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0014

Quality Management System (QMS) Overview

To define the scope and overview for the strategic development and management of a Quality Management System (QMS).

1. Management PR01A
2. Corrective Action and Quality Reports PR01B
3. Document Control PR01C
4. Financial Management PR02A
5. Training Administration PR03A
6. Human Resource Management PR04A
7. Marketing PR05A
8. Training and Development PR06A
9. Learner Entry Guidance and support PR06B
10. Management of Assessment PR06C
11. Management of Moderation PR06D
12. Management of RPL PR06E
13. Occupational Health and Safety PR07A

1. Management PR01A

Scope: To define the procedures for the strategic development and management of the Organisation for the provision of quality services or training and development services.

The content relates to:

1. Quality policy and objectives
2. Developing goals and plans
3. Developing policies and procedures
4. Business plan and budgeting
5. Mission and vision
6. Genesis of the Company
7. Products and Services
8. Strategic Objectives
9. Organisational Structure

Mission, Goals and Strategic Plan

The Company is committed to ensuring that the following are in place:

- A clear and unambiguous statement of the mission, goals and principles which guide how the Company operates,
- A clear statement of the areas of learning the Company provides, as well as the services provided in respect of these areas,
- A set of objectives that the Company wishes to achieve annually.
- Strategic business and operational plans that are based on these goals and principles and that support the effective delivery of these learning areas and services, so as to support quality improvements and sustainability.

A Comprehensive Set of Policies and Procedures

The Company have a comprehensive set of policies and procedures in place to ensure that they deliver our programmes and services effectively and efficiently against the quality standards that they have set for themselves and in consultation with our stakeholders (internal and external).

The policies and procedures that the Company has in place over and above the overarching QMS policy and procedures include the following:

- Learning programmes, including the design and delivery of these programmes,
- Learner support (including access issues, language issues, and support during and after programmes),
- Assessment and moderation (including Recognition of Prior Learning and an Appeals Policy),
- Human Resource Development,
- Resources and infrastructure, including finances and partnerships.

These policies and procedures are documented and easily available to staff, learners and other clients of the Company. They have been developed within the context of our clear and unambiguous commitment to learners, staff and clients.

2. Corrective Action and Quality Reports PR01B

Scope: To define the procedures for the effective implementation of corrective action and non-conformance regarding acts, omissions and sub standard practices that may negatively impact on the quality system, future of the provider or operations of the Company and service to clients.

The content relates to:

1. Introduction
2. Review Procedure and mechanisms
3. Management system review procedure
4. Quality reports / non-conformance reports
5. Quality report register

3. Document Control PR01C

Scope: To define the procedures for authorisation, issue, distribution, revision and amendment of the Quality Management System documentation including the handling and disposition of quality records.

The content relates to:

1. Quality Manuals
2. Authorisation of Documents
3. New or Amending Documents

4. Financial Management PR02A

Scope: To define the procedures for financial management including statutory requirements and the monitoring of financial performance of the organisation.

The content relates to:

1. Development of financial policies
2. Budgeting
3. Monthly reporting
4. Annual reporting
5. Financial Audits
6. Statutory returns
7. Credit control
8. Purchasing

References:

- Companies Act, 2008
- Income Tax Act, 1962
- Value Added Tax, 1991

5. Training Administration PR03A

Scope: To define the procedures for the control and co-ordination of training and development administration related to learner achievements and record

The content relates to:

1. Prior to the programme
2. During the programme
3. After the programme
4. Archiving
5. Record keeping
6. Safe keeping

6. Human Resource Management PR04A

Scope: To define the procedures for the management of Human Resources and Industrial Relations of the Company to ensure that adequate manpower is available for the provision of training and development services to clients.

The content relates to:

1. General Human Resources
2. Human Resource Administration
3. Contract of Employment
4. Performance Appraisals
5. Recruitment and Selection
6. Promotion and Terminations
7. Self Development Opportunities
8. HR system review

7. Marketing PR05A

Scope: To define the procedures for the implementation and maintenance of effective public relations and marketing / advertising strategies.

The content relates to:

1. General on marketing
2. The Company Profile
3. Selection of target market
4. Identification of other marketing support
5. Advertising and using of branding / logo's
6. Information that should appear on certificates
7. Customer Surveys

8. Training and Development PR06A

Scope: To define the procedures for ensuring that all personnel are competent and adequately skilled in performing their tasks. All training and development activities including the implementation of skills development is done according to the National Qualifications Framework (NQF) and South African Qualifications Authority (SAQA).

The content relates to:

1. Alignment with ETD Legislation
2. Access and entitlement to training and development
3. Monitoring and evaluation
4. Information and communication
5. Outcomes-Based Education and Training
6. Funding of ETD Interventions
7. Integration of ETD Interventions
8. Needs assessment
9. Types of ETD assistance
10. Appropriate assistance
11. Applying for financial assistance
12. Assessment

9. Learner entry, guidance and support PR06B

Scope: To define the procedures for ensuring that all personnel are focused towards the needs of learners. All training and development activities including the implementation of skills development is conducted to serve the learner.

The content relates to:

1. Access to the programme,
2. Support provided prior to enrolment in the programme,
3. Support provided during the programme,
4. Support provided after the programme has been completed.

10. Management of Assessment PR06C

Scope: To define the procedures for ensuring that all assessments are conducted as per SAQA requirements that include moderation and verification processes.

The content relates to:

1. The assessment process
2. Types of assessment
3. Rights of learners
4. Appeals against assessments
5. Use of assessment instruments
6. Conducting of Assessments
7. Feedback to Learners
8. Assessment review
9. Internal Assessment – number of attempts
10. Arrangements for Students with Special Assessment Requirements

11. Management of Moderation PR06D

Scope: To define the procedures for ensuring that all assessments are conducted as per SAQA requirements that include moderation and verification processes.

The content relates to:

1. The Functions of the Company's Moderation System
2. The Functions of the Internal Moderator
3. What will be moderated?
4. Who conducts Moderation?
5. Moderation Process
6. When will Assessments be Moderated?
7. Cost of Moderation
8. Reports
9. Moderation Review

12. Management of Recognition of Prior Learning (RPL) PR06E

Scope: To define the procedures for ensuring that all assessments for the purpose of RPL are conducted as per SAQA requirements that include moderation and verification processes.

The content relates to:

1. Purpose of RPL
2. Principles of RPL
3. RPL Policy
4. RPL Procedure
5. RPL Process

13. Occupational Health and Safety PR07

Scope: To maintain the highest standards of occupational health, to ensure a safe and hygienic environment in which to work which will result in high employee morale and productivity.

The content relates to:

1. Corporate Policy
2. Environmental Policy
3. Occupational Health and Safety Act
4. Life threatening diseases
5. Smoking Policy
6. Alcohol and drug abuse Policy
7. Medical Testing