

## QUALITY POLICY

Lennox Institute Pty Ltd is committed to the development, implementation and maintenance of an integrated Quality Management System and a continuous improvement working environment.

**To achieve this commitment in the delivery of quality vocational education and training services, we will ensure:**

- Compliance with statutory regulations and requirements of the State Regulatory Bodies and the AQTF Essential Standards for Registration.
- Compliance with the requirements of ISO 9001, AS 3806, AS 4360
- The needs and expectations of our clients are clearly understood and achieved.
- All employees understand the importance of their individual roles in the organisation and how their actions impact on the quality services provided.
- The health, safety and welfare of employees, clients and visitors remain of the highest priority.
- All employees are given the opportunity to develop their individual skills through the support and training provided by the Institute.

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Chief Executive Officer

Date