



DAYSAFE PTY LTD

Policy & Procedure – Quality Management

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| Purpose | The purpose of this Policy & Procedure (P&P) is to ensure Daysafe's Quality Management System supports the provision of quality training and assessment. |
| Scope | <p>The DAYSAFE Quality Management System, includes:</p> <ul style="list-style-type: none"> • The DAYSAFE Work Breakdown Structure (WBS) which reflects business operations • Policies and Procedures (P&P) which reflect the WBS • Tools and Templates • RTO Student Records Management System Software • Regular Management Meetings |
| Inputs | <p>Standard 2 - The operations of the RTO are quality assured</p> <p>2.2. The RTO:</p> <p>a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and</p> <p>b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals</p> <p>Standard 8 - The RTO cooperates with the VET Regulator and is legally compliant at all times.</p> <p>8.4. The RTO provides an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:</p> <p>a) currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and</p> <p>b) has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.</p> |

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| Requirement | <p>Systematic monitoring of internal systems, strategies and practices allows an RTO to quickly respond to changes in the marketplace or to stakeholder expectations.</p> <p>Third Party Arrangements</p> <p>Reviews should include any arrangements where services are provided by a third party, as the RTO is ultimately responsible for the quality and compliance of all services provided under its RTO registration, regardless of where or by whom they are delivered.</p> |
| Policy | <p>Daysafe's Quality Management System provides a systematic approach to management of the RTO which reflects the way the organisation actually operates.</p> <p>The Quality Management System, including all policies and procedures, is to be systematically reviewed in accordance with the RTO Validation Schedule. Continuous improvement suggestions triggered by feedback received from staff, clients and stakeholders are to be actioned in accordance with DAYSAFE P&P - Continuous Improvement.</p> <p>Systematic monitoring of practices allows an RTO to quickly respond to changes in the marketplace or to stakeholder expectations.</p> <p>Third Party Arrangements</p> <p>Reviews should include any arrangements where services are provided by a third party, as Daysafe is ultimately responsible for the quality and compliance of all services provided under its RTO registration, regardless of where or by whom they are delivered.</p> |
| Reference Documentation | <p>Other reference documentation which relates to this P&P includes:</p> <ul style="list-style-type: none">• Quality Systems Handbook – SAI• Guide to Standards Good Management Practice - SAI |
| Tools & Templates | <p>This P&P is supported by the Tools & Templates identified at each stage in the process.</p> |

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| Output: | Validated P&Ps | |
| Responsibility | Office Manager | |
| RTO Student Records Management System | <p>PowerPro RTO is a commercially produced RTO Management Software used by the DAYSAFE to manage training records. It is compliant with the current reporting standards and is used to capture and report on:</p> <ul style="list-style-type: none"> • Numbers of student commencements and completions for the Completion Online System (CCOS) • AVETMISS statistical information for national reporting. <p>PowerPro RTO is also able to track and report on the Unique Student Identifier.</p> <p>DAYSAFE also uses PowerPro RTO to:</p> <ul style="list-style-type: none"> • Quality Indicator data from the Learner and Employer Questionnaires • Schedule courses • Create Qualification Certificates / Statements of Attainment • As a repository for copies of Trainer & Assessor qualifications | <p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>PowerPro RTO</i> |
| Output: | <p>Course Schedules</p> <p>Qualification Certificates / Statements of Attainment</p> <p>Statutory Reports</p> | |
| Responsibility | Office Manager | |
| Tools & Templates | <p>Electronic copies of all DAYSAFE tools and templates are stored in each business area folder on Dropbox.</p> <p>They are version controlled in accordance with DAYSAFE P&P - Records Management – Document Control. Only the most recent version of each tool or template is to be used when drafting new DAYSAFE documentation.</p> <p>New tools or templates are to be submitted to the CEO for review and release.</p> | <p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe P&P - Records Management – Document Control</i> |
| Output: | New DAYSAFE tools and Templates | |
| Responsibility | All staff | |

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| <p>Management Meetings</p> <p>Output:</p> <p>Responsibility</p> | <p>To ensure effective communication between RTO staff and the senior managers, regular management meetings will be held.</p> <p>Standing agendas address:</p> <ul style="list-style-type: none">• Review of all business activities• Review of all Training & Assessment• Validation of the components of the QMS• Moderation and validation of training and assessment materials. <p>Electronic copies of agendas, minutes and supporting documents will be kept in E:\Dropbox\DAYSAFE RTO 52491\004-BUSINESS MANAGEMENT\MANAGEMENT MEETINGS</p> <p>Hard copies will be kept in the Business Management folder.</p> <p>Meeting agendas and minutes</p> <p>Office Manager</p> | <p>Tools & Templates</p> <ul style="list-style-type: none">• <i>DAYSAFE Template – Management Meeting Agenda</i>• <i>DAYSAFE Template – Management Meeting Minutes</i> |
| <p>Key Performance Indicator:</p> | <p>The effectiveness of the RTO Quality Management System will be measured by:</p> <ul style="list-style-type: none">• evidence of systematic reviews of the Quality Management System to ensure it continues to support the provision of quality training and assessment, and• the number of continuous improvement suggestions actioned. | |

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