Coast Wide

Training Solutions

NEW Quality Management System

Complies with
Revised SRTOs

Aligns to the ISO
9001:2016 QMS
Requirements

V4.0-24

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 Pty Ltd 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 Pty Ltd.

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.

Any queries can be directed to:

Coast Wide Training Solutions Pty Ltd
ABN: 71 674 767 447
PO Box 65
Old Bar NSW 2430
E: admin@coastwidetraining.com.au
W: www.coastwidetraining.com.au

© 2025 Coast Wide Training Solutions Pty Ltd

Version Control

Version	Date	Details of Changes
1	October 2024	Initial Publication
2	November 2024	Additional FORM added
3	December 2024	Additional TEMPLATE added
4	March 2025	Updates as per Standards for RTOs 2025 Additional FORMS added

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.
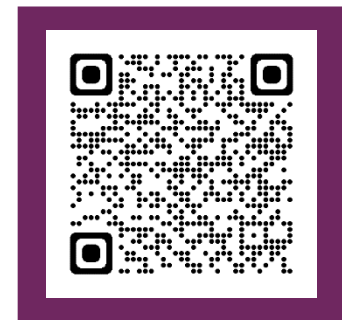
Our mission is to elevate the standards and outcomes of Registered Training Organisations through comprehensive compliance support, quality management, and innovative business solutions.

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

Excellence	Integrity	Teamwork	Communication
We strive for superior outcomes, ensuring our clients receive nothing but the highest quality support.	Our actions are guided by the principle of doing what's right, maintaining ethical standards at all times.	Collaboration is at our core, fostering strong partnerships with our clients to achieve common goals.	We believe in open and clear communication, building trust and understanding to form lasting relationships.

NEW Quality Management System

Our New Quality Management System (QMS) is a revised set of essential policies, procedures, guides, forms, tools and templates that are required to achieve and maintain RTO compliance towards the **Standards for RTOs 2025**. Our QMS is structured not only to meet the compliance requirements of the VET sector, but to algin to the ISO 9001:2016 Quality Management System Requirements to enhance the quality of products and services offered to your students and the community.

ADM
Administration
Management

ISS Information
& Support
Services

QCM
Quality &
Compliance
Management

Quality
Management
System

OPS
Operations
Management

GBM
Governance &
Business
Management

HRM
Human
Resources
Management

Quality Management System Design

The Quality Management System has been meticulously designed to help RTOs across the sector achieve and maintain compliance with the revised Standards, ensuring they deliver high-quality, industry-relevant training.

Our QMS is a robust, ready-to-implement solution that addresses every aspect of the Revised Standards, providing RTOs with the tools they need to meet regulatory requirements with confidence.

By adopting our ISO 9001:2016 aligned QMS, RTOs can streamline their operations, enhance the quality of their training and assessment services, and demonstrate their commitment to excellence in the VET sector.

The full QMS suite includes hundreds of policies, procedures, forms, tools, templates, registers and guides and has been mapped to the revised Standards for RTOs.

QMS PACKS

ADM	**Administration Management**
	Enrolment
	Privacy and Record Keeping
	Certificate Issuance

ISS	**Information and Student Support**
	Student information
	Student Support
	Complaints and Appeals

OPS	**Operations Management**
	Training and Assessment Strategies
	Industry Engagement
	Facilities and Equipment
	Delivery of Training
	Assessment Evidence
	Skills Recognition and Credit

HRM	**Human Resources Management**
	General Human Resources
	Trainer Assessor Competency and Professional Development
	Performance Management

QCM	**Quality & Compliance Management**
	Registration and Scope
	Monitoring and Continuous Improvement
	Evaluation and Feedback
	Validation of Assessment

GBM	**Governance and Business Management**
	Management and Governance
	Third Party Management
	Conflict of Interest
	Marketing
	Financial Management
	Work Health and Safety

PLUS!

When you purchase the full QMS suite, you will also receive the **Quality Management Strategy** with all of the contents validated and *mapped to the Revised Standards for RTOs, the Compliance Requirements and the Credential Policy* as an evidence matrix.

Your QMS suite is made up of:

Policies and Associated Procedures

- ☐ Access and Equity Policy Procedure
- ☐ Assessment and Evidence Collection Policy Procedure
- ☐ Assessment Appeals Policy Procedure
- ☐ Course Confirmation and Cancellation Policy Procedure
- ☐ Complaints Handling Policy Procedure
- ☐ Conflict Resolution Policy Procedure
- ☐ Consumer Protection Policy Procedure
- ☐ Continuous Improvement Policy Procedure
- ☐ Data and Progress Management Policy Procedure
- ☐ Delivery of Training Policy Procedure
- ☐ Disciplinary Measures Policy Procedure
- ☐ Engagement with Industry Policy Procedure
- ☐ Environmental Management Policy Procedure
- ☐ Evaluation and Feedback Policy Procedure
- ☐ Facilities, Equipment and Resources Management Policy Procedure
- ☐ Fee and Refunds Policy Procedure
- ☐ Financial Management Policy Procedure
- ☐ Harassment, Discrimination and Bullying Policy Procedure
- ☐ Issuing Certification Policy Procedure
- ☐ Interacting with ASQA Policy Procedure
- ☐ Legislation Compliance Policy Procedure
- ☐ Management and Governance Policy Procedure

- ☐ Management of Records Policy Procedure
- ☐ Marketing and Promotions Policy Procedure
- ☐ Monitoring Training and Assessment Practice Policy Procedure
- ☐ Performance Management Policy Procedure
- ☐ Privacy and Confidentiality Policy Procedure
- ☐ Professional Development Policy Procedure
- ☐ Quality Indicator Reporting Policy Procedure
- ☐ Skills Recognition and Credit Policy Procedure
- ☐ Registration and Scope Management Policy Procedure
- ☐ Staff and Recruitment Policy Procedure
- ☐ Staff Leave Policy Procedure
- ☐ Smoking, Drugs and Alcohol Policy Procedure
- ☐ Student Enrolment Policy Procedure
- ☐ Student Information Policy Procedure
- ☐ Student Support Policy Procedure
- ☐ Third Party Arrangements Policy Procedure
- ☐ Trainer Assessor Competency Policy Procedure
- ☐ Training and Assessment Strategies Policy Procedure
- ☐ Validation of Assessment Policy Procedure
- ☐ Withdrawal Deferral Policy Procedure
- ☐ Work Health and Safety Policy Procedure

Forms and Templates

- [ ] Application for Enrolment Form
- [ ] Application for Enrolment Review Checklist
- [ ] Application for Withdrawal/Deferral Form
- [ ] AQF Credential Authenticity Checklist Form
- [ ] AQF Record of Results Template
- [ ] AQF Statement of Attainment Template
- [ ] AQF Testamur Template
- [ ] Assessment Appeals Review Form
- [ ] Assessment Outcome Report Form
- [ ] Attendance Record Template
- [ ] Business Plan and Marketing Strategy Template
- [ ] Certificate of Completion Template
- [ ] Certificate Reissue Form
- [ ] Complaints Lodgement Form
- [ ] Compliance Framework and Audit Tool
- [ ] Conflict of Interest Checklist
- [ ] Conflict of Interest Management Plan Template
- [ ] Contact Record Template
- [ ] Continuous Improvement Record Sheet Form
- [ ] Continuous Improvement Meeting Template
- [ ] Course File Checklist
- [ ] CPD Record Book Template
- [ ] Credential Review Checklist Form
- [ ] Document and Archiving Checklist
- [ ] Fit and Proper Person Review Checklist
- [ ] Hazard/Incident/Injury Report Form
- [ ] Student Induction Checklist Form
- [ ] Industry Engagement Form
- [ ] Learning Program Proposal Form
- [ ] Letter of Acceptance Template
- [ ] Marketing Review Checklist Form
- [ ] Meeting Agenda and Minutes Template
- [ ] Non-Accredited Delivery Plan Template
- [ ] Organisational Chart Template
- [ ] Performance Improvement Plan Form
- [ ] Performance Management Plan
- [ ] Position Description Templates
- [ ] Professional Development Request Form

- [ ] QI Employer Satisfaction Questionnaire
- [ ] QI Learner Engagement Questionnaire
- [ ] Quality Indicator Annual Summary Form
- [ ] Record of Conversation Form
- [ ] Refund Request Form
- [ ] RPL and CT Application Form
- [ ] RPL Kit Application Demonstration Tool Template
- [ ] RPL Kit Assessor Guide Template
- [ ] RPL Kit Candidate Assessment Guide Template
- [ ] RPL Kit Third Party Handbook Template
- [ ] RPL UoC Equivalency Mapping Template
- [ ] Session Plan Template
- [ ] Staff File Checklist Form
- [ ] Staff Induction Checklist Form
- [ ] Staff Leave Application Form
- [ ] Student Satisfaction Survey
- [ ] Supervision Arrangements Declaration
- [ ] TAS Review Checklist Form
- [ ] Third Party Agreement Template
- [ ] Third Party Monitoring Checklist
- [ ] Third Party Student Notification Form
- [ ] Trainer/Assessor Engagement Contract Template
- [ ] Trainer Assessor Competency Matrix Template
- [ ] Trainer Assessor Competency Review Checklist
- [ ] Trainer Assessor Risk Assessment Form
- [ ] Trainer Assessor Monitoring Checklist A
- [ ] Trainer Assessor Monitoring Checklist B
- [ ] Trainer Assessor Satisfaction Survey
- [ ] Training and Assessment Plan Template
- [ ] Training and Assessment Strategy Template
- [ ] Transition and New Qualification Planning Tool
- [ ] UoC Assessment Mapping Template
- [ ] UoC Pre-Assessment Validation Form
- [ ] UoC Post-Assessment Validation Form
- [ ] WHS Induction for Students Form
- [ ] Workplace Suitability Checklist
- [ ] Work Placement Agreement Template
- [ ] Business Continuity Plan TEMPLATE

Manuals and Guides

☐ Assessment Validation Guide   ☐ Student Handbook

☐ Code of Conduct   ☐ Quality Management Strategy

☐ Staff Handbook   ☐ WHS Management Plan

☐ Standards of Assessment Guide

Registers and Other Documents

☐ Complaints and Appeals Register   ☐ Marketing Material Approval Register

☐ Conflict of Interest Register   ☐ QMS Document Matrix & Verification Mapping

☐ Continuous Improvement Register   ☐ Third Party Agreements Register

☐ Credentials & Certification Register   ☐ Trainer Assessor Register

☐ Facilities and Equipment Register   ☐ Validation of Assessment & Risk Register

☐ Financial Viability Risk Assessment Tool   ☐ WHS Risk Register

Full Implementation Support

The full QMS can be implemented into your RTO with CWTS providing full support along the way. The QMS suite can be customised to your brand and is provided digitally, editable for you to continuously tweak over time.

Our Compliance Support Package will provide assistance to continually apply the Quality Management System ensuring your RTO maintains quality services and complies with regulatory standards.

When you purchase the full QMS 2025 suite, we will also provide you with access to our full <u>QMS Essentials online courses</u> to support you with the WMS implementation.

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:

E: admin@coastwidetraining.com.au
W: www.coastwidetraining.com.au
ABN: 71 674 767 447