



# Hartwig Air Policy

59 Anderson Drive, Parafield SA 5109  
Telephone: 08 8258 4244  
Email: [admin@hartwigair.com.au](mailto:admin@hartwigair.com.au)  
[www.hartwigair.com.au](http://www.hartwigair.com.au)

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## Quality Assurance & Continuous Improvement Policy

### PURPOSE

The purpose of Hartwig Air's quality assurance is to support its stated aim to participate and support the aviation industry in developing pilots of excellence.

The purpose of this policy is to give clear direction as to the responsibility and involvement of all stakeholders in assuring best practice and continuous improvement in all aspects of service delivery and operations.

This policy commits Hartwig Air to processes that are fair and equitable, comply with all relevant legislation, are an integral part of its management philosophy and links to our Strategic and Business Plans.

### DEFINITIONS

Quality Assurance comprises all the policies, systems and processes adopted to ensure the enrichment of the quality and standards of Hartwig Air's services and operations.

Evaluation relates to the arrangements which assess that the service and/or operation procedure/process and activities are providing best outcomes.

Audit is the process of ensuring that the quality assurance and evaluation arrangements are operating effectively.

Review is the process of continuous improvement.

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## POLICY

Hartwig Air quality assurance framework:

- sets objectives;
- promotes consistency;
- is underpinned by the concepts of equality and fairness;
- incorporates feedback loops that inform, modify and improve the quality and standards of service and operations;
- utilises the principles of data collection, analysis and remediation to enhance achievement of best practice;

Procedures may be tailored to best meet the needs of particular situations. These variations must meet set objectives and be approved by the CEO.

All policies and procedures will be clearly documented and readily accessible to staff, participants and other stakeholders.

Hartwig Air will continuously evaluate the effectiveness of its quality assurance to ensure that it:

- operates in the best interests of participants, host employers, staff, and the industry as a whole;
- Hartwig Air will continuously evaluate the effectiveness of its quality assurance to ensure that it meets compliance with State and National Standards and Legislation;
- Always collaborates with all stakeholders to ensure best practice

## POLICY GOALS

The Goals of the Policy are to link to and enhance the organisation's objective(s) to achieve:

- the reputation of Employer of Choice within the Training & Education industry;
- the reputation of Provider of Choice within the Training & Education industry;
- a quantifiable improvement in Best Practice each 12 months as a minimum.

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## POLICY GUIDELINES

All people charged on behalf of Hartwig Air with the management, evaluation or review of policy and procedure will be appropriately trained;

An external QA Continuous Improvement Evaluation Consultant may be contracted to impartially manage QA evaluation and continuous improvement.

## PROCEDURE

An organisation wide internal audit will be conducted on an annual basis. The dates to be determined by the CEO and to be conducted in a manner that reflects:

- ESOS,
- CASA
- VQF-ASQA,
- RTO Standards (2015) and
- TQCSI requirements.

Management Review/Continuous Improvement will be an Agenda Item at all meetings conducted by Hartwig Air.

Specific Management Review/Continuous Improvement Meetings will be conducted on a half yearly basis commencing on January of each year.

Extra ordinary meetings required on an ad-hoc basis may be called by any member of the Management Review/Continuous Improvement team through the CEO or their delegate.

Please refer to Reference items for individual procedure.

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## RESPONSIBILITIES

All stakeholders are expected to take personal responsibility for professional standards in all their activities.

All stakeholders will exercise this responsibility within a supportive environment where

- Expectations and standards are defined;
- Continuous improvement and innovation are encouraged;
- Development and training opportunities are provided;
- Feedback is actively sought from all stakeholders.

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