

Understanding Quality Assurance

Quality Assurance refers to the systematic and planned activities implemented within a quality system. These activities aim to instil confidence and ensure that the quality requirements of a product or service are met. Ensuring the desired quality level requires careful attention to every stage of the delivery process.

In the context of Registered Training Organisations (RTOs), both the quality of the service delivered and the way the organisation is managed must be quality assured. This ensures that the learning and training offered meet the required standard of quality. The VET Quality Framework is designed to bring about greater national consistency in training and the operation of RTOs. It is integral to ensuring that the outputs and operations of RTOs align with the national quality requirements.

Quality Assurance Requirements for RTOs

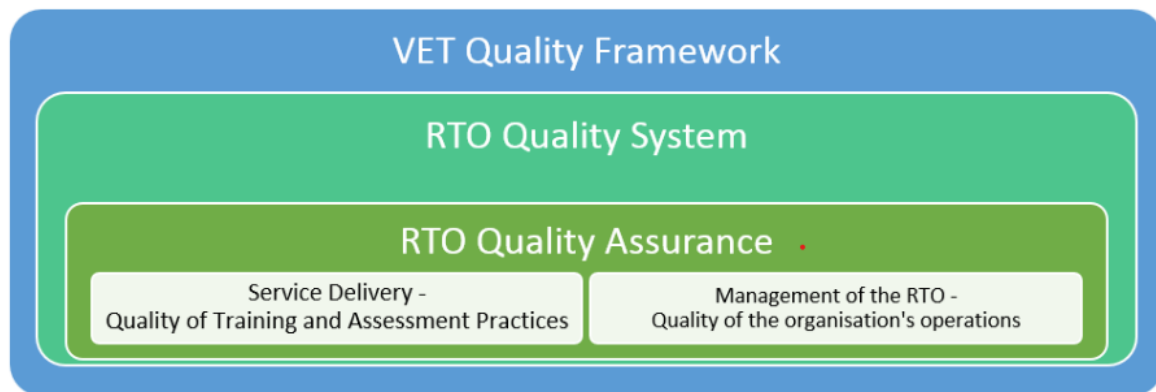
ASQA is committed to promoting, facilitating and supporting sector capability to self-assure. Self-assurance is when training providers have their own systems and practices to systematically monitor, evaluate and continually improve their training outcomes and performance against the Standards.

RTOs are required to have certain policies, procedures, systems, and processes in place to assure quality. They must demonstrate that not only do they have these quality arrangements for internal operational management, but also that these frameworks are actively used. This is a requirement for ongoing registration.

According to Standard 2 of the Standards for RTOs 2015, an RTO's operations must be quality assured. This responsibility lies with the RTO, ensuring the quality of training and assessment delivered under its scope of registration, even if the service is provided by a third party.

Recommended Quality System for RTOs

It's recommended that RTOs implement a Quality System designed to guide operations and encompass Quality Assurance activities. This system helps maintain consistency in delivering high-quality training and services.



Note: This VET Fact Sheet provides general information and should not be considered as legal advice.