

Access Group Training

Quality Policy Statement

Access Group Training Pty Limited (AGT) is a registered training organisation committed to providing quality vocational training services. Our policy is to provide our customers with services that meet or exceed their requirements. The company's determination is borne out in the corporate vision and mission statements.

Company management is fully committed to their Quality Policy through active participation in quality improvement activities and leadership by example. AGT requires all employees to share in the responsibility for the quality of our products and services. In particular AGT is committed to maintaining a quality management system and ensuring service excellence through an integrated continuous improvement process.

AGT seeks to:

- Provide high quality and flexible delivery of training and other services that meet or exceeds our client's needs
- Recruit and retain individuals from disadvantaged minority groups and place into training and employment to enhance their lives
- Provide our staff with support and professional development opportunities
- Maintain RTO registration
- Maintain a quality management system subject to ongoing review and improvement
- Have a continuous improvement philosophy that is an integral part of our operations

AGT aims to identify and manage risks concerned with compliance with legislation and regulatory requirements, Standards for Registered Training Organisations, and ISO 9001 standards along with other operational issues. Risk management occurs through pro-active management, regular monitoring and review of systems and processes and by analysing client feedback for better understanding of client expectations.

AGT endeavours to maintain financial stability and steady growth to provide secure employment and further opportunities for staff and clients. This is achieved through established business plans, structured financial control processes, and risk identification and management.

QUALITY POLICY - FORMAL APPROVAL



James Jane
Managing Director
Access Group Training Pty Limited

Date: 29 September 2016