

Quality Policy

1. GippsTAFE is committed to business excellence and continuous improvement. GippsTAFE accepts responsibility for consistently delivering high quality training and assessment services by adherence to proven procedures, a total commitment to meeting customer requirements and exceeding customer expectations as well as maintaining an organisational culture that fosters best practice.
2. GippsTAFE is committed to maintaining its Registered Training Organisation status to deliver nationally recognised vocational education and training by complying with all statutory and regulatory requirements.
3. GippsTAFE will maintain and communicate its quality policy, objectives and procedures to stakeholders to maximise understanding of GippsTAFE's Quality Management System. It applies to all key processes implemented across GippsTAFE.

In delivering its core business objectives, GippsTAFE will be:

- **Flexible** in the manner in which it designs business solutions to meet the needs of its clients and staff.
- **Innovative** in the development of its products and services for clients' whilst demonstrating a commitment to business excellence principles and continuous improvement.
- **Responsive** to clients and staff in providing solutions which ensure that the skills and knowledge they require are current and relevant.
- **Sustainable** in its business operations as a responsible business contributing to the economy, society and the environment through its commitment to regular reviews of its documentation, activities, priorities and risks.
- **Transformational** in its aspirations to assist its staff and clients achieve their professional, social and employment objectives.

AUTHORISED BY: Institute Management Group **DATE:** December 2010

RESPONSIBLE OFFICER: Manager Planning & Development

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