

1. Policy Objective

The aim of the Self Assurance Policy is to ensure Royal Life Saving Queensland provides quality training and assessment within RLSSQ's scope of registration and through any contractor, third-party, and/or volunteer arrangements where training and assessment is delivered by others.

Self-assurance also applies to the management of RLSQ RTO and compliance with the requirements of RTO Standards 2015.

The purpose of our Self-Assurance Policy is to:

- identify and fix issues as they arise
- manage risks to quality outcomes
- ensure quality student outcomes
- ensure we meet regulatory requirements.

2. Policy

This policy and its related procedures ensure that the Nationally Recognised Training (NRT) and accredited courses on RLSSQ scope of registration are delivered and assessed in accordance with the VET Quality Framework and are designed, developed and executed to the highest possible quality standards so as to benefit all learners. RLSSQ shall ensure that the delivery and assessment of NRT complies with all aspects of the VET Quality Framework.

3. Scope

This policy ensures all staff are aware of their duties and responsibilities regarding the systematic monitoring of training and assessment strategies and practices and using the outcomes of evaluations to continually improve them.

This policy outlines RLSSQ's approach to managing quality assurance and implementing a range of processes to monitor, evaluate and improve quality assurance.

4. Policies and Procedures

RLSSQ manages quality assurance through the following processes:

- Continuous Improvement (Continuous Improvement Register)
- Code of Practice
- RLSSQ Policy Documents
- Audit of Trainers (Delivery)
- Records Management Policy
- Training and Assessment Strategy Policy
- Trainers and Third-Party Agreements

Risk Identification and Management

- Assessment Validations
- Industry engagement
- Complaints and Appeals Register

5. Improvements

Quality assurance reporting includes recommendations for actions and action plans for improvements:

- Continuous Improvement –includes suggestions and comments for actions
- AQTF Employer and Learner Questionnaires – quality data indicator reporting includes recommendations for improvements
- Internal Audit process – action plans are developed for improvements based on the student journey and recorded with the internal audit meeting minutes
- Annual review of training resources
- Pre and post assessment validation reports include an action plan for improvements
- Industry engagement - includes an action plan for improvements
- Annual review of Pool Lifeguard, Bronze Medallion and Swim Teacher course
- Review of trainer feedback to identify and incorporate improvements
- Trainer management – monitoring, desktop and face-to-face reviews, PD requirements and conduct requirements in a written agreement
- RLSSA Training & Workforce Development Meetings

6. Reporting

Quality Assurance management is reported on by:

- Annual Quality Indicator Data reporting
- Annual Analysis and reporting on QA to contribute to the Annual Report
- Continuous Improvement register
- Validation reports
- Internal Audit meeting reports
- Participant feedback
- Third Party review tools and PD requirements
- Version Control of training resources

7. Document version Control

Version	Date	Document Changes	Comments / Approval
22.1a	19/1/2021	Initial draft	Based on RLSS-WA
22.1b	19/01/2022	Review	Raelene Thistlethwaite
22.1c	2/2/2022	Published	Approved by Paul Barry