

Delegate Quality Management System  
 Policy Number: OSS016

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Version	1
Policy Name	Delegate Quality Management System
Compliance Standards	All Standards 1-8
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Approved By	CEO under management
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Related Policies	

**Background**

Mid North Coast Community College Inc (MNCCC), trading as *SkillsLink Training*, RTO 90315, was awarded a five-year re-registration by ASQA on 19 February 2014. On 19 February 2015, Mid North Coast Community College was awarded “Delegation” by ASQA for a five-year period to 18 February 2020. ASQA invited high performing RTOs with a history of compliance with the national standards, and who have already met the eligibility criteria, to apply for a delegation of regulatory responsibility. It was up to the RTO as to whether they wish to take up this delegation. As a delegate, MNCCC is now able to add new qualifications or units of competency to their scope of registration without having to submit an application and paying a fee to ASQA each time they make a change.

**Policy**

MNCCC understands that, as a Provider contracted under ASQA, they are contractually obliged to follow the Requirements for a delegate Quality Assurance System procedure as specified in the ASQA Criteria and Responsibilities.

MNCCC agrees to comply with the required conditions of ASQA delegation. These key requirements include:

- agreeing to provide data to ASQA when exercising the delegation so that the RTO’s scope of registration may be amended on training.gov.au
- having a documented quality assurance system (including an annual internal audit procedure) in place to manage VET regulatory functions and operations
- agreeing to be audited – at our own cost – by an ASQA-approved external panel auditor if and when it is required by ASQA. The audit will be conducted against the requirements set out in the Delegations Agreement
- remaining compliant with the national VET Quality Framework throughout the period of the Delegations Agreement, and

- nominating a representative of the RTO as the delegate contact.

**Key Responsibilities:**

- The nominated RTO Representative will be the CEO.
- An Annual Internal Audit will be conducted in October each year by the CEO and Training Manager, with an external representative if available.
- The CEO and the Training Manager are to hold the necessary competence, VET industry knowledge and the Certificate IV in Training & Assessment that is required by the Delegate Representative to maintain accuracy and currency of information on the National Register.
- The CEO should ensure accountability and transparency in relation to all functions relating to all Standards.
- All reporting, document management and records are to be effectively controlled and maintained in accordance with Policy & Procedure OSS005 Records Management.

**Procedures:**

*SkillsLink Training* will ensure the following procedures are followed to ensure the effective exercise of functions as follows:

Function	Procedure	Responsibility	Related Policy/ Procedure
Designing, planning, implementing, monitoring and reviewing performance relevant to VET Regulator Standards and NVETR Act 2011	<ul style="list-style-type: none"> <li>• Refer to related policies and procedures</li> <li>• Maintain Continuous Improvement ensuring ongoing monitoring and review</li> <li>• Annual Internal Delegation Audit undertaken</li> <li>• Annual Internal Audit for ASQA Declaration Clause 8.4</li> </ul>	CEO and Training Manager	BM001, BM004, BM005, BM006, BM007, BM009

Function	Procedure	Responsibility	Related Policy/ Procedure
Managing Staff Competence	<p>Delegation Function:</p> <ul style="list-style-type: none"> <li>• Identification and participation in relevant workshops/webinars</li> <li>• Annual Internal Delegation Audit undertaken</li> <li>• Maintain Continuous Improvement</li> </ul> <p>VET Standards:</p> <ul style="list-style-type: none"> <li>• Refer to related policies and procedures</li> <li>• Identification and participation in relevant workshops/webinars for Staff and Trainers</li> <li>• Preparation and implementation of 4 quarterly local PD sessions for Trainers</li> <li>• Annual Internal Audit for ASQA Declaration Clause 8.4</li> <li>• Maintain Continuous Improvement</li> </ul>	CEO and Training Manager	P001, P002, P007, P017
Ensuring accountability and transparency	<p>Delegation:</p> <ul style="list-style-type: none"> <li>• Maintain register of changes to scope</li> <li>• Annual Internal Delegation Audit undertaken</li> <li>• Maintain Continuous Improvement</li> </ul> <p>VET Standards:</p> <ul style="list-style-type: none"> <li>• Refer to related policies and procedures</li> <li>• Continuous Improvement ensures ongoing monitoring and review</li> <li>• Annual Internal Audit for ASQA Declaration Clause 8.4</li> </ul>	CEO and Training Manager	TL002, TL011, TL013, TL014

Function	Procedure	Responsibility	Related Policy/ Procedure
Reporting obligations	<ul style="list-style-type: none"> <li>Refer to related policies and procedures</li> <li>Submit Annual ASQA Delegate Report</li> <li>Submit Annual Internal Audit for ASQA Declaration Clause 8.4</li> </ul>	CEO and Training Manager	OSS004, OSS005
Managing documents and records	<p>Delegation:</p> <ul style="list-style-type: none"> <li>A register of all scope amendments maintained</li> <li>Annual Internal Delegation Audit undertaken</li> <li>Maintain continuous improvement</li> </ul> <p>VET Standards</p> <ul style="list-style-type: none"> <li>Refer to related policies and procedures</li> <li>Annual Internal Audit for ASQA Declaration Clause 8.4</li> <li>Maintain continuous improvement</li> </ul>	Information Management Officer, Training Manager and CEO	OSS004, OSS005, BM004

*SkillsLink Training* will follow the following procedures when managing scope as an ASQA Delegate:

Adding a Qualification to Scope:

Task	Action	Person Responsible
Identify the need for the qualification to be added to Scope	<ul style="list-style-type: none"> <li>Consultation with key industry representatives to identify industry need for local graduates</li> </ul>	Training Manager/Business Development Manager/Customer Relations Manager
	<ul style="list-style-type: none"> <li>Collate industry feedback and present the report to the CEO for approval to add to scope</li> </ul>	Training Manager
Identify suitably qualified trainers/assessors	<ul style="list-style-type: none"> <li>Check Trainer/Assessor eligibility list</li> <li>Recruit if necessary</li> <li>Complete the Trainer/Assessor Matrix with the trainer's qualifications and</li> </ul>	Training Manager

Task	Action	Person Responsible
Develop Training & Assessment Strategy	<p>professional development and industry currency</p> <ul style="list-style-type: none"> <li>• Develop TAS with particular attention to:               <ol style="list-style-type: none"> <li>a) Training product is clearly identified</li> <li>b) Core and elective components defined</li> <li>c) Mode of delivery (F2F, online, workplace or blended) identified</li> <li>d) Entry requirements identified</li> <li>e) Learner support identified – include LLN assessment task</li> <li>f) Duration and scheduling meet volume of learning requirements and capacity of learner. Delivery timetable to be provided to learner.</li> <li>g) Assessment resources, methods and timing to be clearly identified, including any adjustments to cater for different learners</li> <li>h) Appropriate learning resources identified and made available to learner. PowerPoint and handouts that are developed in-house are the preferred training material as they can be adapted easily.</li> <li>i) Sufficient qualified trainers and assessors available</li> <li>j) Physical or virtual facilities meet the requirements of the training product and learner</li> <li>k) Strategies for 'stand-alone' single units or skill sets developed</li> <li>l) Strategies for assessment only pathways developed</li> </ol> </li> </ul>	<p>Training Manager in consultation with:</p> <ul style="list-style-type: none"> <li>• Industry Representative</li> <li>• Qualified Trainer/Assessor</li> <li>• LLN Specialist</li> </ul>
Prepare assessment tasks	<ul style="list-style-type: none"> <li>• All Assessment tools to be prepared</li> <li>• Assessment mapping to be completed</li> <li>• Validate at least one assessment task</li> <li>• Prepare assessment validation plan for entire qualification</li> </ul>	<p>Training Manager with</p> <ul style="list-style-type: none"> <li>• Industry Rep</li> <li>• Trainer/Assessor</li> </ul>

Task	Action	Person Responsible
Lodge with ASQA	<ul style="list-style-type: none"> <li>• Access ASQANet</li> <li>• Notify ASQA of Change of Scope</li> <li>• Email the signed CEO Form</li> <li>• Review Training.gov.au for the addition to scope</li> </ul>	Training Manager
Prepare Marketing Material and Information Pack	As soon as approved: <ul style="list-style-type: none"> <li>• Prepare website description</li> <li>• Finalise course flyer</li> <li>• Ensure enrolment team know process for enrolment</li> </ul>	Business Development Manager and Training Manager

Removing a Qualification from Scope:

Task	Action	Person Responsible
Lodge with ASQA	<ul style="list-style-type: none"> <li>• Access ASQANet</li> <li>• Notify ASQA of Change of Scope</li> <li>• Email the signed CEO Form</li> <li>• Review Training.gov.au for removal from scope</li> </ul>	Training Manager

Change to Operations or Ownership:

Lodge with ASQA	Refer to Policy OSS017 Change in Operations or Ownership. Complete relevant form for changes in: <ul style="list-style-type: none"> <li>• Cte Membership (include Fit &amp; Proper Person Declaration</li> <li>• Change in management</li> <li>• Change in contact details, ie address, key contacts</li> <li>• Change in ownership</li> </ul>	CEO with Training Manager
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