



# Quality Policy

## Purpose

RVTS Ltd aims to provide high quality vocational training to doctors in rural and remote Australia 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.

This policy reflects the commitment by RVTS to enhance the effectiveness of delivery of the program through regular review and improvement processes.

## Quality Policy

Our goal is to achieve 100 percent customer satisfaction, strive for excellence and continual improvement in all our activities

## Quality Objectives

RVTS will seek to:

- a. fulfil our contractual obligations in delivering structured distance education and supervision to rural and remote doctors;
- b. conform to applicable statutory, regulatory and college requirements;
- c. implement and maintain a Quality Management System modelled on the Australian and international standard AS/NZS ISO 9001:2008;
- d. enhance Registrar 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. continue to achieve a high level of participant satisfaction;
- i. deliver a high quality education program measured through exam success;
- j. foster and maintain a Board and Staff culture of continuous quality improvement;

- k. maintain accreditation with Colleges and relevant external standards organisations; and
- l. periodically review the effectiveness of the Quality Management System in terms of achieving the above objectives.

### **Responsibilities for the policy**

Board, CEO

### **Document control**

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

---

Authorised by: CEO

Maintained by: Operations Manager

Original Issue Date: January 2009

Current Version Date: February 2011

---