

## **Quality Assurance and Improvement Policy:**

The management of Training Unlimited has adopted a Quality Assurance and Improvement Policy that commits the organisation and its staff to Quality Performance.

Training Unlimited is committed to providing the highest quality service to our clients and students.

Client services are continually improved by collecting, analysing and acting on relevant data. Training Unlimited consults with clients and students to identify specific needs and new ways of satisfying these needs. Quality assurance processes and mechanisms, including the requirements of Australian Quality Training Framework auditing and industry service standards are used to monitor and improve the quality of the services and programs.

The organisational policies, procedures and working instructions, are designed in accordance with the Australian Quality Training Framework. These describe how the company ensures that customer requirements are recognised and that consistent control of these requirements is established, implemented and maintained.

The foregoing principles are basic to this company for the quality assurance of our services and products and all staff must actively support the attainment of these goals through the implementation of this policy and other policies.