

QUALITY POLICY

Related policies:

13-FLO-002 Pipeline QMS PIMS Quality Assurance Outline

Meeting the quality expectations of our clients, including ASQA SRTOs (2025), is a primary commitment in all our work. To deliver on our commitment to quality, Pipeline Training Australia utilises an integrated management system approach:

ASQA has produced Practice Guides in 4 Quality areas. They are used for internal audits on the new standards for RTOs

Quality Area 1: Training and Assessment

Training

Standard 1.1	Standard 1.2
<ul style="list-style-type: none">• Training product requirements• Mode of delivery, structure and pacing• Clustering• Training techniques• Work placements	<ul style="list-style-type: none">• Identifying and engaging industry, employer and community representatives• Frequency of engagement• Using feedback

Assessment

Standard 1.3	Standard 1.4	Standard 1.5
<ul style="list-style-type: none">• Assessing competency• Assessment systems• Reviewing assessment tools	<ul style="list-style-type: none">• Principles of assessment• Rules of evidence	<ul style="list-style-type: none">• Validation frequency and scope• Assessment samples

Facilities, resources and equipment

Standard 1.8
<ul style="list-style-type: none">• Suitability of facilities, resources and equipment• Access and safety• Work placements

Quality Area 2: VET Student Support

Feedback, complaints, and appeals

Standard 2.7

- Feedback and complaint management systems
- Recording and documenting outcomes

Standard 2.8

- Appeals management
- Independent parties

Information

Standard 2.1

- Clear, accurate and current information
- What information to provide
- When changes occur

Standard 2.2

- Suitability of training products

Training Support

Standard 2.3

- Determining training support services
- Reasonable access to trainers, assessors and other staff

Standard 2.4

- Disclosure of disability
- Reasonable adjustments

Diversity and inclusion

Standard 2.5

- Inclusive marketing and enrolment
- Fostering an inclusive learning environment
- Cultural safety

Wellbeing

Standard 2.6

- Wellbeing support services
- Identification of student needs
- Designated support staff

Quality Area 3: VET Workforce

VET Workforce Management

Standard 3.1

- Identifying appropriate staffing levels
- Professional development for staff

Trainer and Assessor Competencies

Standard 3.2

- The Credential Policy
- Working under direction
- Professional development

Standard 3.3

- Industry competencies
- Industry currency
- Employing experts

Quality Area 4: VET Governance

Leadership and Accountability

Standard 4.1

- Suitability of governing persons
- Information to support governing persons
- Organisational culture

Standard 4.2

- Roles and responsibilities
- Accountability
- Ensuring compliance (including third parties)

Risk Management

Standard 4.3

- Risk identification and management
- Financial risk
- Conflict of interest
- Risks to safety and wellbeing of children

Continuous Improvement

Standard 4.4

- Monitoring for outcomes
- Feedback and data
- Continuous improvement reviews

The following 7 policy areas align with ISO 9001.

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Meeting the quality expectations of our clients, including ASQA SRTOs, is a primary commitment in all our work. To deliver on our commitment to quality, Pipeline Training Australia utilises an integrated management system approach:

Maintain

- and monitor the quality management system

Comply

- with statutory obligations and codes of practices relevant to quality management

Ensure

- all work is completed efficiently and to a quality standard which conforms to the agreed specifications and contract.

Provide

- sufficient resources to implement and maintain a quality management program.

Educate

- workers, subcontractors and others to improve skills and knowledge of quality issues and practices.

Identify

- and resolve all non conformances

Review

- annually the effectiveness of our quality management system.

Tuesday, 12 June 2024

Kieran O'Connor
CEO