

## Internal Review Policy and Procedures

### Purpose of the policy

The purpose of this procedure is to establish and maintain a system for carrying out internal reviews to verify whether the Australian Pacific International College's activities comply with the requirements outlined in the APIC's policies and procedures as well as the Standards for Registered Training Organisations 2015.

### Policy statements

#### Policy

All training activities and documents associated with the training and assessment services provided by APIC will be subject to an annual internal review.

As a means of supporting its critical business functions, APIC has developed a quality management system to meet the requirements of the Standards for Registered Training Organisations 2015.

The documentation for the Standards for Registered Training Organisations 2015 is contained in an electronic filing system. Any changes to contents of the Standards for Registered Training Organisations 2015 electronic file can only be made by the CEO, or their delegate.

The CEO, or their delegate, is responsible for planning and managing internal quality reviews. Internal reviews are ongoing examinations of the processes adopted by APIC.

## Procedures

This procedure defines the responsibilities, methods and frequency for such internal reviews:


1. Develop a compliance schedule to ensure that each aspect of the Australian Pacific International College operations is audited and reviewed.
2. Using the Compliance Schedule, the CEO, or their delegate, will undertake regular activities as per the Compliance Schedule and provide feedback from these reviews to relevant employees.
3. Any activities undertaken to correct non-compliance issues and to implement recommendations for improvement will be monitored by the CEO, or their delegate.
4. Where relevant, reviews will be discussed at both management and staff meetings
5. The CEO, or their delegate, will prescribe a set time period when the RTO will undertake a quality review of its compliance against the Standards for Registered Training Organisations 2015. It is envisaged that an internal review will be undertaken as a minimum, annually.
6. After undertaking the review, a report including recommendations for improvements, will be produced and provided to the CEO, or their delegate, for review.
7. The CEO will sign-off on the report and provide direction to the RTO's staff as to any non-compliance issues to be recertified and the improvements to be actioned.
8. Relevant RTO staff will report to the CEO, or their delegate, on activities undertaken to rectify non-compliance issues and to implement recommendations for improvement.
9. Monitor completion of actions and document outcomes on the continuous improvement register.
10. Copies of all documents will be archived for future internal reviews and external audit purposes.

### Responsibilities

The CEO, or their delegate, will be the person responsible for the implementation and maintenance of this policy / procedure.

The CEO and the RTO Manager are collectively responsible for all aspects of quality assurance as outlined in this policy and associated procedures.

## Approvals and document control

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