

# Apprenticeships Matter Organisational Policies

Changes to this document are indicated in Orange

## Quality Policy

Apprenticeships Matter is a consortium partnership of three well-established, community-based, non-profit providers of employment and training services.

We are contracted by the Department of Education and Training (DET) to deliver Australian Apprenticeships Support Network (AASN) Services and have established a network of sites across Victoria.

Our key success factors are our focus on:

- Delivery of quality service and outcomes;
- Adding value by taking an educative, facilitative and supportive role;
- Utilising considerable sector insight to take service delivery to a higher echelon of quality and performance;
- Applying our recognised capacity to contribute to continuous improvement and industry best practice in the delivery of contracted services;
- Ensuring that our clients (Department, Australian Apprentices, employers and other stakeholders) will benefit from Apprenticeships Matter's informed perspective and considered approach to quality; and
- Delivery of well-coordinated, timely and streamlined services and support to employers (at their place of business if appropriate).

**Our staff are committed to this policy and are focussed on continuous improvement, best practice and working as a team towards the common goal of excellence in quality service delivery.**

- Our Vision and Our Process was developed at our 2013 Staff Development Day by all Apprenticeships Matter Staff.
- The Vision and Process (Our Values) are a header on all our meeting Agenda's.

