

QUALITY FRAMEWORK POLICY

APPLICATION

This policy outlines the methods by which the Master Builders SA Education Department maintains quality systems and engages in continuous improvement processes for all services it provides.

POLICY INCLUSION

This policy is not included in other policies.

OVERVIEW

The Education Department will operate using quality processes relative to its services and status of a provider of education and training courses to the building and construction industry.

Rules:

- All staff must adhere to this policy
- Staff must follow standardised procedures for administering their areas of responsibility
- All legislative requirement must be followed by all staff
- Master Builders SA Education Department managerial staff and training staff are to ensure compliance against the relevant Acts and Regulations

DEFINITIONS

For the purpose of this procedure:

- Master Builders SA – Master Builders Association SA Inc

RESPONSIBILITIES

Training Coordinator's responsibilities:

- To ensure all staff are aware of and adhere to this policy
- To ensure senior management are aware of performance of the Education Department
- To perform a bi-annual internal audit of the Education Department and discuss all findings with Principal Manager, Industry Services and Education
- Maintain ISO9001 accreditation achieved by the Education Department

Director, Operations responsibilities:

- To provide a statement of accounts if requested
- To maintain suitable public liability insurance cover

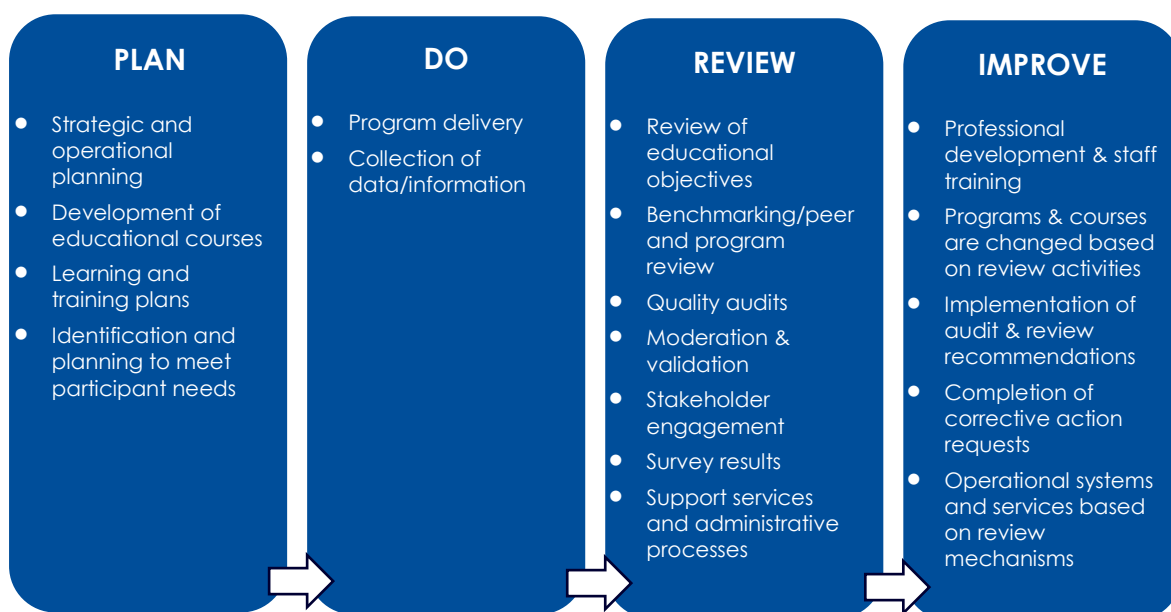
All Education Department staff responsibilities:

- Ensure that they are familiar with and follow this policy and procedure at all times

It is the role of each staff member to ensure that they read and understand this policy. If not, the onus is on the staff member to approach the Training Coordinator for clarification.

All Master Builders SA staff mentioned in this document (including anyone acting on behalf of the Association) are to adhere to this policy at all times.

QUALITY FRAMEWORK CHART



RELATED SYSTEMS, POLICIES AND PROCEDURES:

- Internal Audit Policy
- Participant Handbook
- Cancellation and Transfer Policy
- Incidental Fees
- Industry Ready Education Calendar
- Quality Improvement Register
- Trainer Feedback Policy
- Student Feedback Policy
- Continuous Improvement Policy