

# Management Systems

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## General Requirements

The overall management system reflects an attitude by GoodStart Training College management and staff to provide a level of client service, which is a benchmark in the fields of both the Children Services Sector and Vocational Education and Training.

The organisation strives to demonstrate and identify the processes to comply with the Australian Quality Training Framework (AQTF) and ensure effective overall control and function of all operations.

Management and staff of GoodStart Training College are committed to providing excellence in client satisfaction, to always work for improvements of the organisation's operation and processes and to take positive actions, which will eliminate areas of non – acceptable occurrences.

## Documentation Requirements

The organisation supports its Operational Management System in every section by using written procedures and various forms of documentation. These consist of procedures that comply with AQTF standards and other procedures that management believes are paramount to the operational success of the organisation.

GoodStart Training College policy and procedure manual outlines the structure and operations of the organisation and embraces every section and operation of the organisation as shown in the organisational chart. These include procedures, forms, documents and a range of learner guides, courseware, facilities and equipment. These documents are found within the quality assurance folder and are controlled as indicated in the section of the manual dealing with documentation and data control.

## Document, Data and Version Control

GoodStart Training College has procedures in place to create, maintain, retain and distribute internal and externally produced documents and data. The procedure also controls the receipt, use and issue of documents and data provided by outside sources.

Authorised personnel have been appointed as document controllers who have the responsibility to handle changes to any, and all, controlled documents for the issue to all sections and locations requiring material for successful operations and the prompt removal of outdated or obsolete material. However, material of legal, knowledge preservation, or historical benefit may be retained at management's discretion.

Changes can be made at the discretion of the GoodStart Training College after a change requirement has been identified and deemed beneficial by management.

All Version controlled documents that are upgraded are to be logged in the Version Control Register by the Student Services Officer. The procedure ensures the methodology of change action guards the safety of controlled documents and ensures the distribution of new documents and the withdrawal of old documents.

## Control of Quality Records

GoodStart Training College has established and maintained a procedure to identify, collect, index, access, file, store, and orderly arrange quality records. Quality records are maintained to demonstrate conformance to standards and reflect the effective operation of the organisation's Quality System.

All quality records are stored on the NTI Portal or NTI QA folder. When any changes have been made to the documents and a hard copy is kept and housed in the respective hard cover folder and stored with the administrative, marketing or academic student services unit. The procedure provides for the correct storage method to be employed thus preventing damage, deterioration or loss. It establishes and records the retention time for quality records and provides for client access if so agreed contractually.

## Reference Information

Date Reviewed: As per footer review month  
Authorised by: Manager, GoodStart Training College