

## Quality Management and Compliance

Policy Number: BM006

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Version	1.7
Policy Name	Quality Management and Compliance
Compliance Standards	ACEQA: NESA: VET: 2.1, 2.2, 6.1, 6.2, 8.1, 8.4
Date Created	21/11/13
Endorsed By	Board
Date Last Revised	04/03/16, 10/10/20
Next Revision Date	01/11/2022
Related Policies	BM007
Related Documents	Quality Planning Flowchart (Appendix A); VET QF Compliance Risk Register

This Policy applies to Mid North Coast Community College (MNCCC) and its trading arms.

**Aim:** To define college commitment to quality management and legislative compliance

MNCCC's Quality Management and Compliance Policy seeks to set a high standard of courses, programs and services offered by the College. The College aims to meet and exceed the base level or minimal standard of requirements through high quality.

The College's operational systems are focussed to achieve quality results in student outcomes. Where improvements to the quality or efficiencies can be identified, they should be referred to management for assessment against the College standards and compliance framework.

In order to achieve high quality care to clients, the Board and MNCCC's staff are committed to continuous quality improvement and the fulfillment of compliance responsibilities in all aspects of the organisation.

The Board:

- Ensures staffing ratios are sufficient to provide quality service to clients.
- Supports the organisation's compliance with accreditation processes and other legislative requirements.
- Recognises and is committed to compliance with the regulatory and professional standards set by the range of professional bodies and organisations with whom it deals.
- Monitors the quality and compliance of the organisation's programs and services through appropriate reporting mechanisms.
- Recognises its obligations to preserve information relating to litigation, audits and investigations.
- Undertakes ongoing review of policies and performance on a regular basis.

The CEO:

- Recognises obligations to ensure compliance with the Standards for each of the colleges operations / business units
- Ensures continuous improvement is reviewed via Staff Meetings
- Conducts annual internal audits with each Manager to ensure compliance with Standards applicable to their unit (e.g. for ACE - 8.4, see above for related Compliance Standards) and provides annual declaration of compliance to ASQA

Appendix A

