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1. Our Mission

To enhance the economic opportunities and prosperity of youth, adults and employers through excellent, work-related education and training at a local college that is working to reduce the skills deficit in the central coastal area of Namibia.

2. Goals and Vision

- Be supportive of the economic, social and personal development of the individuals and communities within the locality by providing access to learning opportunities at the time and place to suit the learner.
- Be recognised locally, regionally, and nationally as a provider of high quality vocational training and education.
- Provide cost effective vocational education to enhance the opportunities for all in Namibia.

3. Quality Management System

3.1 General requirements

The Quality Management System (QMS) is that part of our overall business system which implements our Quality Policy, establishes procedures for providing training which meet or exceed learner expectations, and satisfies external quality system requirements. The QMS includes the policies, procedures, organisational structure, requirements and responsibilities for achieving our quality policy. The foundation for our QMS is found in our company's stated values, beliefs and culture.

This Quality Manual and its associated procedures establish and document the means by which we implement, maintain and continually improve our QMS. It also identifies the criteria and methods required to ensure effective operation and control of the system, and identify the measurement, monitoring, analysis, information, and actions necessary to achieve planned results and continuous improvement.

3.2 Management responsibility

Senior Management provides evidence of its commitment to the development and improvement of the quality management system through both words and actions. We ensure that our Mission, Quality Policy, Values, Beliefs and Organisational Culture are understood, implemented, and maintained at all levels of the organisation through documented training, regular communication, verbal reinforcement and rewards.

3.3 Learner focus

Our Mission Statement and Quality Policy articulate our commitment to our learners. Learner expectations must be determined, understood, converted into requirements, and have processes designed to exceed them in order to fulfill this Mission and Quality Policy, on a daily basis. Staying close to our learners is our primary method of determining and understanding their requirements and expectations, and we accomplish this objective through a multitude of channels. These communications and interactions ultimately yield clear, explicit requirements and expectations. The QMS ensures that these requirements are fulfilled with the aim of exceeding learner expectations.

3.4 Quality Policy

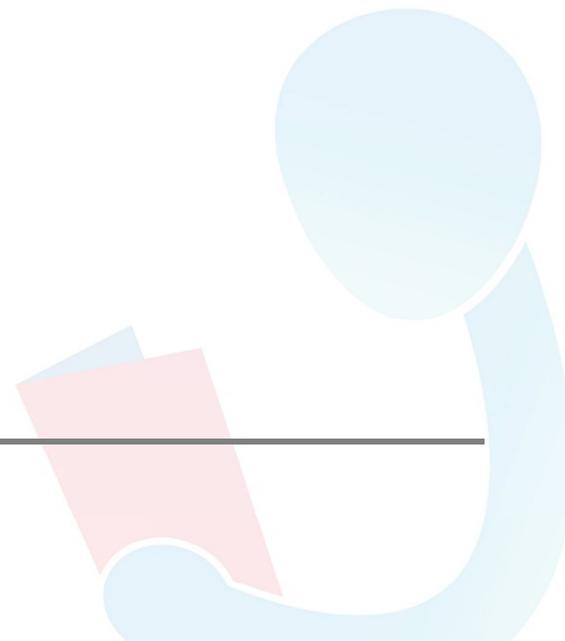
Our Quality Policy specifies the Degree of Excellence as “all activities of the organisation will be carried out in a systematic manner in accordance with defined and documented Policies and Procedures, will meet applicable legislative requirements, will be visible and auditable, and will ensure that the needs of Learners, Staff and Stakeholders are met.

We realise that Quality is the responsibility of all personnel, and therefore will promote a Quality Culture within the organisation by means of sharing information, including personnel in decision making and delegating specific Quality Management functions, e.g. Quality System maintenance, to suitably skilled and competent persons.

Where deficiencies are found, related to the operation of the QMS, corrective and preventative action will be taken to ensure continual improvement of TP policies and procedures. The Quality system has the full commitment of Management.

3.5 Quality management system planning

Our QMS identifies and plans for the resources needed to ensure that our quality objectives are met. This includes the identification and planning of QMS processes, the resources needed to ensure its successful implementation, and objectives for continuous improvement. Any changes to the system are conducted in a controlled manner so that the integrity of the QMS is continually maintained.



3.6 Responsibility, authority and communication

The following have the key responsibilities and authority for maintaining the integrity of our Quality Management System:

3.6.1 Senior Management

Senior Management is responsible for Strategic Planning and Quality Improvement Process Planning, the development of our Quality Policy, Vision, and Values & Beliefs, and provision of the necessary resources for accomplishing our goals and objectives. Additionally, Senior Management is responsible for conducting quality system reviews on an annual basis.

3.6.2 Operational Management

Is responsible for the execution of the Strategic Plan, budgeting, and implementation of the quality management system and policies are the responsibility of Managers throughout the organisation. This explicitly includes responsibility for implementation of our Quality Policy and ensuring adherence to our Values and Beliefs throughout the organisation units for which they are responsible.

3.6.3 Employee Responsibility

All employees are responsible for the quality of their work and for their part in the overall processes used to provide products and services to our customers. Employees will identify and record any problems relating to the product, process, and quality system. Employees are also the key participants in process improvements and the identification of measures needed to ensure the continued success of our continuous improvement process. They will initiate, recommend, or provide solutions through the Corrective/Preventive Action Program.

3.7 Internal communication

We ensure communication regarding QMS processes and their effectiveness between all levels of our organisation through documented training and regular formal and informal communication methods.

3.8 QMS Review Committee and Brief

Representatives from Senior Management, Operational Management and staff will constitute the QMS Review Committee. This committee will conduct an annual QMS review to ensure the continuing suitability, adequacy, and effectiveness of the organisation. At this review, a number of Quality Management System components are reassessed to ensure that they remain current and applicable with business trends and market shifts. These include the Mission Statement and Quality Policy, Values and Beliefs, annual quality objectives, and the need for changes to the QMS.

The QMS review also includes a review of current performance and opportunities for improvement related to follow-up actions from earlier reviews, customer feedback, the internal audit program, the corrective/preventive action program, the preventive maintenance program, process performance and product conformance data, and other changes that could affect the QMS.

3.9 Provision of resources

Appropriate resources, including trained employees, are identified and provided throughout the documented quality system. These include the resources needed to ensure implementation and improvement of the QMS, conduct audits/due diligence, and address customer satisfaction. We believe that our employees are our most valuable assets. In line with our Values and Beliefs, we will do our best to help them achieve their full potential through continuous education and training.

We determine employee training, awareness, and competency needs through a variety of methods. All employees are evaluated and qualified on the basis of documented or demonstrated competencies. Qualification records for all employees are maintained.

We develop and provide training that balances organisational competency needs with the development and career needs of our employees. When a procedure is updated and implemented, those employees responsible for that specific process are trained prior to deployment of the new or changed process or procedure. We maintain records for all training received.

We evaluate the effectiveness of the training through immediate feedback and longer-term evaluation through the employee performance review process. We ensure that our employees are aware of the relevance and importance of their activities and how they contribute to the achievement of our quality objectives. We have identified and will manage the human & physical factors needed to achieve success learning and exceed learner expectations. A suitable working environment is maintained to ensure product quality.

3.10 Measurement, analysis and improvement

Learners are the reason we exist, and drive our quality policy “to meet or exceed learner expectations.” We collect, monitor, and evaluate information on learner and stakeholder satisfaction in order to determine how well we are performing against this critical objective. Our objective is to be particularly responsive to dissatisfaction or complaints. Anyone receiving a complaint has the responsibility for documenting the complaint in accordance with procedures. In addition, the person receiving the complaint will try to solve the problem immediately. If that individual cannot resolve the problem, then the problem will be transferred to an appropriate employee for resolution.

Internal audits are critical to the success of our Quality Management System. They help to determine the effectiveness of the system, as well as to identify opportunities for improvement. If the system is effective internal audits can aid in identifying additional opportunities for improvement. If the system is not effective, internal audits will help determine the scope, nature and source of the problem as well as possible corrective actions needed to achieve effectiveness. The results of these audits form an integral part of the continual improvement process.

On an annual basis, we will perform a self-assessment. We will use the results of the assessment to identify current strengths and weaknesses, and to identify opportunities for continuous improvement.

3.11 Continual improvement

We plan and manage the processes necessary for the continual improvement of the QMS through the establishment of objectives, the planning of the process, the provision of resources and information needed to carry out the process, the monitoring of related measures needed to assess process effectiveness and efficiency, and the identification/implementation of actions needed to achieve desired results.

