



Quality & Assurance Policy

1. PURPOSE

The Quality and Assurance Policy of Life Skills & Adventures presents the organisation's commitment to the management of policies, procedures and processes required for the planning and execution of our core business activities, as defined in our Quality Management System; and the practice of scheduled assurance activities across the organisation, to review and confirm the required riskcontrols are present and effective.

2. SCOPE

The scope of this policy applies to all approved Camp Programs undertaken by Life Skills & Adventures.

3. POLICY

Life Skills & Adventures is committed to undertaking quality assurance activities as a key component of the management of risk within the organisation. The organisation's commitment to the Quality Management System and Assurance Program will be fulfilled by ensuring:

- A focus on our customers and their relevant requirements.
- Consistent document control processes are applied to all organisational Policies and Procedures.
- Clear responsibilities, accountabilities and adequate resourcing across all levels of the organisation, for planning, decision making, risk management and control of processes.
- We conform to relevant legislative, regulatory and professional standards and requirements relevant to the industries and businesses in which we operate.
- We report on practices at various levels of the organisation including Key Performance Indicators that measure quality, performance and service levels.
- All assurance activities are undertaken by competent people, as per the LSA Quality Assurance Procedure.

4. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
Operations	All staff will be provided with this policy and are responsible for the implementation and improvement of the policy.
Company Director	Is responsible for ensuring suitable resources and support systems to enable compliance with this policy. Drive the consultation process and provide leadership and advice on the continuous improvement of the policy. Responsible for the development, monitoring and review of the Policy and related systems, ensuring all content meets all legislated requirements.
Company Director	Approve the Policy and Provide official sign off on the Policy

5. QUALITY ASSURANCE ACTIVITIES

The Quality and Assurance Policy will be monitored through:

- Operational Key Performance Indicator reviews.
- Annual audit process.
- Post camp quality review (done after each camp).
- The Quality Management System is internally reviewed annually to ensure compliance
- Management Review of the Quality Management System at planned intervals with relevant senior and operational Managers.

6. SUPPORTING DOCUMENTS

Quality Assurance Procedure

Risk Management Policy

Mission Policy