

P 092 Education and Training, Youth and Community Division- Quality Policy

1. PURPOSE

The purpose of this policy is to state the commitment to Quality in order to consistently meet customer and applicable statutory and regulatory requirements.

2. SCOPE

This policy applies to all MTC Board members and its committees and all Education and Training and Youth and Community staff.

3. POLICY

MTC Education and Training, Youth and Community division strives to provide the best achievable quality services to its customers and clients, including meeting applicable statutory and regulatory requirements.

E&T is a Registered Training Organisation (RTO) and provider of both Government funded programs and fee for service training to assist eligible clients gain skills to advance to further education or employment. The Division undertakes to provide the best achievable quality services to its customers and clients. In the implementation of this Quality Policy we will work as a team to generate an appropriate return to our Stakeholders and provide a satisfying and rewarding workplace for our employees.

MTC is a not-for-profit organisation that is focussed on providing quality services to all our stakeholders and creating opportunities to meet our customer's requirements, including applicable statutory and regulatory requirements. We are an active community-based organisation and strive to meet our mission of: **Enriching Lives, Creating Opportunities by empowering people to reach their full potential and Benefiting Communities.** Through the successful delivery of education and training services we will create an annual surplus that is redistributed to the Community through the development and delivery of community-based initiatives.

Quality at MTC Education and Training division is achieved through committed to the following aspects of our organisation:

* **Quality Processes, Systems and Objectives**

The implementation of management systems, documentation and information systems which are designed to yield reliable and consistent services and which conform to RTO and contract requirements. The Quality System is designed to conform to the requirements of ISO 9001:2015 and all contractual agreements, including applicable statutory and regulatory requirements, made between MTC and our customers.

The quality objectives for the Division are established as part of MTC's annual planning cycle:

MTC Strategic Plan ⇔ Division Business Plan & Goals

* **Quality people**

Providing a safe and healthy workplace for our employees, who will be trained and appropriately qualified in all aspects of the delivery of our services.

* **Quality Customer Service**

Satisfying the expectations and needs of our customers and clients. This will be achieved by providing not only quality services to our customers and clients but also reliable information and fast and efficient service.

* **Continuous Improvement**

Continuous improvement of its Quality Management System including establishing quality objectives, which will be continuously reviewed. MTC Education & Training and Youth and Community employees are encouraged to contribute to the continuous improvement of our services, processes and systems. It is a prime responsibility of employees to ensure that all aspects of the Quality System are understood, implemented and maintained at all times.

.....Lisa Lillis.....

Approved by: GM Education and Training, Youth and Community Division

Dated: 20th August 2019