



The National Code – How to Meet the Standards

Quality Management System CD

Standards for RTOs Registered on CRICOS or those Aspiring to Register

Includes: Systems, Policies, Procedures and Forms

Included in our CD you will receive:

The Quality Management System - this 150+ page document is the Primary File and comprehensively steps through key sections of the 15 Standards. The primary file then refers (via links) to over 60 policies, procedures, forms, templates, registers. All files are easily customised and were developed in MS Word, Excel, and PowerPoint for use within your RTO.

Want to know what's on the CD?

Below is a detailed list of every file contained within the QMS CD:

Quality Management System - Primary Reference File (150 pages)

The QMS file details how to meet the standard, person responsible and is hyperlinked to below policies, forms and templates.

Policies and Procedures

- 1 CEO Notification Policy
- 2 Complaints and Appeals Policy
- 3 Course Attendance Policy
- 4 Course Credit Policy
- 5 Course Progress and Intervention Policy
- 6 Critical Incident Policy
- 7 Defer Suspension Cancellation Policy
- 8 Education Agent Policy
- 9 Fees Charges and Refund Policy
- 10 Marketing Policy
- 11 Student Contact Policy
- 12 Student Transfer Policy
- 13 Workforce Development Policy

Forms and Templates

- 1 1st Warning Letter
- 2 Appeals Outcome Letter
- 3 Asset Register
- 4 Associations Register
- 5 Change of Student Information
- 6 Complaints and Appeals Application
- 7 Complaints and Appeals Register
- 8 Complaints Outcome Letter
- 9 Corrective Action Record
- 10 Corrective Action Register
- 11 Course Brochure Insert
- 12 Course Credit Application
- 13 Course Credit Register
- 14 Critical Incident Report
- 15 Declaration of Fit and Proper Person
- 16 Education Agent Application
- 17 Education Agent Feedback
- 18 Education Agent Agreement
- 19 Education Agreement Register
- 20 High Risk Warning Letter
- 21 Intent to Report Letter - Attendance
- 22 Intent To Report Letter - Progress
- 23 International Enrolment Flowchart
- 24 Intervention Letter - Progress
- 25 Legislation Update Register

Forms and Templates

- 26 Letter of Offer
- 27 Letter of Offer - Conditional
- 28 Letter of Refusal for Release
- 29 Letter of Release
- 30 Marketing Authorisation
- 31 Marketing Materials Checklist
- 32 Marketing Permission Register
- 33 Permission Authority
- 34 Professional Development Log
- 35 Professional Development Workplan
- 36 Refund Application
- 37 Skills and Knowledge Matrix
- 38 Staff Training Development Application
- 39 Student Acceptance Agreement
- 40 Student Attendance Record Sheet
- 41 Student Enrolment Application
- 42 Student Feedback on Education Agent
- 43 Student Induction Presentation
- 44 Student Relationship Management Dbase
- 45 Student Release Application
- 46 Student Transfer Application
- 47 Training and Assessment Strategy
- 48 Version Control Register
- 49 Warning Letter - Progress

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