

**POLICY NUMBER: SLPOL001:4****POLICY TITLE: QUALITY POLICY**

Supersedes: SLPOL001:3

Release Date: July 2024

Review Date: July 2026

## 1.0 PURPOSE AND SCOPE

Skillset Limited (Skillset) is committed to consulting and engaging with our local communities on how we can best meet their needs.

Skillset strives to meet and exceed the expectations of our customers, clients and students through provision of services to the highest standard. We welcome and encourage feedback. A commitment to continuous quality improvement recognises that quality in service delivery and operations is not a 'point in time' achievement but a continuing process involving staff, customers, clients, students and other stakeholders, in close collaboration.

This Policy outlines our commitment to achieve these objectives.

This Policy is relevant to all Skillset Employees, including Skillset Senior College staff.

## 2.0 POLICY

Skillset is committed to implementing and maintaining a quality-focused management system to ensure that all our services meet the requirements of our customers, clients and students. Senior Leadership is committed to this Quality Policy and the supporting systems designed to deliver its objectives and make the following commitments with respect to our business approach:

- To implementing, maintaining and the continuous improvement of our management systems to assure the quality of our products and services.
- To building a mutually beneficial relationship with our customers, clients and students, ensuring their long term success, through understanding their needs.
- To ensuring that all Skillset Employees shall be competent based on appropriate education, skills, experience and training and ongoing performance management.
- To continually improving the capabilities and competencies of Skillset Employees through induction, ongoing education, training, and Management support and to the ongoing evaluation of the effectiveness of Company policies and supporting business systems through formal Management Review.
- To informing all Skillset Employees of Skillset's commitment to quality and ensuring awareness of the relevance and importance of their activities and how they contribute to the achievement of our business objectives as well as meeting clients' expectations. Equally it is the responsibility of all Skillset employees to familiarise and comply with Skillset policies and procedures.
- To establishing, maintaining and continuously improving customer and client services systems and processes to deliver a reliable, predictable and user-friendly service, to monitor and improve our performance and to continuously seek solutions to assure we always meet client expectations.
- To responding to and acknowledging customer / client / student feedback in a timely manner, in accordance with the following policies and procedures;
  - Skillset Limited's Complaints Policy (SLPOL043);

Authorised by: David Cooke

Position: Board Chair

Date: July 2024

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- Skillset Senior College Student Complaints Policy (SSCPOL016); and
  - Skillset Senior College Complaints Procedure (SSC004);
- To supporting clients and students, and continuously improving the level of service through identification, and where possible development of new products, technologies or services to support and where possible enhance our services to ensure we provide them with cost effective, value-based solutions.

As elements of its commitment to Quality across its operations, Skillset will:

- involve the Board, customers, clients, students and other stakeholders in review processes;
- document improvement plans, activities and outcomes;
- gather information on performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement;
- report internally on progress and performance; and
- develop a culture of continuous improvement.

Authorised by: David Cooke

Position: Board Chair

Date: July 2024