

Quality Policy

The purpose of this policy is to ensure the Anglicare College adheres to regulations, standards and guidelines for maintaining and improving service delivery.

Scope

This document is relevant to people who access courses within Anglicare College.

Policy

Anglicare College is committed to meeting the highest quality standards, as expected by our customers, in the delivery of training and assessment services.

The quality management system is based on the requirements of the Australian Skills Quality Authority (ASQA) 2012, *National Vocational Education and Training Act 2011*, the Australian Qualification Framework, and all other relevant Commonwealth, or State governments legislation and regulatory requirements related to the operation of Registered Training Organisations.

The primary **quality** objectives of Anglicare College are to:

- Use our knowledge to train and educate
- Enhance the learning culture of Anglicare services
- Provide quality training and assessment services
- Utilise the quality management system as the primary tool in achieving best practice outcomes across our Registered Training Organisation operations
- Ensure that all opportunities for continuous improvement are acted upon, and
- Fully comply with all relevant Federal and State governments legislative and regulatory requirements for the operation of Registered Training Organisations.

In the implementation of this policy, the focus is on our commitment to consistently meet the expectations and requirements of our clients and that of all our statutory obligations.

Our quality management system provides the mechanisms for the detection of system shortfalls and for stimulating continuous improvement activities.

We define but do not limit our stakeholders as participants (both current and potential), members of our staff - either full-time or part-time, employers, enterprises, various government agencies, and industry training advisory bodies.

Anglicare Finance department is responsible for the management of our accounts and financial reporting. A team of trainers is responsible for delivering training and assessment services.

Responsibilities

Anglicare RTO policy documents must be ratified by the CEO Anglicare College. The CEO Anglicare College is responsible for reviewing this policy every two years.

Anglicare College employees are responsible for adhering to authorised policy and for communicating any gaps or feedback regarding existing policy.

Related documents

- Fees and Refund Policy
- Participant and Welfare Policy

Relevant Legislation / Guidelines

- ASQA Standards for VET accredited Courses - 2012
- *The National Vocational Education and Training Regulator Act - 2011*
- *Australian Qualification Framework - 2013*

Feedback

Feedback on this policy can be submitted to policy@anglicare.com.au.

Compliance

Non compliance with this policy may result in disciplinary action up to and including dismissal or exclusion from further participation in the training or course.