

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 is relevant to people who access courses within the Anglicare College RTO.

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;
- To enhance the learning culture of Anglicare services;
- To provide quality training and assessment services;
- To utilise the quality management system as the primary tool in achieving best practice outcomes across our entire operations;
- To ensure that all opportunities for continuous improvement are acted upon; and
- To 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 accounts department is responsible for our finances and financial reporting. A team of trainers is responsible for delivering training and assessment services.

RESPONSIBILITIES

Anglicare organisation wide and portfolio specific policy documents must be ratified by the Anglicare College Chief Executive Officer (CEO).

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

RELATED DOCUMENTS

- POL002 Fees and Refunds Policy
- POL003 Complaints and Appeals Policy
- POL006 Learner Support Policy

RELATED LEGISLATION

- 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.

Responsibility: RTO Manager

Approved: May 2023



Cathy Deschamps
RTO Manager