

# Quality Policy Summary – Klepper Training Academy

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## Management Commitment

The management of Klepper Training Academy (KTA) demonstrates a strong commitment to the QMS. This is evident in the Managing Director's introduction, which emphasises the crucial role of the QMS in maintaining high standards and fostering a culture of continuous improvement. The leadership team is actively involved in setting quality objectives, providing necessary resources, and integrating the QMS into business processes.

## Scope of the QMS

The registration of our QMS to ISO9001:2015 covers the design and provision of training under the Nationally Recognised Training framework of Australia.

The QMS covers all aspects of KTA's operations, particularly focusing on training services from program design and development to delivery and evaluation. It applies to both internal and external stakeholders involved in training delivery, ensuring consistency and compliance across all activities.

## Objectives of the QMS

- **Consistency in Training Delivery:** The QMS serves as a compass, aligning us toward a consistent and standardised approach to training delivery. This ensures that each learner, regardless of the course or program, receives a uniformly exceptional experience.
- **Adherence to Regulatory Standards:** As a Registered Training Organisation, compliance with regulatory standards is non-negotiable. Our QMS is designed to not only meet, but exceed these standards, reflecting our unwavering commitment to comply with legal and regulatory requirements.
- **Continuous Improvement:** The QMS is a living framework that encourages a culture of continuous improvement. It empowers every member of our team to identify opportunities for enhancement, ensuring that our training services stay at the forefront of educational excellence.
- **Enhanced Stakeholder Confidence:** Our learners, supporting agencies, and the community at large place their trust in us. The QMS is a testament to our dedication to quality, fostering increased confidence in the integrity and effectiveness of our training programs.
- **Compliance:** Adhering to the ISO 9001:2015 standard to meet international benchmarks for quality management.

## The Student

The ultimate authority on the quality of our products is our students. We are dedicated to ensuring that they receive a high-quality, personalised experience from their first contact with us through graduation and beyond.

## Key Roles and Responsibilities

The QMS outlines specific roles and responsibilities across various levels of the organisation to ensure its effective implementation:

- **Managing Director/CEO:** is accountable for the overall ownership of the QMS, aligning quality objectives with business strategy.
- **General Manager/Operations Manager:** acts as the Quality Management Representative (QMR), overseeing the QMS's maintenance and implementation.
- **RTO Compliance Manager and Training Managers:** handle alignment with regulatory standards and manage training delivery processes.
- **All employees:** are responsible for understanding and complying with the QMS guidelines.

## Trainer Management

At the heart of the QMS is trainer management. Trainers/assessors must hold the relevant Skills, Knowledge, Attributes and, where necessary, qualifications. Subject matter experts (SME) providing training (for example, first aid technical SME or adventurous training leaders) must be supervised by an appropriately qualified trainer/assessor. Where this approach is utilised, it must be documented, and the SME trainer must still be managed within the framework of the QMS.

## Role of Third-Party Provider of Training (TPPT)

Third-party providers of training (TPPT) play a significant role in training delivery under the QMS. KTA ensures that these providers adhere to the same standards and quality requirements as internal operations. Additionally, they are subject to annual audits to confirm compliance with the QMS and regulatory standards.

The TPPT will utilise the KTA Learner Management System (LMS), Student Management System (SMS), and Trainer Management System (TMS) under the supervision of KTAs Training Manager. Failure to comply with these requirements will result in the TPPT losing its authorisation to conduct training.

## Enabling Actions

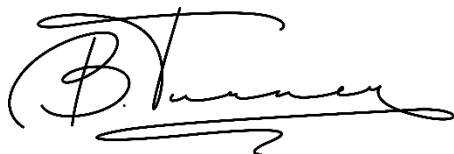
**Data Management:** KTA employs a robust data management system to ensure secure and efficient handling of all training and compliance-related information.

**Continuous Improvement:** The QMS includes mechanisms for ongoing improvement based on feedback from various sources, including audits and stakeholder feedback.

**Risk Management:** There are detailed provisions for risk assessment and management to pre-emptively address potential challenges in training and operations.

## Conclusion

In conclusion, the QMS is our commitment to our company value of 'quality'. It is imperative that we are recognised by both our regulatory bodies and students as being beyond reproach from a quality perspective.



**Bryce Turner**

Managing Director

Klepper Professional Services and the Klepper Training Academy

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