Quality and Compliance Policy and Procedure

Soar Advanced Flight Training (SAFT) is a Registered Training Organisation operating under the regulatory control of Australian Skills Quality Authority (ASQA), which is the national regulator for the vocational education and training (VET) sector in Australia.

SAFT conducts its training services in accordance with the Standards for Registered Training Organisations (RTOs) 2015 under the National Vocational Education and Training Regulator Act 2011 for all domestic students, Education Services for Overseas Students Act 2000 and The National Code for international students as well as the Civil Aviation Safety Authority (CASA) Flying training standards and syllabuses.

SAFT is committed to the provision high quality training and assessment services, ensuring compliance with all relevant regulations, training which meets the needs of the aviation industry, training delivery which meets its customer's needs, and the issue of certification which has integrity, currency and value.

All training staff hold Australian Training and Assessment qualifications and have extensive experience as trainers/assessors and as vocational pilots.

SAFT engages the services of training and compliance consultancy services to ensure it is informed and up-to-date with all regulatory requirements.

The following activities are undertaken to ensure continuous improvement of our training product and services and our quality processes.

Quality Meetings

Regular quality meetings ensure that staff are kept up-to-date, operations are reviewed and matters for continuous improvement are recorded and acted upon. Matters attended to at this meetings include:

Quality and Compliance items
  - Compliance changes required, issues or concerns, and audits
  - General ASQA & ACPET updates
  - Policy and procedure updates
  - Other regulatory requirements (CASA)
  - Quality Indicators and Student Feedback
  - Opportunities for improvements
  - Updates of any Training Package or version changes / updates
  - Changes to any qualifications on Scope of Registration
  - Student data reporting requirements
  - Complaints and appeals

Training and Assessment
  - Learner induction, orientation and support
  - Improving training and assessment strategies including course content and delivery modes
  - Industry engagement and input from industry stakeholders
  - Trainer and student resources
  - Training facilities and equipment/tools
  - Students (i.e. student numbers, student progress, completion numbers, students on intervention, student success stories)
  - Validation schedule and validation results

Administration
  - Marketing matters (Education Agents, websites, brochures, flyers, other)
  - Enrolment applications process
  - Student records management
  - Government reporting (USI, PRISMS, National data collection)
  - Database updates
Trainers and Assessors
  - Staff qualifications
  - Trainer aviation skills, knowledge and current vocational experience
  - Trainer sufficiency for all locations
  - Professional development in vocational training, learning and assessment, including competency based training and assessment

Health, Safety and Welfare Issues
  - Any Issues and improvements

Feedback

Student Feedback
Students are encouraged to bring any issues of concern they may have to the attention of appropriate staff as soon as possible. This ensures SAFT can address any immediate areas of concern.

Feedback is gained from the student at various points throughout the program. This is done through the SAFT Student Satisfaction Survey and the ASQA regulated Quality Indicator Survey. SAFT publishes its Quality Indicator Survey results on its website.

Staff Feedback
Feedback is sought from Staff on the effectiveness and efficiency of the RTO’s policies, procedures and service delivery. This feedback is gained through Quality Meetings, staff performance reviews and informal discussions.

Where any changes are to be made as a consequence of feedback; the change(s) must be documented in the Continuous Improvement Register.

Internal RTO Compliance / ESOS Audits

At least annually an Internal Audit is conducted to ensure the RTO is maintaining compliance against the Standards Registered Training Organisations and the ESOS National Code. Results of the audit are reported to the CEO. SAFT may engage an external compliance consultant to conduct the audit.

SAFT publishes its latest ASQA Audit Report on its website.

Validation of Training and Assessment Material

Validation shows that assessment systems and materials ensure assessments are valid, meet requirements, and comply with Standards. Assessments and assessment processes are validated against the National Training Package requirements and course guidelines. A Validation Schedule is developed and implemented.