

<b>POLICY:</b>	<b>QUALITY</b>
<b>NVR Ref:</b>	<b>Standard 2</b>
<b>IBI Ref:</b>	<b>IBI-3-Q 1</b>
<b>Statement</b>	<p>The Institute provides a range of training and vocational services and has specific expertise in providing relevant training services.</p> <p>The Institute's policy is to consistently provide superior customer service through the use of quality materials, effective work procedures, prompt, efficient and courteous delivery.</p> <p>The Institute recognises that consistent quality of products and services will ensure a high degree of customer satisfaction, repeat business and continued growth.</p> <p>In supporting these objectives, the Institute has established a Quality System based on continuous improvement and steadfast application of quality processes, which meets the requirements of the VET Quality Framework.</p> <p>Details of the quality system operations are embedded in the Institute's Continuous Improvement Model – Quality Improvement Methodology.</p> <p>All employees are committed to successfully implementing and maintaining these procedures and achieving the required levels of quality in product and services.</p>

**VERSION CONTROL**

**Review/ amendment history**

**Policy Approved by:** Chief Executive Officer

**Responsible Officer:** Chief Executive Officer

**Next Policy Review Date:** April 2017

<b>Version</b>	<b>Date</b>	<b>Details</b>
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	April 2015	Updated to reflect NVR 2015 Standards
4.0	April 2016	No material changes