

Self-Assurance and Continuous Improvement Policy



1. Purpose

VEG Education embeds self-assurance and continuous improvement as integral components of its Registered Training Organisation (RTO) operating model, fully aligned with the Standards for Registered Training Organisations (RTOs) 2025. Through strong governance and quality management systems, we proactively monitor, report, and enhance all training and assessment services. Our approach goes beyond compliance, it drives continuous quality improvement, strengthens outcomes for students, staff, and industry partners, and fosters a culture of accountability and reflection supported by clear governance and rigorous monitoring processes.

2. Policy Statement

To ensure ongoing compliance and continuous improvement, VEG Education undertakes:

- Annual self-assessment against the Standards for RTOs. Findings are reported to the Executive Management Committee and improvement actions are tracked via our Quality Register in aXcelerate.
 - Independent internal audit conducted annually by external auditing provider. Results and recommendations are reviewed by the Executive Management Team, with follow-up actions recorded and monitored.
 - Monthly executive management meetings with standing agenda items on compliance, quality assurance, and continuous improvement initiatives.
 - Annual site visits and compliance reviews with all Third Party (school) providers, ensuring alignment with standards. Outcomes and actions are documented and monitored through the Quality Register.
 - Third-Party Monitoring: Annual compliance site visits and audits are conducted with all approved third-party providers, with findings integrated into our continuous improvement cycle.
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3. Alignment of Business Objectives and Risk Management

VEG Education integrates business planning, risk management, and compliance into a single, interconnected framework that is fully aligned to the Standards for RTOs 2025.

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- Our Quality Management System (QMS) outlines the policies, procedures, and processes that underpin training delivery, assessment practice, and compliance obligations.
- Regular internal audits and independent reviews provide insights and highlight opportunities for improvement.
- A proactive risk management strategy is integrated into organisational planning. Risks are identified, regularly reviewed, and managed to reduce potential impact on compliance, training quality, and student outcomes.

This ensures our business objectives, risk approach, and compliance responsibilities work in unison.

4. Non-Compliance Reporting & Management Engagement

Proactive identification and reporting of non-compliances are an integral part of our compliance culture:

- Staff utilise an internal reporting system that ensures confidential and timely notification of any non-compliance.
- The executive management team meets weekly, with a formal compliance review monthly, to investigate, resolve, and action all reported matters. Issues raised are reviewed, investigated, and corrective actions implemented promptly.
- The CEO is accountable for overseeing risk management and maintaining compliance with RTO standards, while all actions and outcomes are tracked transparently.

5. Legislative and Regulatory Change

VEG Education maintains robust systems to track and communicate legislative and regulatory changes affecting VET delivery:

- The compliance team actively monitors all relevant updates, with the GM – Education and Training overseeing notifications.
- When a change occurs, its impact is analysed, promptly communicated to staff via internal channels, and training is delivered as required to ensure seamless compliance.
- Clients are advised of relevant changes through regular website updates, newsletters, and direct communications, promoting understanding and confidence in our compliance and quality standards. VEG Education is committed to ensuring both staff

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and clients remain fully informed of changes to legislation and regulatory requirements that may affect service delivery.

6. Continuous Improvement Model

At the heart of our model is a strong student focus and a commitment to improving training outcomes and stakeholder engagement. VEG Education applies a Plan-Do-Check-Act (PDCA) cycle across all operational areas.

- Plan – Identify areas for improvement and develop quality initiatives.
- Do – Implement strategies with engagement from staff, students, and stakeholders.
- Check – Measure effectiveness through audits, feedback, and monitoring.
- Act – Refine systems and embed improvements into practice.

This cycle ensures improvement is continuous, practical, and evidenced by positive outcomes for our learners and partners.

- Regular reviews and stakeholder feedback shape improvements to training, assessment, and support services.
- All staff are engaged and empowered in the improvement cycle, fostering a culture of quality and excellence.

7. Commitment to Excellence

VEG Education's self-assurance framework underpins everything we do. Our systems for monitoring, reviewing, and improving practice are designed not only to meet compliance obligations but to deliver training and assessment services that exceed expectations.

By embedding self-assurance and continuous improvement into every aspect of our operations, we ensure that VEG Education remains responsive, compliant, and focused on delivering quality outcomes for all learners, clients, and stakeholders.