



QUALITY ASSURANCE & CONTINUOUS IMPROVEMENT Policy

Purpose

This policy and procedure ensures Xpert Solutions implements an effective quality assurance, self-assurance and continuous improvement system to monitor compliance, evaluate performance and improve outcomes for students, employers and industry.

This policy supports compliance with the 2025 Standards for RTOs, including the Outcome Standards, Compliance Standards and Credential Policy, and supports ongoing compliance with the ESOS Act, National Code, AQF and other applicable regulatory requirements.

Definitions

ASQA: Australian Skills Quality Authority

Data Provision Requirements: Data Provision Requirements 2012 that set out the information an RTO is required to submit to ASQA. This falls into two categories: AVETMISS data and Quality Indicator Data. The requirements can be accessed here: <http://www.comlaw.gov.au/Details/F2013L00160>

Data Provision Requirements: Data Provision Requirements 2012 that set out the information an RTO is required to submit to ASQA. This falls into two categories: AVETMISS data and Quality Indicator Data. The requirements can be accessed here: <http://www.comlaw.gov.au/Details/F2013L00160>

Quality Indicators means Learner engagement and Employer Satisfaction data as outlined in the Data Provision Requirements 2012

National Code: National Code of Practice for Providers of Education and Training to Overseas Students 2018

RTO: Registered Training Organisation

RTO Standards: Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Self-assurance: means the systematic monitoring, review and evaluation activities used by Xpert Solutions to confirm that its operations meet regulatory requirements and achieve quality outcomes.

Continuous improvement: means planned actions taken to improve systems, services, training, assessment, learner support, compliance and business operations.

Corrective action: means action taken to address an identified issue, non-compliance, risk or improvement opportunity.

Effectiveness review: means a follow-up review to confirm whether an implemented action has resolved the issue and improved outcomes.



Policy

1. Systematic Quality Approach

- Xpert Solutions:
 - Is committed to ensuring the quality of services provided across of all of its operations – this includes training and assessment services and processes, student support, customer service and effective management of the business and its staff.
 - Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.
 - Has convened a management team which oversees the quality of services by the RTO.
 - Ensures it complies with the Standards for RTO's at all times, including where the services are being delivered on its behalf. This applies to all operations within its scope of registration.

2. Continuous Improvement

- Xpert Solutions systematically monitors the training and assessment strategies and practices to ensure ongoing compliance and systematically evaluates and uses the outcomes of the evaluations to continuously improve the training and assessment strategy and practices.

Evaluation information includes but not limited to:

- *Quality Indicator Data*
- *Validation and moderation processes*
- *Feedback from student, staff and other stakeholders*
- *Management Meetings*
- *Complaints and appeals*
- *Audits outcomes (RTO Standards, National Code)*
- *Risk assessment report*
- *QMS annual review*
- *Legislation updates*
- *Industry Consultation*
- *Course review processes*
- *WHS Inspections*
- Improvements will be recorded in the Management meeting minutes and acted upon accordingly to ensure Xpert Solutions is responsive to areas that require improvement.
- Use the above system for monitoring and evaluating performance with the requirements set out under Section 185 of the Act, as in force from time to times;
- All records are maintained to ensure their accuracy and integrity.

3. Internal Audits



- Xpert Solutions conducts annual internal audits as scheduled in the Organisational Review Schedule. These audits and associated rectification plans ensure quality delivery and the ongoing compliance with the following legislative requirements:
 - *VET Quality Framework and the Standards for RTOs 2015.*
 - *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

4. Self-Assurance

- Xpert Solutions implements a self-assurance system to critically examine its performance against the 2025 Standards for RTOs and training outcomes on an ongoing basis.
- Self-assurance activities include:
 - annual self-assessment against the 2025 Standards
 - review of training and assessment practices
 - review of student support effectiveness
 - review of trainer and assessor capability
 - review of validation and moderation outcomes
 - analysis of feedback, complaints and appeals
 - review of course performance and completion data
 - review of industry engagement outcomes
 - monitoring of corrective actions and improvement plans.
- Outcomes of self-assurance activities are reported to management and recorded in the continuous improvement system.

5. Management Review

- Management reviews quality assurance and continuous improvement outcomes to identify:
 - systemic risks
 - compliance gaps
 - training and assessment quality issues
 - learner support risks
 - workforce capability issues
 - resource or facility issues
 - improvement priorities.
- Management review outcomes are documented in meeting minutes and improvement actions are monitored through to completion.