

QUALITY POLICY

Introduction

RVTS Ltd aims to provide high quality vocational training to doctors in rural and remote Australia and in Aboriginal Community Controlled Health Services (ACCHS), to support them to gain Fellowship of either the Royal Australian College of General Practitioners and/or Fellowship of the Australian College of Rural and Remote Medicine and/or Fellowship in Advanced Rural General Practice.

RVTS Ltd, via the Remote Vocational Training Scheme (RVTS), delivers structured distance education, supervision and support to doctors wanting to achieve FACRRM and/or FARGP/FRACGP under ACRRM and RACGP Colleges vocational curriculum, while registrars continue to provide general medical services in rural and remote locations and ACCHS.

Purpose

The RVTS Quality Management System (QMS) provides for the systematic and continual improvement of the organisation's performance through regular review of its processes.

The purpose of this policy is to provide a clear statement of Quality Objectives reflecting the organisation's commitment to quality improvement across all processes.

The RVTS Education Evaluation Framework provides a systematic process for the evaluation and review of the Education Program. Data collated from each education activity is regularly reviewed and evaluated for quality improvement opportunities by a series of Quality Circles.

Quality Objectives

RVTS will seek to:

- a. fulfil our contractual obligations in delivering structured distance education and supervision to rural and remote doctors and those in ACCHS;
- b. conform to applicable statutory and regulatory requirements;
- c. implement and maintain a Quality Management System modelled on the Australian and international standard AS/NZS ISO 9001:2015;
- d. enhance Registrar and participant satisfaction through the effective application of the Quality Management System;
- e. systematically and continually improve the organisation's performance;
- f. recruit and retain suitably qualified, competent and experienced staff;
- g. utilise technologies that enhance the development and application of management systems and service delivery;
- h. foster and maintain a Board and Staff culture of continuous quality improvement;
- i. maintain accreditation with Colleges and relevant external standards organisations; and
- j. periodically review the effectiveness of the Quality Management System in terms of achieving the above objectives.

Performance Measurement

The key performance indicators for the organisation's success in meeting the stated Quality Objectives are documented within the RVTS Operational Plan 2013-2016 and are reflected in the Quality System Manual section 6.4.

Responsibilities

RVTS Management and staff are responsible for the communication, enthusiastic promotion and implementation of this Quality Policy and for co-operating with other staff to improve common areas of responsibility. All employees are accountable to the CEO and are expected to be committed to achieving the above quality objectives and participate fully in the implementation of the Quality Policy.

Related documents

RVTS Quality Management System Manual – section 6.4

RVTS Strategic Plan, Key Results Area 4 – Quality, Risk & Governance

RVTS Operational Plan 2013-2016

RVTS Website

AS/NZS ISO 9001:2008 and 9001:2015 Quality Management System Standard

Bi-College Accreditation Principles and Outcomes

RACGP Vocational Training Standards

ACRRM Vocational Training Standards

Document control

Warning – Uncontrolled when printed! The current version of this document is kept on the RVTS server.

Authorised by: CEO

Maintained by: Quality Officer

Last Reviewed: June 2015

Next Scheduled Review: June 2016

Original Issue Date: January 2009

Current Version Date: July 2015
