

QUALITY ASSURANCE POLICY

1. PURPOSE

- a. It is an objective of the Company to provide and manage the Company's resources and activities to ensure that a high quality service is always offered and delivered.
- b. To achieve this objective, it is the Company's policy to maintain an effective Quality Management System (QMS), to ensure a planned and systematic approach to its work.
- c. Quality assurance is an organisational priority and forms part of staff continual professional development and individual performance management.
- d. The Company has fully embedded quality assurance procedures and formal/informal processes for measurement. These processes ensure that the work produced by and service delivered by the Company is of a consistently high standard.
- e. The Company ensures that this policy is fully and completely understood by all of its employees, consultants and agents and that its procedures are implemented and maintained at all times.

2. COMMITMENT

- a. The Quality Management System (QMS) shall ensure that Clients are provided with a service that meets their individual requirements, but that also conforms to statutory commitments and accepted good practice.
- b. The CEO shall have overall responsibility for ensuring quality in the Company's business and shall appoint a QMS Manager to implement and manage the system.

3. POLICY SCOPE

- a. This policy applies to all managers, employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, casual workers and agency staff, volunteers, and interns, or any other person associated with us.
- b. This policy will be communicated to all employees and organisations working for or on behalf of the Company.
- c. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.
- d. This policy is available to relevant interested parties, upon reasonable request.
- e. The Quality Management System (QMS) Manual clearly defines the requirements of the QMS and these requirements shall be adopted at all times.
- f. The QMS shall be communicated in full to new employees, consultants and agents at induction, and at interim times to all as required.
- g. Specific requests or additional client requirements for Quality Management procedures shall only be accepted if they are equal or superior to those of this Practice.

4. CONTROL MEASURES

- a. All employees, contractors and agents will:
 - i. Take accountability for the effectiveness of the QMS
 - ii. Ensure that the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company.
 - iii. Ensure that quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance client satisfaction
 - iv. Promote the use of a process approach and risk-based thinking
 - v. Ensure that the resources needed for the QMS are available, including training, support and encouragement
 - vi. Communicate the importance of effective quality management and of conforming to the QMS requirements
 - vii. Ensuring that the QMS achieves its intended results
 - viii. Engage, direct and support persons to contribute to the effectiveness of the QMS
 - ix. Promote process, quality and self improvement
 - x. Establish partnerships with suppliers and interested parties to provide an improved service.
- b. All employees, contractors and agents are committed to:
 - i. Satisfying applicable requirements by ensuring clients' and applicable statutory and regulatory requirements are determined, understood and consistently met or exceeded, where possible
 - ii. Continual improvement of the QMS by ensuring that the risks and opportunities that can affect conformity of products and services and the ability to enhance client satisfaction are determined and addressed and the focus on enhancing client satisfaction is maintained.

5. REVIEW

- a. The QMS Manager shall carry out regular audits of the Company's work activities to check they are being carried out within the requirements of the QMS. Improvement actions shall be issued when required.
- b. The CEO and QMS Manager shall evaluate the Quality Management System on an annual basis and in between times as required.
- c. In addition, a Working Group shall be formed by representatives from each education service within the Company. The Working Group shall represent the workforce and consult on all matters arising, including any amendments to the standard.

6. ACCOUNTABILITY

- a. The CEO and Quality Manager, shall be responsible for the management of the QMS.
- b. They shall ensure that every employee, consultant and agent works to the QMS requirements and procedures, and that there are systems in place to notify the QMS Manager if they find any areas of the system to be failing or being neglected.

- c. Overall accountability lies with the Managing Director who is responsible for ensuring that the QMS meets the requirements of the Company's strategic business objectives.
- d. All Employees shall be required to work to the Company's Quality System and its processes and procedures.

7. POLICY REVIEW

- a. This policy does not form part of an individual's contract of employment and may be amended from time to time.