AISR 4 Quality and Governance Policy

Policy Purpose

This policy outlines our commitment to quality training and strong governance at the Australian Institute of Social Relations (AISR). It affirms our alignment with the *Outcome Standards for Registered Training Organisations 2025* and relevant national legislation and regulatory guidance. The policy defines how we maintain accountability, manage risk, ensure continuous improvement, and uphold the integrity and quality of our vocational education and training.

Policy Statement

AISR is the trading name of the registered training organisation (RTO) of Relationships Australia South Australia (RASA). AISR operates fully within RASA's quality management and governance structures, ensuring transparency, accountability, continuous improvement, and informed decision-making. AISR complies with all RTO legislative and regulatory requirements, and embeds practice and operational governance across every aspect of functioning, from strategic planning and financial management to student-facing service delivery, with a focus on student outcomes, community impact, and ethical practice.

Where third party arrangements are in place, AISR remains accountable for compliance with all relevant RTO Standards, and ensures these arrangements are governed by written agreements, risk-assessed, monitored, and reviewed in accordance with ASQA guidance and national legislation.

We take a proactive approach to risk management, guided by data and consultation, and support continuous improvement through robust feedback systems, performance monitoring, and regular review of policies, procedures and practices.

Governance Structure
Relationships Australia South Australia (RASA) is overseen by a Board of Directors responsible for strategic direction, compliance, financial accountability and organisational risk. AISR reports regularly to the RASA Board through the Executive team and CEO. AISR contributes to organisation-wide reporting and strategic planning. The AISR leadership team provides operational oversight, educational leadership, and compliance monitoring, ensuring alignment with the Standards and organisational values.

Leadership and Accountability
AISRs leadership team operates under the direction of the Manager. The team is responsible for the implementation and review of quality systems and compliance practices. All staff are encouraged and supported to contribute to quality outcomes, with clearly defined responsibilities and regular opportunities for professional development. Reporting lines and decision-making pathways are documented and reviewed as part of continuous improvement.

When third party partners are involved in the delivery of training or assessment, the AISR leadership team is responsible for ensuring appropriate induction, ongoing communication, monitoring, and compliance review of those arrangements.

Continuous Improvement
Feedback from students, staff, industry, and other stakeholders is collected regularly and used to inform planning and review. Continuous improvement is integrated into all aspects of AISRs operations, including training and assessment design, delivery modes, student engagement, support services, and administrative systems.

Outcomes from validation, complaints, audits, and stakeholder feedback are documented and actioned through a structured continuous improvement system. Practice supervision is provided regularly by senior staff with vocational education and training expertise.

Risk Management
AISR maintains a Risk Register that is reviewed quarterly by the manager and escalated where necessary through the broader governance structure. Staff are encouraged to report concerns and contribute to risk identification and response. AISR risks are also considered annually by the Board as part of the RASA risk management policy.

Compliance and Regulatory Reporting
AISR complies with all reporting obligations, including quality indicator data, student records, validation outcomes, and other ASQA or funding body requirements. Data is collected ethically, analysed effectively, and used to enhance decision-making and public accountability.

Stakeholder Engagement
Ongoing engagement with students, staff, industry, and community partners ensures AISRs operations remain responsive, inclusive and relevant. This includes structured advisory processes, student feedback systems, and collaborative initiatives with employers and training networks.

Scope

This policy applies to all staff, students, contractors, and stakeholders involved in the planning, delivery, and management of training and assessment across AISR. This includes all third party providers engaged by AISR to deliver any part of a training product.

Definitions

Governance	The framework of rules, relationships, systems and processes by which authority is exercised and controlled within the organisation.
Continuous Improvement	An ongoing effort to enhance services, systems, processes and outcomes based on feedback and performance.

Risk Management	A structured approach to identifying, assessing and managing risks to organisational objectives.
Leadership and Accountability	Clear lines of authority, responsibility, and reporting that support informed and ethical decision-making.
Stakeholders	Any individuals or organisations with an interest in the services and operations of AISR, including students, employers, funders, and regulatory bodies.
Third Party	An organisation or individual engaged by AISR under a written agreement to deliver training and/or assessment services on behalf of the RTO.

Procedures

Governance Reporting	AISR provides annual reports to the Board, quarterly operational and compliance reports to RASAs Executive and CEO, and the manager attends monthly financial reviews with RASA's finance team. Strategic issues and risks are escalated as needed at monthly Board meetings.
Leadership Responsibilities	The AISR leadership team ensures that all operational decisions align with regulatory standards and organisational values. Role clarity and accountability are maintained through position descriptions and regular team meetings.
Continuous Improvement Process	Feedback is gathered through surveys, evaluations, and meetings. Improvement actions are logged and reviewed regularly using the Continuous Improvement Register, with outcomes reported internally.
Risk Management Procedures	A central Risk Register is updated quarterly, and key risks are reviewed at leadership meetings. Mitigation actions are recorded and monitored.
Compliance Monitoring	A calendar of compliance obligations is maintained. Reports and data submissions are quality-checked and submitted on time to ASQA and other relevant bodies.

Stakeholder Communication	Industry and student engagement activities are scheduled annually. Feedback is analysed and used to inform curriculum and service delivery.
Third Party Agreements	All third party arrangements are governed by written agreements that define responsibilities, ensure compliance with RTO Standards, and maintain quality oversight. Agreements are subject to due diligence, approved prior to delivery, and monitored regularly. A register of third party agreements is maintained, and learners are informed when training is delivered by a third party.

Review

This policy is reviewed every three years, or in response to changes in legislation, regulatory guidance, or organisational requirements.