# Responsive Management Systems Policy

## Policy Context:
This policy relates to:

### NVR Standards
SNR 17

### Legislation or Other Requirements
- National Vocational Education and Training Regulator Act 2011
- VET Quality Framework

### Other Policies
All EIT Overarching and Supplementary Policies
- Note: All EIT policies can be found in W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures\VET policies

### Forms and Other Documents
- Course Brochure
- Enrolment Forms (1 & 2)
- Student Learning Plans
- Moodle
- Power Pro
- Course Folders
- Student Questionnaire
- Employer Questionnaire
- Learner & Employer Survey (AQF)
- Student Induction Pack

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## Policy: Responsive Management Systems Policy

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<th>EIT17</th>
<th>Version:</th>
<th>2</th>
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<td>9/10/13</td>
<td>Date Last Reviewed:</td>
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<td>9/10/14</td>
<td>Review Frequency:</td>
<td>One year</td>
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<td>Governance Board</td>
<td>Reviewed By:</td>
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<td>Policy Owner:</td>
<td>Chief Executive Officer</td>
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<td>Responsible for Review:</td>
<td>CEO, E-Learning Manager, Accreditation Manager</td>
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### Communication:
All staff will be automatically notified by email when the reviewed policy has been authorized.

Staff will also be notified in the fortnightly team meetings and in the E-Learning team meetings. All meetings will be minuted.
### Responsive Management Systems Policy

- EIT Student Handbook
- Meeting Minutes
- Supplier Agreements (emails, formal agreements etc.)
- Assessment Strategy Documents
- Webinar Recording Links
- AQF Spreadsheets
- EIT Staff File Access Register

### Definitions

- NVR
- Access and Equity
- VET Quality Framework
- Stakeholder

*Refer to EIT VET Policy Glossary: W:\Data - ALL Standard\Policies and Procedures\EIT Policies and Procedures\VET policies*

### Evidence

See internal EIT folders for locations of the above “Forms and Other Documents”

### Policy Information:

**EIT’s management systems are responsive to the needs of our clients, staff and stakeholders, and the environment in which we operate, as follows:**

17.1 EIT’s management of its operations ensures clients receive the services detailed in their agreement.

17.2 EIT uses a systematic and continuous improvement approach to the management of operations.

17.3 EIT monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.

17.4 EIT manages records to ensure their accuracy and integrity.

### Scope

All EIT Staff

### Procedures

EIT will achieve this policy by:

- Ensuring our operations manual is accurate and available to all staff members
- Checking our operations manual on a regular basis to ensure it reflects the way we conduct our business
- Reviewing our training and/or assessment services on a regular basis to ensure they comply
- Checking the services provided on our behalf meet the VET Quality
RESPONSIVE MANAGEMENT SYSTEMS POLICY

Framework and are delivered in accordance with our operations manual.

- Managing our record keeping policy and procedures on a regular basis ensuring accuracy and integrity
- Ensuring that continuous improvement in records keeping is on the agenda of staff meetings and e-learning team meetings.
- Ensuring that what is promised in our client agreements is delivered.

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