

PROCEDURE:	MANAGEMENT REVIEW
NVR Ref:	Standard 2
MCC Ref:	MCC-3-M 2
Purpose	The purpose of this Procedure is to ensure the periodic review of Institute's Quality System by senior management.
Scope	The reviews will consider current performance and opportunities for improvement.
Responsibilities	<p>The Quality Improvement Manager will be responsible for scheduling and arranging reviews.</p> <p>The CEO will be responsible for chairing reviews.</p> <p>Staff will be invited to participate in management reviews and address action points.</p>
Action/Method	<p>General</p> <ul style="list-style-type: none"> • Reviews will take the form of a meeting • There will be one annual review • Additional reviews may also be held if considered necessary by the CEO <p>Arrangements</p> <p>The Quality Improvement Manager will make arrangements for the review. This will include:</p> <ul style="list-style-type: none"> • Drafting an agenda • Arranging the venue and all necessary facilities • Inviting students - as considered necessary

Procedure: MANAGEMENT REVIEW (cont)

<p>Action/Method</p>	<p>Agenda</p> <p>The review will consider the following issues:</p> <ul style="list-style-type: none"> • Confirmation of progress on action points from previous reviews • Results of internal audits (including Skills Victoria) • Results of any external certification / surveillance audits • Minutes of validation meetings • Customer complaints • Other customer feedback • Data on process performance • Data on product conformance • Data on financial performance • Performance of suppliers • Human resources and facilities • Progress and status of improvement actions • External factors that may affect the quality system <p>Conducting the review</p> <p>The CEO (or delegate) will chair the review, and the Administration Officer will take minutes.</p> <p>Minutes</p> <p>Within 7 days of the review, the Administration Officer will circulate a copy of the minutes to those taking part (and others - as considered necessary). The minutes will include delegated action points.</p> <p>Actions</p> <p>All participants will complete any actions delegated to them.</p> <p>Follow-up</p> <p>The Quality Improvement Manager will conduct follow-up checks on the delegated actions to ensure they have been implemented.</p>
<p>Freedom of Information</p>	<p>Disposal of Records with regard to the Freedom of Information Act Retention of Records for Freedom of Information Purposes Access to Archived Records</p>

VERSION CONTROL**Review/ amendment history****Policy Approved by:** Chief Executive Officer**Responsible Officer:** Chief Executive Officer**Next Policy Review Date:** July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	July 2015	No material change
4.0	July 2016	No material change
5.0	June 2017	No material change