

Quality Policy

Purpose

AVELING is committed to the ongoing development, implementation and maintenance of a quality management system and an environment that fosters continuous improvement.

Scope

This policy covers all training services designed, developed and delivered by AVELING.

Responsibility

All AVELING management, employees and contractors have a responsibility to understand the importance of their individual roles and remain fully committed to meeting or exceeding customer expectations, while adhering to and continually improving the quality management system.

Policy

To achieve this commitment in the delivery of quality vocational training services, AVELING will employ risk-based thinking and a process approach to ensure;

- Compliance with the requirements of ISO 9001:2015, and
- Compliance with all statutory regulations and the requirements of the VET Quality Framework (VQF)

In support of this policy, quality objectives and measurable key performance indicators (KPI's) will be developed and regularly measured to provide confidence that this commitment is being met.

Policy Review

This policy will be reviewed annually to ensure continuing suitability.



Chief Executive Officer

Dated: 12 December 2017