Quality Management Policy and Procedure

1. Policy

This Policy & Procedure supports the *Standards for Registered Training Organisation 2025* and the *National Code 2018* in ensuring Institute of Culinary Education Pty Ltd t/a Blue Ridge College delivers quality training and assessment and can adapt to client needs as required. It is also able to ensure that Blue Ridge College can act in a responsive manner to all identified issues and areas of concern.

This policy provides systems and processes to ensure that all stakeholders of Blue Ridge College can contribute to the development and improvement of the Registered Training Organisation.

2. Purpose

Blue Ridge College is committed to ensuring it can provide quality training and assessment services, ensure compliance, and effectively react to changing student needs, compliance requirements, and feedback from stakeholders. Blue Ridge College will ensure that all staff members are actively and regularly involved in formal meetings to provide relevant information and support to staff and allow staff the opportunity to suggest improvements and identify areas of concern.

The Quality Management process will be ultimately managed and implemented by the CEO.

The following activities will be undertaken to ensure all staff members are involved in the continuous improvement and quality processes.

2.1 Meetings

Meetings will be held on a **regular** basis and will follow a set agenda and be recorded in minutes. These meetings will be attended by:

- CEO
- Training Manager, Trainers / Assessors
- Administration Manager/Student Administration/Support staff
- Any other stakeholder invited by CEO, e.g., Compliance Consultant, industry representative, etc.

The minutes of these meetings will be reviewed by the CEO to ensure all activities of Blue Ridge College are monitored effectively.

The meetings will ensure that the current activities, requirements, and general overview of Blue Ridge College's operations are undertaken and reported to the CEO through these meetings. Topics discussed:

- Compliance items
  - Identify any compliance issues, concerns, or achievements.
  - General ASQA updates
  - Updates regarding the *Standards for Registered Training Organisation 2025* and the *National Code 2018*
  - Other regulatory requirements
  - Discuss any continuous improvement undertaken.
  - Identify and discuss any policy and procedure amendments.
  - Updates of any Training Package or version changes/updates
  - Any changes to any qualifications on the Scope of Registration
  - Regular review and validation of training and assessment practices
  - Using feedback and data for self-assurance and continuous improvement

- Policy & Procedure updates (including but not limited to):
  - Complaints and Appeals Policy
  - Attendance and Course Progress Policy
  - Assessment Policy

- Credit transfer and RPL policy.
- Transfer Between Provides Policy
- Student Support and Welfare Policy
- Enrolment Kit-Including Enrolment policy, entry requirements and Enrolment quality checklist
- Marketing Kit -includes Marketing Policy
- Engaging and Monitoring Education Agents Policy
- Deferment, Suspension and Cancellation Policy
- Critical Incident Policy
- Staff Recruitment and Professional Development Policy
- Qualifications and Statement of Attainment Policy and Procedure
- Fee Payment and Refund Policy
- Safety and Security Kit
- Quality Management Policy

- General Training Items
  - Discussion on the courses (i.e., student numbers, student progress, completion numbers, students on intervention, training resources)

- Current Course Overview
  - An overview of the courses currently running
  - Progress reports on delivery and assessments within each course
  - Trainers to report and discuss students' progress.
  - Attendance and progress of students to be discussed.

- Student Administration
  - Any student record issues
  - Assessment records and outstanding paperwork
  - General administration requirements
  - Database updates

- Feedback Summary
  - An overview of any student feedback that has been collected (either orientation, midpoint, or completion feedback)
  - An overview of any staff feedback that has been collected.
  - Complaints and appeals that have been logged.

- Internal / External Validation Discussion
  - Network updates.
  - Assessment/resource validations
  - Professional development undertaken by Trainers (to be documented on the Professional Development Logs)

- Occupational Health & Safety Issues
  - Any Issues?

- General Business
  - Any items that may be of relevance to the operation of Blue Ridge College.
  - Any proposed significant changes to Blue Ridge College (E.g., ownership, high managerial positions, financial viability, etc.)
  - Any OHS issues.
  - IT updates/ issues

- Other topics,

2.2 Feedback:

Feedback will be gained from the following stakeholders:

- Students
- Staff
- Employers

Feedback will be gained through a variety of methods, as follows:

Student Feedback

Students will be encouraged to bring any issues of concern they may have to the attention of the appropriate staff as soon as possible. This will ensure the ability for Blue Ridge College to address any immediate areas of concern.

Feedback shall be gained from the student at various points throughout their course at an informal level. Blue Ridge College shall also conduct formal feedback throughout the student course – midpoint and completion.

Midpoint Feedback:

At the midpoint of the student's course of study, students will be asked to complete a 'Feedback Survey'. This will allow Blue Ridge College to ensure that the student is satisfied with the services provided by Blue Ridge College and that they are receiving the services outlined in their enrolment information.

The Feedback Form will be administered by Student Administration Department and the relevant Trainer / Assessor. Completed surveys are to be submitted to the Student Administration Department.

A summary of the feedback collected is to be presented for review through meetings with the concerned staff where required action can be determined.

Completion Feedback:

Students will be asked to complete a 'Learner Questionnaire - Completion Survey' upon completion of their course of study.

The mandated 'Learner Questionnaire' questions will be completed by the students. The data will be collected and reported in accordance with the requirements.

A summary of the feedback collected is to be presented for review through Blue Ridge College's meetings, where required action can be determined.

The questions contained in the survey can be viewed in the 'Learner Questionnaire Completion Survey' Document.

Staff Feedback

Feedback will be sought from Staff on the effectiveness and efficiency of Blue Ridge College's policies, procedures, and service delivery. This feedback shall be gained through Meetings and informal discussions.

Meetings will be held regularly, where staff will be encouraged to provide feedback or suggestions on all aspects of Blue Ridge College's operation as an RTO. The meetings will have planned agendas with minutes taken and the action required will be delegated and noted.

Where any changes are to be made because of feedback; the change(s) will be documented in the Continuous Improvement Register.

2.3 Internal Audits / Review

Internal Reviews and Compliance Management Plan

Blue Ridge College is committed to maintaining a robust internal audit and self-assurance system to ensure that its operations remain compliant, effective, and responsive to student and industry needs. This approach underpins a culture of continuous improvement and quality training outcomes.

Annual Internal Audits

Blue Ridge College conducts comprehensive internal audits at least annually to evaluate compliance in conjunction with all applicable sections under the Standards for RTOs 2025. A review will take place involving key personnel of Blue Ridge College, including at least:

- CEO
- Administration Manager, Student Administration
- Training Manager, Trainers/Assessors

- Audits cover a broad scope including enrolment processes, training delivery, assessment practices, student support, record-keeping, governance, marketing, and third-party arrangements.
- Audit findings are documented in an internal audit report, which includes:
  - Non-compliance or improvement opportunities
  - Root cause analysis
  - Recommended corrective actions
  - Responsible persons and timelines
- Outcomes from audits inform the Continuous Improvement Register, ensuring structured follow-up and implementation.

Self-Assurance

- Blue Ridge College's self-assurance approach is aligned with ASQA's Practice Guide: Self-Assurance Model, integrating ongoing review, monitoring, and documentation.
- The RTO ensures evidence-based decision-making, regularly reviewing data and processes to maintain high standards of integrity, accountability, and performance.
- Staff are trained and supported to engage in self-assurance processes, promoting shared responsibility across the organisation.

Areas of Internal Review

Self-assurance and audit activities include the review of:

- **Student performance and progression** – analysis of completion, withdrawal, and satisfaction trends.
- **Trainer and assessor capability** – monitoring of professional development, industry currency, and qualifications.
- **Training and Assessment Strategy (TAS) implementation** – checking alignment with actual delivery and assessment practices.
- **Assessment validation and moderation** – reviewing schedules, outcomes, and resulting updates to assessment tools.
- **Student feedback and complaints** – analysis to detect systemic issues and opportunities for improvement.
- **Third-party (Education Agent) delivery** – ensuring external parties comply with RTO obligations and student expectations.

To complete the review in a systematic manner, the ***Compliance Monitoring Plan*** has been developed to review and monitor the institute's operations including each department as per the student study cycle.

- Compliance plan includes all areas of RTO operations from "marketing of courses" till 'Student completion" as per "student Study Cycle".
- Plan identifies documents to be reviewed for each area of operation and common non-compliances across the industry (Risks). Plan includes a target review date by which all reviews must be completed. A review report for each area will be compiled which will include non-compliance identified because of the review and action taken to address the non-compliance.
- After review, where applicable, an action report will be filed in a "designated folder of each area". This folder will include old documents and policies, a review report and an action taken report.
- This plan will be implemented by the CEO and the RTO internal team and will be monitored and reviewed by an external compliance consultant by conducting regular reviews in between and a final annual audit at the end of the review period.
- Details, actions, and outcomes of the review are to be documented on the ***Continuous Improvement Register*** (refer to point 5) and ***Compliance Monitoring plan.***

Compliance Monitoring plan will be available with the institute and provided upon request. Contact Blue Ridge College at +61 423 051 322
or email us at info@brc.edu.au *to obtain a copy of this plan.*

2.4 Staff Professional Development

To meet the requirements of Standard 3.1 of the Standards for RTOs 2025, Blue Ridge College ensures that all staff, including third-party providers, are competent, current, and supported through comprehensive and ongoing professional development.

Professional Development
Professional development is a foundation of quality training and assessment at Blue Ridge College. All academic and training staff are required to undertake regular professional development in areas relevant to their vocational training and assessment responsibilities, including:

- Vocational education and training (VET) principles
- Competency-based training and assessment
- Learning methodologies and assessment practices

Blue Ridge College supports both internal and external professional development activities to foster growth, maintain currency, and ensure excellence in service delivery.

Key Professional Development Principles

- **Mandatory Participation:** All academic staff must engage in professional development activities in accordance with the Professional Development Plan.
- **Currency and Competence:** Trainers and assessors must maintain both their vocational competencies and training and assessment qualifications in line with ASQA requirements and the VET Quality Framework.
- **Scheduled Reviews:** Staff qualifications and industry experience are reviewed regularly against:
    - The VET Quality Framework
    - Current training packages and curriculum documents
    - Identified industry needs and changes
- **Continuous Improvement:** Additional qualifications, skills, or experience required are identified through these reviews and addressed promptly.

Professional development is aimed at ensuring staff:

- Access, understand, and consistently implement organisational policies and procedures
- Are aware of legislative and regulatory obligations relevant to their roles
- Maintain industry currency and vocational expertise
- Understand and apply mutual recognition requirements for AQF qualifications and Statements of Attainment
- Stay up to date with Training and Assessment (TAE) competency requirements

All professional development activities are reviewed and logged by the Admin Manager or authorised representative as a "Professional Development Undertaken" record. Evidence of participation is placed in each trainer's staff file for audit and compliance purposes. Compliance risks related to staff development are identified, monitored, and reported through a structured process to ensure timely intervention.

All staff and third-party providers are regularly informed of any changes to the Standards for RTOs, compliance obligations, and organisational policies to ensure consistent understanding and application across all operations.

Blue Ridge College ensures that staff are not only equipped with up-to-date knowledge but are also empowered to report risks and contribute to ongoing compliance and quality assurance.

3) External Consultation

To maintain and improve the quality of Blue Ridge College's education processes and outcomes, Blue Ridge College will engage with an external quality consultant when the CEO deems it necessary.

3.1 Validation of Training & Assessment Material

Blue Ridge College shall undertake Validation activities to identify areas for improvement in assessment instruments. See Validation Procedure for details.

Each training product will be validated at least once every five years, with at least 50 per cent of products validated within the first three years of each five-year cycle, considering the relative risks of all the training products on Blue Ridge College's scope of registration.

Systematic Validation of Blue Ridge College's assessment practices and judgements will be undertaken by one or more persons who are not directly involved in the instance of delivery and assessment of the training product being validated, and who collectively have:

- vocational competencies and current industry skills relevant to the assessment being validated.
- current knowledge and skills in vocational teaching and learning; and
- the training and assessment credential.

3.2 Industry Consultation

Blue Ridge College will engage with industry experts to ensure its training and assessment practices are aligned with current methods, products, and performance expectations for the workplace tasks specified in the training package. In consultation with the experts Blue Ridge College will ensure that the trainers and assessors are equipped with current Industry skills and knowledge to impart the training effectively.

4) Obligation Requirements

CEO, Administration Manager and Training Manager will ensure Blue Ridge College meets its obligation requirements throughout the year by following RTO and ESOS obligation checklist available on ASQA's website as well as other obligations in line with the ESOS Act 2000.

These checklists will be reviewed at the start of each year to ensure Blue Ridge College is adhering with its obligations to stay compliant.

Blue Ridge College will focus on quality, continuous improvement, and ongoing compliance with the Standards.

**Blue Ridge College will update Appendix 1 - RTO and ESOS obligations checklists every year because ASQA makes yearly updates to this checklist and published it on the website. Blue Ridge College staff will be informed to follow Appendix 1 and latest news on ASQA's website to ensure latest and current checklist is used. https://www.asqa.gov.au/news-events.*

Refer to Appendix 1* for further details.

4.1 Obligation for Blue Ridge College to maintain account

In accordance with Sections 28 and 29 of the Education Services for Overseas Students Act 2000 (ESOS Act), Blue Ridge College will maintain a separate account for tuition fees paid by overseas students or students or intending overseas student before the student has begun the course.

Please refer to the Tuition Protection Policy for more details available at the institute's reception.

4.2 Review of Information:

Review information about your organisation on the Commonwealth Register of Institutions and Courses for Overseas Students. If the information is not accurate, you can make changes via asqanet.asqa.gov.au.

4.3 Reporting

To maintain regulatory compliance and governance practices and to comply with Std 4.2 of the Standards for RTOs 2025. Blue Ridge College will provide accurate and current information on its performance and governance consistent with the Data Provision Requirements.

As per the RTOs obligations, Blue Ridge College will report its total VET Activity AVETMISS* data annually to NCVER—even if no training was provided. This will be done by collecting AVETMISS-compliant records for all students, and all competency enrolments delivered, and outcomes achieved throughout the calendar year.

**AVETMISS is the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers, which is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.*

Procedures of Reporting

- Student Management System will be used to record and produce AVETMISS data files and AVETMISS validation software will be used by Blue Ridge College to validate data and report it https://avs.ncver.edu.au/avs/.
- Institute's administration team will collect students results and upload it on the student management system after quality check.
- USI of each student will be verified, and NAT (.txt format) files will be generated from the student management system for the purpose of uploading data on AVETMISS for validation and reporting purposes.
- Validation and Reporting: Blue Ridge College will upload the generated NAT files on AVETMISS Validation Software. This software validates the data and identifies if there are any errors and warnings. Blue Ridge College team will fix the errors, review the warnings, and report the data without any errors.

This process enables students to generate authenticated Vocational Educational and Training Transcript from the Unique Student Identifier (USI) website.

Administration Manager and Training Manager will be responsible for reporting Blue Ridge College's VET activity AVETMISS data by the 28th or 29th of February each year.

Refer to Appendix 1* for further details.

**Blue Ridge College will update Appendix 1 - RTO and ESOS obligations checklists every year because ASQA makes yearly updates to this checklist and published it on the website. Blue Ridge College staff will be informed to follow Appendix 1 and latest news on ASQA's website to ensure latest and current checklist is used. https://www.asqa.gov.au/news-events.*

Related Links

https://www.ncver.edu.au/

https://avs.ncver.edu.au/avs/

https://www.ncver.edu.au/rto-hub/rto-fact-sheets.

5.0 Governance and Accountability

In alignment with Standards 4.1 and 4.2 of the Standards for RTOs 2025, Blue Ridge College is committed to maintaining transparent, responsible, and effective governance structures that support the delivery of high-quality education and ensure ongoing compliance with regulatory obligations.

Fit and Proper Person Requirements

Blue Ridge College maintains accurate and up-to-date records of all individuals who are considered "governing persons" under regulatory definitions, including executive officers and persons who exert significant influence over the organisation. All governing persons:

- Are subject to initial and ongoing Fit and Proper Person assessments to confirm their continued suitability for their role.
- Submit Fit and Proper Person Declarations at the commencement of their engagement and as required, in compliance with the 2025 Instrument.
- Undergo comprehensive background checks at the time of recruitment, which are reviewed annually to ensure continued eligibility.
- Are required to promptly disclose any changes in personal circumstances or matters that may affect their eligibility, integrity, or compliance with regulatory expectations.
- Are reported to the relevant authorities without delay if any significant concerns or changes arise that may impact their fitness and propriety.
- Are expected to model ethical conduct, regulatory compliance, and effective leadership in all aspects of the Institute's operations.

Leadership and Oversight

Executive leadership holds overall responsibility for the strategic direction, financial integrity, and operational performance of the organisation. This includes:

- Actively monitoring organisational compliance through internal audits, reporting frameworks, and stakeholder feedback mechanisms.
- Promoting a culture of integrity, fairness, quality assurance, and student-centred practice.
- Conducting annual reviews of governance structures to assess effectiveness and make improvements where required.

Governance and Decision-Making

The roles, responsibilities, and decision-making authority of all governing persons and senior staff are clearly:

- Documented in governance frameworks, role descriptions, and policies.
- Communicated throughout the organisation to ensure consistent understanding and application.
- Aligned with the organisation's scope of registration, financial viability, and operational sustainability.

Accountability Framework

- Blue Ridge College implements transparent reporting systems, including risk registers, compliance calendars, and continuous improvement plans to support accountable governance.
- Key governance functions such as compliance monitoring, trainer and assessor management, and financial oversight are distributed to appropriate officers with clear delegation protocols.
- Regular Board or Executive meetings are held to discuss strategic risks, compliance updates, performance metrics, and stakeholder feedback.

5.1 Annual Declaration on Compliance submission

To meet its RTOs obligations, Blue Ridge College will submit an annual compliance declaration in line with the Standards for RTOs 2025 and Data Provision Requirements for the regulatory requirements relating to maintaining your records.

A compliance declaration helps in confirming.

- records are current and accurate.
- Blue Ridge College is monitoring and meeting regulatory requirements.
- identifying and addressing risks.

CEO will be responsible for completing the annual declaration. Prior to the completion, Blue Ridge College will check the following:

i. Records with ASQAnet, PRISMS, and training.gov are current and accurate.

ii. Blue Ridge College will take necessary steps where information listed is incorrect and update those as soon as possible.

iii. Monitor compliance using self-assessment checklist tool published on ASQA's website and start the declaration process early.

iv. Conduct Internal review of Blue Ridge College's operation as per the Compliance Monitoring Plan and assess its operations against the standards and registration requirements.

v. Check if Blue Ridge College is meeting regulatory requirements by completing self-assessment checklist and conduct regular meeting.

Once all the above process in complete, Blue Ridge College will ensure completion compliance declaration form, review it, and submit it before the due date as specified on the "RTO's Obligation Checklists" to avoid any delays.

Refer to Appendix 1* for further details.

**Blue Ridge College will update Appendix 1 - RTO and ESOS obligations checklists every year because ASQA makes yearly updates to this checklist and published it on the website. Blue Ridge College staff will be informed to follow Appendix 1 and latest news on ASQA's website to ensure latest and current checklist is used. https://www.asqa.gov.au/news-events.*

5.2 Quality Indicators

The Quality Indicators provide valuable data for RTOs to identify areas for improvement in training and assessment services, student support services and to gauge how well it is meeting the needs of students. This data will be collected to monitor the quality of Blue Ridge College's operations to minimise the risk of poor-quality performance having a negative impact on students.

To meet the requirements of the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, Blue Ridge College will collect feedback from learners, employers in the first half of the year about the previous calendar year (1 January to 31 December). Quality indicator data is made up of learner engagement and employer satisfaction surveys provided by the Australian Council for Educational Research (ACER) - https://www.asqa.gov.au/rto/responsibilities/data-collection-and-provision/quality-indicator-annual-summary.

Blue Ridge College will use the following surveys for the purpose of undertaking feedback from employers and learners:

Learner Questionnaire: The learners questionnaire survey will be provided to learners towards the end of their training to seek their feedback on their learning experiences with the institute. This survey questions will include (but not limited to):

- Learners were able to develop the skills expected from this training.
- The training focused on relevant skills.
- The training had a good mix of theory and practice.
- Assessments were based on realistic activities.
- Training resources were available when learner needed them.
- Trainers encouraged learners to ask questions.
- Trainers made it clear right from the start what they expected from me.

Survey link: AQTF_LearnerQuestionnaireLQ_005.pdf (acer.org)

Employer Questionnaire: The employer questionnaire survey will be provided to employers of current learners. It will be administered towards the end of a period of training. This survey will be provided to employers to seek their feedback on the quality of education and training at the institute.

This survey will be sent to employers either by email, online or provided to them on-site depending upon employers' availability and conditions.

This survey questions will include:

- Trainers were effective in their teaching.
- Trainers had good knowledge and experience of the industry.
- Trainers were able to relate material to the workplace.
- Assessment was at an appropriate standard.
- The training reflected current practice.
- Our employees gained the knowledge they needed from this training.
- The training used up-to-date equipment, facilities, and materials.
- Training resources and equipment were in good condition
- The training organisation dealt satisfactorily with any issues or complaints.

Survey link: AQTF_EmployerQuestionnaireEQ_004.pdf (acer.org)

Feedback from employers and learners will be used to support continuous improvement activities, ensure learners are engaging in good learning practices, manage relationships with clients and stakeholder, etc. Any aspects of training where needs of improvement have been identified, institute will discuss it with staff members and implement actions to ensure students are satisfied with the training and assessment and appropriate support has been provided to them.

All the identified improvement actions will be recorded in the Continuous Improvement Register (refer to point 5 of this policy).

Administration team will be responsible for collecting these surveys from employers and learners.

Institute will use the Feedback taken from these surveys and continuous improvements implemented will be used to generate a Quality indicator annual summary for the purpose of meeting RTO's obligations.

As per RTO's obligation checklist, Blue Ridge College will complete the QI summary report using Quality Indicator webform and submit it to ASQA by 30th June each year.

Refer to Appendix 1* for further details.

**Blue Ridge College will update Appendix 1 - RTO and ESOS obligations checklists every year because ASQA makes yearly updates to this checklist and published it on the website. Blue Ridge College staff will be informed to follow Appendix 1 and latest news on ASQA's website to ensure latest and current checklist is used. https://www.asqa.gov.au/news-events.*

Related Links:

Quality indicator annual summary | Australian Skills Quality Authority (ASQA)

AQTF_LearnerQuestionnaireLQ_005.pdf (acer.org)

AQTF_EmployerQuestionnaireEQ_004.pdf (acer.org)

5.3 Continuous Improvement Register

The Continuous Improvement Register functions as a centralised system for capturing and monitoring all quality and compliance-related activities within Blue Ridge College. It records a range of inputs, including student and staff feedback, outcomes from internal audits and validations, trends in complaints and appeals, self-assurance findings, compliance reviews, as well as identified risks and opportunities for improvement. Each entry also includes corresponding actions taken, the responsible staff member, and resolution dates.

Additionally, Blue Ridge College systematically collects and analyses data on student enrolment, progression, and completion, as well as feedback from students, staff, and industry stakeholders. These insights are used to detect trends, resolve issues, and support continuous improvement initiatives. All resulting actions are documented in the register to promote accountability, ensure transparency, and support evidence-based decision-making.

Blue Ridge College also maintains comprehensive records of all third-party arrangements (Education Agents). These arrangements are subject to regular monitoring, with performance outcomes documented to ensure ongoing compliance with the Institute's registration obligations.

All records are retained in line with legal and regulatory requirements, supporting evidence-based decision-making and continuous quality assurance.

Authorised personnel, such as the Compliance Manager or Academic Manager are responsible for entering data into the register. Entries are categorised by area (e.g., training delivery, student support, compliance, or assessment practices), with clearly defined timeframes for action, assigned responsibilities, and ongoing status updates. All actions are tracked through to completion and evaluated to ensure they have been effective.

The register is reviewed on a regular basis, at least quarterly, by the Compliance Team and other relevant management staff. During these reviews, trends and root causes are analysed to inform strategic decision-making and guide updates to policies, procedures, and practices. Any significant changes or outcomes from these reviews are communicated across the organisation through staff training, updates, or operational meetings, supporting continuous improvement and compliance.

Following procedures will be implemented by the institute:

Any improvements identified in the meetings or through audit conducted will be documented and discussed with the management and staff members.

Institute will implement the action discussed by documenting them into the policies or guidelines for staff members and institute to follow. CEO and Administration Manger will be responsible for implementation of the continuous improvement activities.

After documenting and implementing the actions identified during the meetings and discussions, Administration officer will add the details into 'Continuous Improvement Register'.

This register will include revision dates for old documents or processes, month of the implementation date of a new process, the improvement element area, responsible person for that process/document, action taken to address the concern and the next review date.

'Continuous Improvement Register' will be used to record the details of the issue identified, how it was identified what action was undertaken, who was responsible for implementation, timeline of implementation and the next review period.

Records of any related activities including investigate, review, or implementation of the action request will be filed within the continuous improvement folder and 'Continuous Improvement Register.

Appendix 1- 2025 RTO and ESOS obligations checklists

RTO and ESOS obligations checklists help training providers to identify key dates and stay on top of their reporting obligations. These obligation checklists are updated every year and published on ASQA's website during the start of the year for RTOs to meet with their obligations every year.

Key dates as per 2025 RTO and ESOS obligations checklists

- **RTO Obligations Checklists**
  - **ASAP -** Check that ASQA can contact RTO in 2025 by ensuring Chief Executive Officer's email address and phone number is up to date at asqanet.asqa.gov.au.
  - **28th February 2025 -** RTO activity reporting
  - **31st March 2025 -** Annual Declaration on Compliance submission
  - **30 June 2025 -** Quality indicator submission
  - **1st July 2025 -** The revised Standards come into full regulatory effect
  - **31st July 2025 -** Pay your Annual Reg
  - istration Charge invoice.

- **12 MONTHS-** Renew and keep up to date - Keeping RTO's registration up to date by checking when it expires at asqanet.asqa.gov.au or training.gov.au. Renewal applications open 12 months prior to registration expiry and close 90 days.

For more information, refer to the link provided: https://www.asqa.gov.au/sites/default/files/2025-01/RTO_Obligations_checklist_2025.pdf

- **ESOS obligations checklist**
  - **ASAP -** Check that your information is correct by reviewing information organisation on the Commonwealth Register of Institutions and Courses for Overseas Students. If the information is not accurate, RTO can make changes via asqanet.asqa.gov.au.
  - **Ongoing -** Reporting obligations on PRISMS
  - **To be emailed by TPS director -** Tuition Protection Service levy – payment
  - **Mid-March 2025** - CRICOS Annual Registration Charge
  - **12 MONTHS-** Renew and keep up to date - Keeping RTO's registration up to date by checking when it expires at asqanet.asqa.gov.au or training.gov.au. Renewal applications open 12 months prior to registration expiry and close 90 days.

For more information, refer to the link provided: https://www.asqa.gov.au/sites/default/files/2025-01/ESOS_Obligations_checklist_2025.pdf.