



## FLEXIBLE TRAINING SOLUTIONS QUALITY POLICY STATEMENT

Flexible Training Solutions Pty Ltd, is a private provider of training specialising in, but not restricted to, the Transport and Logistics Industries, Business Development and Administration (All Industries). We custom design training to suit the needs of our clients and are committed to continuous improvement practices.

This policy statement is issued to clearly indicate Flexible Training Solutions' commitment to Quality Management in its approach to business, by identifying the needs and expectations of current and future markets to ensure customer satisfaction, and development of customer relations for the longterm success of the company by maintaining/ improving customer/employee satisfaction. Flexible Training Solutions will ensure compliance to all relevant legislative and regulative requirements by supplying information and instructions to all its employees. This includes, but is not limited to, Work Health and Safety Act, EEO Act, Privacy Act, Fair Work Act 2010 and Training specific Government regulations.

Flexible Training Solutions Pty Ltd is committed to providing the best training, operating on best practice principles, and consistently providing quality leadership. Our vision is to be the leading training channel of choice within our scope of operation.

Flexible Training Solutions will ensure compliance to all relevant legislative and regulative requirements by supplying information and instructions to all its employees. This includes, but is not limited to, Work Health and Safety Act, Equal Opportunity Act, Privacy Act, Fair Work Act 2010 and training specific Government regulations

Flexible Training Solutions Pty Ltd (FTS) is registered with ASQA and complies with the revised Standards for RTOS 2015. The requirements of ISO 9001.2015 form the basis for the FTS quality assurance system and have been planned and developed with all management functions.

All FTS Assessors have full competencies in TAE40110 Certificate IV in Training and Assessment in compliance with the Training Package for Assessment and Workplace Training, or demonstrated equivalent competencies.

All assessors also have relevant vocational competencies at least to the level being assessed or work in partnership with a person who has relevant competencies at least to the level being assessed.

The Company is committed to quality management and requires all its employees to accept their share of responsibility and have active participation in the quality management of our product/services. Flexible Training Solutions are committed to continuous improvement practices.

The proper adherence to this policy is a requirement of every aspect of Flexible Training Solutions Pty Ltd operation, and we ask all personnel to support it in everything they do.

Control of monitoring and measuring equipment is excluded. Due to the nature of the business we are in we do not have any equipment.

Handwritten signature of Charles Wurth in black ink.

Charles Wurth (Director).

Handwritten signature of Patricia Sincock in black ink.

Patricia Sincock (Director).

Handwritten signature of Anne Maree Wurth in black ink.

Anne Maree Wurth (Quality Manager)

Date: 21/06/2018

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