

## **Our Quality Policy**

### **Background**

ACIM Solutions is a niche nationally accredited Registered Training Organisation (RTO) #41002 that provides high quality and tailored vocational education and training (VET) programs and services specifically designed for people working in government and emergency management sectors. ACIM Solutions provides customised training programs for organisations with flexible delivery options. We are committed to integrating individual organisational needs and align legislative frameworks to achieve the best outcomes for our clients.

### **Quality Framework**

ACIM Solutions RTO 41002 complies with its legal obligations including the Australian Qualifications Framework (AQF) and VET Quality Framework, regulated by the Australian Skills Quality Authority (ASQA).

ACIM Solutions is committed to providing quality VET products and services to our clients. We systematically and continually improve our operational planning and control. We do this by maintaining a Quality Management System (QMS) which meets the requirements of AS/NZS International Standards Organisation (ISO) 9001:2015 certification.

ACIM Solutions has implemented policies, procedures and processes to help it conform to legal obligations and to complement the VET and quality framework.

### **ACIM Solutions Commitment to Quality**

Management and staff of ACIM Solutions will:

- conform to relevant legislation, regulations, policies and other quality requirements
- continually improve the effectiveness of our management systems
- focus our technical and human resources on providing quality training products and services
- promote and maintain a quality culture among management and staff including effective communication, cooperation and active involvement by all ACIM Solutions people
- incorporate the 'plan, do check, act' philosophy as a core to our business practices
- maintain and strengthen our position in this niche VET area
- set realistic goals, objectives and targets to measure effectiveness

### **Objectives**

ACIM Solutions will:

- Understand the needs of the client. We do this by developing programs and individual learning plans that meet and exceed customer expectations
- Provide written procedures and instructions to ensure consistent systems of work. We will monitor this by meeting routinely to review our policies, procedures, processes and programs as a team effort
- Ensure compliance with legislative requirements and current industry standards. We do this by monitoring our performance and conducting internal and/or external audits as required
- Provide information, instruction, training, supervision and professional development opportunities to ACIM Solutions and contractors as required to enable them to perform their duties
- Promote continual improvement by promoting a quality culture and providing opportunities for all staff to improve their performance and ACIM Solutions resources and processes

### **Responsibilities**

Each ACIM Solutions staff member is responsible for implementing policy in their area of responsibility. This will be measured by their annual performance reviews.

Management is responsible for:

- Providing and maintaining equipment used by their staff
- Developing, promoting, implementing quality policy and procedures
- Training staff in the performance of their tasks
- Providing resources to meet trainer/assessor needs in delivery of VET products and services

Employees are responsible for:

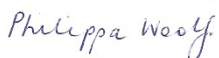
- Following all policies and procedures
- Ensuring client satisfaction at all times

### **Application of the Quality Policy**

This policy applies to ACIM Solutions in all of its operations and functions including venues where training and delivery is conducted.

#### **Authorisation**

#### **Review Date**



*Philippa Woolf*  
Company Director

30 / 7 / 21

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