

Quality Statement

The TAFE Gippsland Quality Statement demonstrates commitment to providing the highest quality education and training servicing learners and employers in the greater Gippsland region of Victoria.

TAFE Gippsland provides a Vision of Growing Skills, Creating Futures and a Mission to 'provide accessible, quality education and training that inspires individuals to achieve and, in partnership, promote industry and community development.

A set of core values underpin the Vision and Mission stating the following:

- **Integrity** – 'We do the right thing'
- **Excellence** – 'We do it well'
- **Responsibility** – 'We take ownership of it'
- **Collaboration** – 'We do it together'

Developing a positive quality culture is a key ingredient in achieving an organisation's vision, mission and values. **TAFE Gippsland recognises the challenges and opportunities of the Greater Gippsland region and the pivotal role in supporting the growth of regions economic growth. As a result, commitment is focused on the following:**

- Building relationships with stakeholders: learners, employers, partners, government agencies, schools, local and regional community and industry ensuring long-term success by understanding and fulfilling their needs and expectations
- Promote continuous improvement and innovation based upon efficient business processes, well-defined quality standards, best practices, and customer surveys
- Ongoing development of staff competencies, creativity, empowerment and accountability through appropriate professional development programs.
- Development of a quality culture which creates a healthy work environment and leads to satisfied customers, both internal and external.
- Communicating, consulting and networking with all stakeholders within the VET ecosystem
- Developing and setting quality standards and targets for all areas within TAFE Gippsland and measuring against key targets
- Encouraging the involvement of all members of the greater Gippsland community in the review of performance, the maintenance of high standards and the setting and achieving of quality improvement targets
- Achieving recognition of performance standards through ongoing continuous improvement, accreditation and
- commitment to national quality standards
- Undertaking evidence-based research of industry and vocational education and training trends

TAFE Gippsland's Quality Statement is firmly centered on the needs of learners and employers to identify areas of strength and areas for development, inform action planning and target setting to measure and evaluate improvements in the quality of service provided.



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