

## QUALITY POLICY STATEMENT

Hume Employment Service Limited (Hume), trading as Kestrel Apprentice Solutions, is a community based not for profit Group Training Organisation servicing North East Victoria, Bendigo, Shepparton and the Goulburn Valley and the NSW Southern Riverina.

Our policy is to provide a level of service to our apprentices, trainees, candidates, employers and job seekers which is of the highest quality and meets or exceeds our customer's expectations.

This commitment is made from all levels of the organisation, including Board, Management and Staff. We commit to ensuring compliance with the New National Standards for Group Training Organisations (GTO) and demonstrating our professionalism and strong social ethos.

Our processes for maintaining GTO registration in NSW and Victoria will be subject to continual review and improvement to increase the effectiveness of our Quality Management System; meet our quality objectives; and strive for business excellence.

This policy will be continually reviewed to ensure its' relevance and suitability and will be communicated throughout the organisation as the foundation of our service delivery.

A handwritten signature in black ink, appearing to read 'Dan Wright'.

**Dan Wright**  
Regional Manager  
Kestrel Recruitment