



Internal Review Policy

Continuing registration with Department of Employment and Training is a core aspect to business activity. **Col Joy Training Services** will undertake continuous review and improvement of its scope of registration and business activities.

Aim:

Our aim is to develop a well documented process for regular and timely Internal Review which produces an accurate evaluation of our business activity.

Scope:

The scope of Internal Review may include:

- delivery, assessment and outcomes of training
- training resources
- independent industry, community, employer and client feedback
- marketing and advertising
- employee qualifications and personal development
- office procedures
- physical resources
- changing market trends for forward planning
- budget (current and forecast)

Process' for Review

- Human Resource Management
- Physical Resource Management
- Records Management
- Training Outcomes and Issue of Certification
- Program Implementation Management
- Compliance with Government Contracts
- Continued Compliance of Registration with DET
- Finance

Management of Review

Management of the review process will be administered by the Director, Managing Director and Quality Manager or designated persons.

Refer to Internal Review Checklist for feedback.