



QUALITY RTO POLICY

Thornlie Senior High School (SHS) 50555 operates as a Registered Training Organisation (RTO) and is dedicated to the principles of systematic continuous improvement and best practice in our provision of training delivery and assessment services, as accessed by Thornlie SHS employees working within the Thornlie SHS Operations.

Thornlie SHS is committed to maintaining compliance with the current Standards for Registered Training Organisations (RTOs) 2015, regulated through the Training Accreditation Council of WA (TAC).

To ensure we remain compliant and adhere to effective management through systematic continuous improvement practices, we have developed our '9 Star Assurance Standard'. This enables us to communicate our ongoing commitment to the provision of best practice standards in training delivery and assessment services, complying with all relevant and current industry, legislation and statutory requirements.

Our '9 Star Assurance Standard' also aligns and complies with all current Thornlie SHS Policies and Procedures. In addition, Thornlie SHS will comply with State and Federal Legislation and Regulations.

Thornlie SHS will ensure we continually strive to meet our stated goals and objectives and provide best practice in the provision of recognised vocational education and training and other related client services, by ensuring the following '9 Star Assurance Standard' is applied across our Thornlie SHS business areas:

- ★ *Thornlie SHS will ensure we use an effective and efficient Training Model which includes:*
 - *RTO Polices*
 - *RTO Procedures*
 - *RTO Forms*
 - *RTO Courses*
 - *RTO Templates*
 - *RTO Publications*
 - *RTO Continuous Improvement*

- ★ *Thornlie SHS will ensure we adhere to legislative requirements and regulations relevant to the operation of the company and the requirements of the industry.*

- ★ *Thornlie SHS will ensure our Training Model is supported by administration, records and issuance management, training & assessment services that are efficiently managed by applying our Training Management System (documented quality processes), across all our RTO functions and responsibilities.*

- ★ *Thornlie SHS will ensure we regularly performance manage and review our endorsed training and assessment services, by applying effective risk management tools (internal and external audits/change management, analysis/validation & moderation) to ensure we are systematically continuously improving and focusing on best practice.*

- ★ *Thornlie SHS will ensure we utilise the services of appropriately qualified administration and supervisory staff, trainers and assessors who have vocational competencies and expertise that is both current and at an appropriate level.*

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- ★ *Thornlie SHS will promote work based training products and services in an ethical manner with integrity, accuracy and professionalism. In the provision of this information:
No false or misleading information will be provided;
Thornlie SHS will gain written permission from participants or organisations before using information about that individual or organisation in any marketing materials; and
All marketing materials are approved by the Chief Executive Officer (hereafter designated The Principal) prior to release.*

- ★ *Thornlie SHS will ensure we provide our participants with access to their records, suitable customised training and assessment products, equitable and fair inductions, national recognition and access to user friendly complaints, appeals and Recognition of Prior Learning (RPL) processes. Participants will not be disadvantaged through the introduction of a new Training Package and any new Training Package will be implemented as soon as possible, within a year of it being endorsed.*

- ★ *Thornlie SHS will ensure we actively encourage feedback on the relevance, cost effectiveness and overall standard of services that we provide, to enable regular data collection, collation and analysis, and using any relevant information to improve our services and provide staff, participants, relevant clients and stakeholders using and/or resourcing our services, honest and accurate reporting.*

- ★ *Thornlie SHS will provide information to TAC as and when requested, including (but not limited to) information on competency completions rates, employer satisfaction and learner satisfaction.*

Date:

Chief Executive Officer Name:

Chief Executive Officer Signature:

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