

<i>This policy relates to the following guidelines:</i>	ISO 9001:2015 Quality management systems National Standards for Group Training Organisations 2017 Australian Apprenticeships Support Network Contract 2020-2022
<i>This policy relates to the following legislation:</i>	National Vocational Education and Training Regulator Act 2011 as amended

## Purpose and scope

The purpose of the quality assurance policy is to enhance the effectiveness of the organisation and to continually improve its service. GTNT Group has a commitment to quality assurance and has established a quality management system (QMS) with guidance from the ISO 9001:2015 Quality management systems standard. Quality Assurance is demonstrating a consistent approach to the manner in which we conduct all business with all stakeholders; whilst also meeting other regulatory authorities and professional association requirements.

Some of these requirements include:

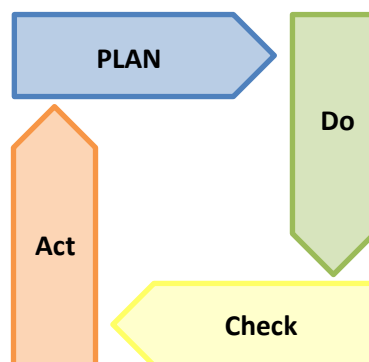
- As a Group Training Organisation (GTO), GTNT Group ensures that the standards set within the National Standards for Group Training Organisations 2017 are considered within the QMS.
- As a delegate of the Chief Executive of the Department of Trade Business and Innovation approved to perform regulatory functions under Training and Skills Development Act 2016 (the Act) and joint contract holder with the Northern Territory and Australian governments for the provision of the Australian Apprenticeships Support Network services, GTNT Group ensures that the standards set within the Australian Apprenticeships Support Network Contract 2020 - 2022 and the Act are met within the system.
- As a Registered Training Organisation (RTO), GTNT Group also ensures that the regulations within the National Vocational Education and Training Regulator Act 2011 as amended are also met within the system.

## Objectives

The objectives of this policy is the effective quality assurance at GTNT Group to be able to

- provide a consistent approach to all services delivered;
- strive for continuous improvement;
- enhance customer satisfaction through the effective application of our system;
- continue to develop and value our staff as a key resource to the success of the system; and
- conform to and exceed the requirements of contractual obligations we have committed to, and the requirements of the relevant regulatory authorities and professional associations.

To achieve the objectives of this policy, GTNT Group uses the Plan, Do, Check, Act method.



## Plan

Establish the objectives and processes necessary to achieve the desired outcome in accordance with customer requirements and company policies and procedures.

## Do

Implement processes and provide services.

## Check

Monitor and measure services provided against benchmarks, feedback, policies and procedures and report the outcomes.

## Act

Take actions to continually improve processes and services provided.

This is done through:

- Strategic planning
- Quality management system
- Probation and training plan for new employees
- Internal audits
- Periodic document reviews
- Employee performance reviews
- Surveys
- Feedback forms
- Internal and external exit interviews

## Responsibilities

### Management

- Strategic planning
- Conduct employee performance reviews
- Demonstrate positive attitudes toward the 'Quality' culture, and
- Drive continuous improvement within departments to align with the QMS.

### Chief Financial Officer

- Oversee processes for maintaining the QMS;
- Educate and inform staff to help contribute to a 'Quality' culture, which will contribute towards delivering the best service to our customers;
- Conduct internal reviews and audits of the system, in part and as a whole; and
- Report on the effectiveness of the system to the management team, with any recommendations for improvement.

### Technology and Asset Coordinator

- Coordination and Administration of the QMS
- Educate staff on the QMS
- Conduct internal process and file audits

### Employees

- Embrace and encourage the 'Quality' culture to others in the workplace, and
- Follow requirements of the QMS to ensure consistency of approach to all stakeholders.

## **QMS Version Control and Communication**

The quality management system is structured to ensure quality version control measures are implemented to review quality documents in accordance with the document risk rating.

Documents requiring review or the creation of new documents are reviewed through a systematic consultation process through the function expert and relevant manager prior to publishing on the QMS.

## **Monitoring and review**

This policy is reviewed on an annual basis by the Senior Leadership Team.

## **Authorised by**

This policy seeks advice for any changes from the Chief Financial Officer.

This policy is authorised by the Senior Leadership Team and is endorsed by the Chief Executive Officer.

<i>This policy relates to the following procedures:</i>	All procedures containing a code preceded with (QU)
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