

QUALITY POLICY STATEMENT

We provide

- employment placement and training services to disadvantaged job seekers
- training and assessment services to enable the outcomes defined in national Training Packages and/or Australian Qualifications Framework accredited courses to be achieved
- nationally recognized Australian Qualifications Framework qualifications and/or Statements of Attainment

We continually aim to achieve customer satisfaction by consistently meeting the needs and expectations of those accessing our services. In order to achieve this, the individual needs and expectations of the customer must be identified and met through the development and facilitation of individually tailored programs.

We believe our quality system and those working within the system are the major contributing factors in the success of our organisation.

Our Management System is based on the International Standard – ISO 9001: 2000, the Commonwealth Disability Services Standards and the Australian Quality Training Framework Standards. Our system ensures effective controls are consistently applied to our processes.

Job Centre Australia Limited (JCAL) is committed to the maintenance and continual improvement of our management system. This is achieved through the provision of adequate resources to support the system and encouraging all employees, clients, participants and other stakeholders to contribute freely to the system.



Chair Person



Chief Executive Officer