



# Quality Policy Statement

## **Purpose**

SheForce, is a Group Training Organisation (GTO) servicing Greater Melbourne and Victoria.

Our policy is to provide a level of service to our apprentices, trainees, candidates, employers and job seekers which is of the highest quality and meets or exceeds our customer's expectations.

## **Our Commitment**

This commitment is made from all levels of the organisation, including Board, Management and Staff. We commit to ensuring compliance with the National Standards for Group Training Organisations and demonstrating our professionalism and strong social ethos.

Our processes for maintaining GTO registration in Victoria will be subject to continual review and improvement to increase the effectiveness of our Quality Management System; meet our quality objectives; and strive for business excellence.

## **Review**

This policy and procedures will be reviewed when relevant legislative changes are evidence or changes to the policy are deemed necessary.