trainer and staff feedback provided informally through written or verbal correspondence (Emails, letters, calls, texts) – ongoing
- Evaluation surveys completed in relation to our training and assessment products and resources. This will include Quality Indicator data surveys, learner engagement; employer satisfaction and competency completion (Annual 30 June), learner surveys distributed in accordance with surveys triggered for an identified business purpose (e.g. a new process introduced)
- Complaints and appeals (ongoing)
- Validation of Training and Assessment Tools
- Industry Consultation such as regular industry sector councils meetings (held quarterly), National training meetings (bi-annual face to face and monthly teleconferences), Skilled Canberra forums (quarterly), Skilled Canberra specifically focused meetings, Employer and Host employer consultations (scheduled for each apprentice / trainee contract)

The RTO will consider all feedback and recommendations for improvement made by any stakeholder.

### Continuous Improvement

MBA Group Training strives for excellence and considers continuous improvement processes integral to its ongoing success. Self-reflection and evaluation plays a key role in the organization's quality assurance system

and all staff, contractors and other stakeholders are encouraged to regularly reflect, evaluate performance and make recommendations for improvement.

Any items identified for improvement through internal or external feedback methods are recorded on the continuous improvement register and monitored by the Compliance Manager and Training Director.

The RTO will consider the continuous improvement activity from the previous calendar year when prioritising and planning quality assurance practices for the coming year.

## RTO Governance

The RTO operates within a comprehensive governance structure including:

- regular continuous improvement meetings to monitor feedback, complaints and internal procedures
- participation in an external quality assurance program, including an annual quality audit
- quarterly training compliance meetings reporting to the MBA GT Board
- internal reporting structures, policies and procedures to maintain ongoing compliance

Please refer to the organisations Governance Policy for further details of the RTO's governance structure.

### DOCUMENT INFO

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015 – Standard 1 through 8

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