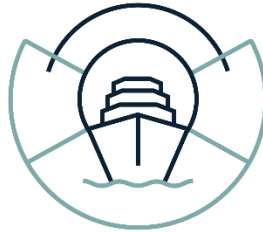




SUPERYACHT
CREW ACADEMY



SYDNEY MARITIME
INSTITUTE

QUALITY MANAGEMENT SYSTEM

Club Sail Pty Ltd QMS

ISO 9001:2015

V2.4

RTO: 91462



Table of Contents

Introduction	Page 2
Document Amendments	Page 3
1.0 Quality Management System Policy	Page 4-5
2.0 Organisation Structure	Page 6
2.1 Organisation Structure Notes	Page 6
2.2 Organisation Quality Targets and Objectives	Page 6
3.0 Induction Processes	Page 7
4.0 Management Review Process	Page 8
5.0 Internal Audit Process	Page 8-9
6.0 Managing Risk	Page 10-11
7.0 Emergency Preparedness	Page 12
8.0 Document Control	Page 13
9.0 ISO9001:2015 Exempt Clauses	Page 17



Introduction

Established in 2000, Club Sail Pty Ltd is a Recognised Training Provider (RTO) based in NSW trading as Superyacht Crew Academy and Sydney Maritime Institute.

Club Sail operates as a maritime training organisation in the Vocational Education Training (VET) sector specialising in training students to be able to work on superyachts overseas. Club Sail, under Sydney Maritime Institute, also trains students for domestic qualifications under the authority of the Australian Maritime Safety Authority (AMSA).

This Quality Management System (QMS) is designed to communicate the values, policies, structures and methods of Club Sail. It also aims to provide an overview of the QMS in operation which is modelled off ISO 9001:2015 *Quality management systems – requirements*.

Club Sail aims to create a document which not only complies with international quality standards, but which also applies best practice management methods, effectively communicates corporate values, and maintains a focus on adding value to the business.

Club Sail takes the safety of its staff and clients seriously, with the policies and procedures in place and quality assurances, Club Sail's QMS addresses all the requirements of the International Standard ISO 9001:2015.



Amendments

Date	Version Number	Description	Audit Reference	Page*
05/05/2022	Draft	1 st version updates		
17/06/2022	1.0	Final approved version		
08/02/2023	1.1	Update Emergency Plan Grammar and spelling Axcelerate Policy DRAFT added to Document Control		
22/08/2023	2.1	Added 'Page' Column to Amendments	1727/04 Obs 4	3
	2.1	Added 'Audit Reference' to Amendments		3
	2.1	Removed Reference to the Quality Assurance Group	1727/03 D1	5 (4)
	2.1	'Responsibility' Column added to Targets Table	1727/03 D2	8
	2.1	Changed AS/NZ ISO 9001 to ISO 9001:2015	1727/03 D3	7
	2.1	Reference added to Audit checklist CH.03 and frequency of Internal Audits	1727/03 D4	10
	2.1	Remove exemption from Clause 8.4	1727/03 D5	19
	2.1	Added exemption pertaining to clause 7.1.5.2	1727/03 Obs 4	19
	2.1	Added drills section and drills to targets		8/ 15/ 17
12/01/2024		Removed Jennie George from Jetty Escape Plan		14
1/09/2024	2.2	Changes to style – Header Footer to inc. SMI		
		Change to introduction to inc SMI and added VET		2
3/10/2024	2.3	Removed Org Chart and Structure notes	1727/05 Obs 1	6
		Replaced 'Continuous' with 'Continual' reg. Improvement Register	1727/05 D4	
		Ensured page numbering is accurate	1727/05 D1	
		Removed Emergency Escape Plans	1727/05	12
		Updated Emergency Response section	1727/05 Obs 2	12
22/01/2025	2.4	Added reference to Standard 6 in New employee and risk management sections	1727/05 D2 D3	7/10
		Added Risk Matrix	1727/05 D2	11
		Update language to refer to audit documents	1727/05 Obs 3 D2	8

**Page numbers may not be accurate following subsequent amendments*



Quality Management System Policy

Club Sail Pty Ltd has a distinct business stream; the provision of world class training for both recreational and commercial maritime people.

As a Nationally Recognised Registered Training Organisation we are required under the terms of the VET Quality Framework (VQF) and Standard 2 to ensure we:

- Continually comply with the standards,
- Monitor training and assessment services we deliver and are delivered on our behalf
- Evaluate our performance for continual improvement, and
- Collect statistical and other recognised evaluation data to identify our quality and performance indicators.

As part of the continual improvement commitment to quality control and assurance and the Quality Management System, Club Sail Pty Ltd places special emphasis on its employees as well as client's requirements. Policies and procedures are paramount to our clients' satisfaction and our continued success.

Every endeavour has been made to identify, plan and prepare for those matters which are foreseeable as likely to or has a possibility of occurring, including business, workplace health and safety, employment and learner related policies, procedures and forms.

RESPONSIBILITY

The Directors are responsible for implementation of policies and procedures and ensuring that all employees and third parties providing services on its behalf are fully trained in our operations. All employees and Directors are responsible for the continual maintenance of the Quality Management System.

Integral to our quality control and assurance is the importance placed on employees and Club Sail Pty Ltd's commitment to their wellbeing, health and safety, as defined in the Work Health and Safety Policy (**POL.02 Club Sail Work Health and Safety Policy**).

QUALITY STATEMENT

Our commitment is to be a growing, competitive and profitable organization with people who will reflect a positive image and are well trained.

We will deliver quality training services, which will be perceived by our learners to be above their expectations and superior to our competitors.

Club Sail Pty Ltd has an ongoing commitment to improving all elements of the business in line with our Continual Improvement Policy (**REG.01 Club Sail Continual Improvement Register**).

It is the policy of Club Sail Pty Ltd to provide superior customer service through the use of quality training resources and the provision of well maintained vessels, classroom facilities and training equipment. The nature of training and service places particular emphasis upon experience, dedication, capability and quality. Club Sail Pty Ltd attaches major importance to competition based quality and a high degree of customer satisfaction, ensuring repeat business.



Club Sail Pty Ltd is committed to the following quality objectives:

- Establish and maintain an effective and properly managed quality system;
- Provide objective evidence that the planned quality systems are implemented and maintained in accordance with management policies;
- The Quality Management System outlines how effective control of the quality system is established, implemented and maintained in order to achieve the requisite assurance of quality and a high degree of consistency in completed work;
- The Quality Management System outlined in this manual has the full support of the management and employees, and its successful implementation and maintenance is a commitment by them. Proper adherence to this manual and active participation in all quality related activities is a requirement of all employees of Club Sail Pty Ltd.

QUALITY INDICATORS

To determine whether Quality objectives and policies are being met, Club Sail Pty Ltd uses the three quality indicators as tools. They are:

1. **Employer Satisfaction** – Competency development, and training and assessment quality; This indicator focuses on employer evaluation of the learner competency development and the relevance of learner competencies for work and further training, as well as employer evaluation of the overall quality of the training and assessment.
2. **Learner Engagement and Satisfaction** – Learner engagement and competency development; This indicator focuses on the extent to which learners are engaging in activities likely to promote high quality skills outcomes and includes learner perceptions of the quality of their competency development and the support they receive or have received from RTO's
3. **Competency Completion Rate** – Comparison to past year competencies awarded to number enrolled; This indicator shows the number of enrolments and qualifications completed and units of competency awarded in the previous calendar year by each RTO

QUALITY IMPROVEMENT NOTICE

We have an obligation to review our performance and seek out all opportunities to continually improve in all areas of our operations.

As such we shall seek new ideas, suggestions or recommendations for continual improvement or addition to business, workplace health and safety, employment and learner related policies, procedures and forms from our Trainers, Assessors, other Staff, Learners, Employers and Industry Stakeholders.

This will require the person making the recommendation for improvement to:

- Document the idea, suggestion or recommendation on a quality improvement notice
- The person documenting the idea, suggestion or recommendation is to consider, Do we have a policy in place that is appropriate to or closely matches, the idea, suggestion or recommendation, if so which one?
- Forward the quality improvement notice to the Director, who will review the notice, call a meeting of trainers, assessors, other staff and third party representatives to discuss the matter in an open forum and to canvass feedback and recommendations on the notice.

The Policy document, procedure or form will then be forwarded to the Director for ratification and implementation.



Organisation Quality Targets and Objectives

Establish and maintain an effective and properly managed quality system;

- Provide objective evidence that the planned quality systems are implemented and maintained in accordance with management policies;
- The Quality Management System outlines how effective control of the quality system is established, implemented and maintained in order to achieve the requisite assurance of quality and a high degree of consistency in completed work;
- The Quality Management System outlined in this manual has the full support of the management and employees, and its successful implementation and maintenance is a commitment by them. Proper adherence to this manual and active participation in all quality related activities is a requirement of all employees of Club Sail Pty Ltd.

The following documents and policies are available to meet the Organisations Quality Targets and Objectives;

- Internal Audit Checklist and ASQA Internal Audit Form
- Annual Management Review
- Student Review Forms including Monthly Student Feedback Review Meeting
- Course Review Procedure
- Enquiry Handling Policy and Procedure
- Staff Competency Policy
- Management and Continual Improvement Policy

Targets are set out in the below table

Document	Responsibility	Periodic Target	Target % (As Req.)
Internal Management Review	Directors	1 per year	100%
Internal Audit Checklist	Office Manager/ Directors	1 Per year	100%
ASQA Internal Audit	Directors	1 per year or as req. by ASQA	100%
Student Feedback Review	Office Manager	Monthly	100% - 85% Satisfaction
Management Quality Meeting	Directors	Monthly	90%
Safety Meeting	Office Manager	Quarterly	100%
Office Drills	Office Manager/ Directors	Quarterly	100%

Audit Definitions

Audits are an in depth look into quality and safety systems and are to be carried out by Club Sail Pty Ltd management or external auditors. They are intended to highlight gaps within the Quality Management System, Work Health and Safety System and RTO compliance framework.

Items found should be reported and added to the Continual Improvement Register – REG.01.



Induction Processes

When employing new staff, whether full time, part-time, casual or contractors including Nominated Representatives via the Transport for NSW framework, Club Sail Pty Ltd shall determine the risks and opportunities that need to be addressed to:

- a) give assurance that the quality management system can achieve its intended result(s);
- b) prevent, or reduce, undesired effects;
- c) achieve continual improvement.

Refer to risk management section and Standard Clause 6.

New employees must be inducted through the management program Happy HR and complete Checklist CH.01 – Club Sail Office Induction Checklist

The following guidelines should be followed when a new employee joins the company;

- Invited and signed on to Happy HR
- Complete all assigned tasks on Happy HR
- Sign Contract
- Familiarisation of space and emergency and first aid equipment of:
 - Warriewood Office including car park
 - Newport Office/ Classroom
 - Newport Workshop
 - Brig and Jennie George including jetty
 - Quality Management System including Power Point presentation
- Email setup and Microsoft Office login



Management Review Process

An annual review of the Quality Management System is to be conducted with all senior employees using form FOR.02 Club Sail Annual Management Review.

The following items are to be addressed;

- Extent to which previous years review Quality Management Objectives have been met
- Changes in external and internal issues that are relevant to the quality management system
- Performance of the Quality Management System
- Previous years review improvement actions
- Student feedback review (An annual review of data from Monthly Reviews)
- Student Feedback mechanism processes
- Review of Quality Objectives
- Satisfaction of external providers
- Managing non-conformities
- The effectiveness of actions taken to address risk
- A Review of Internal Quality Audits
- ISO 9001:2015 Surveillance audit results
- Process performance, monitoring and measurement of results
- Adequacy of resources
- Opportunities for Improvement
- Conclusion and next steps

Internal Audit Process

Internal compliance audits are processed through ASQA forms annually through the *ASQA Annual Declaration on Compliance*

Internal Quality Management audits are also carried out annually via doc. CH.03 – Club Sail Internal Audit Checklist

The Club Sail Internal Audit covers the following clauses as required by the Standard.

- 4. Context of the Organisation
 - 4.1 Understanding the organisation and its context
 - 4.2 Understanding the needs and expectations of interested parties
 - 4.3 Determining the scope of the QMS
 - 4.4 QMS and its processes
- 5. Leadership
 - 5.1 Leadership and Commitment
 - 5.1.1 Leadership and commitment for the QMS
 - 5.1.2 Customer focus
 - 5.2 Quality Policy
 - 5.3 Organisational roles. Responsibilities and authorities
- 6. Planning for the QMS
 - 6.1 Actions to address risk and opportunities



- 6.2 Quality objectives and planning to achieve them
- 6.3 Planning of changes
- 7. Support
 - 7.1 Resources
 - 7.1.5.2 *Exempt*
 - 7.2 Competence
 - 7.3 Awareness
 - 7.4 Communication
 - 7.5 Document information
- 8. Operation
 - 8.1 Operational planning and control
 - 8.2 Determination of requirements for products and services
 - 8.3 *Exempt*
 - 8.4 Control of externally provided products and services
 - 8.5 Production and service provision
 - 8.5.3 *Exempt*
 - 8.6 Release of products and services
 - 8.7 Control of non-conforming process outputs, products and services
- 9. Performance evaluation
 - 9.1 Monitoring, measuring, analysis and evaluation
 - 9.2 Internal audit
 - 9.3 Management review
- 10. Improvement
 - 10.1 General
 - 10.2 Nonconformity and corrective action
 - 10.3 Continual Improvement



Managing Risk

The management of Risk is maintained through ongoing inspection, consultation and training activities.

As part of demonstrating its continuous improvement of health and safety, Club Sail Pty Ltd has the following policies and procedures in place;

- Work Health and Safety Management System
- Work Health and Safety Policy
- Risk Register and Risk Assessments
- Safe Operating Procedures
- Periodic Safety Inspections of Office, Classrooms, Workshop and Vessels
- Periodic Safety Committee Meetings

When assessing any workplace risk or hazard the following actions should be taken;

On identifying a hazard stop work in the area affected immediately

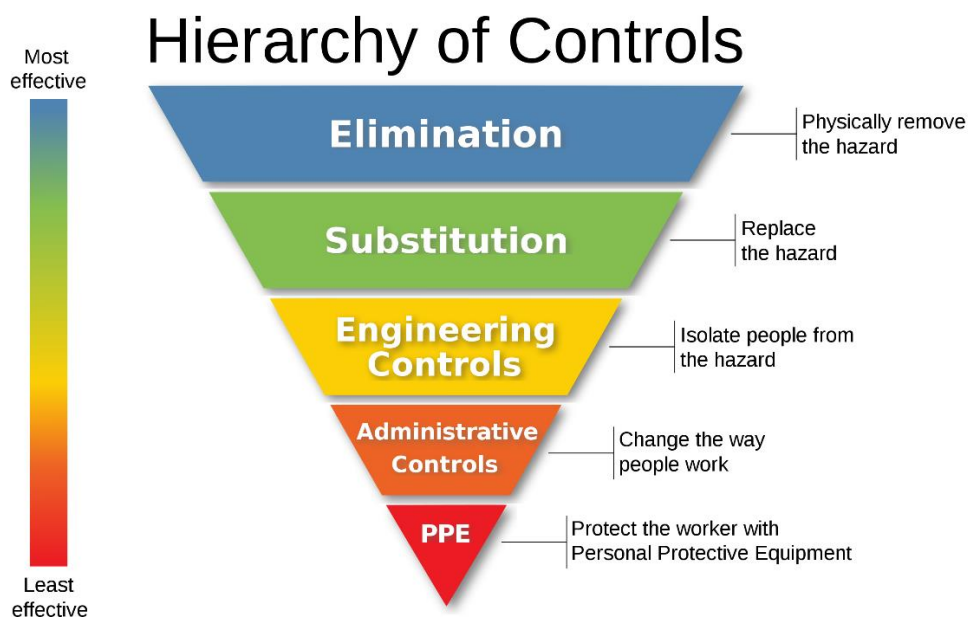
If possible, eliminate risk/ hazard and conduct a risk assessment to ensure no further risk exists

If not possible to eliminate risk immediately, block access to area where risk/ hazard exists and conduct a Risk Assessment.

As per Standard Clauses 6.1.1 and 6.1.2 Club Sail Pty Ltd will address all risk in regard to the QMS, all current systems and new opportunities.

These are recorded in the Risk Register and Risk Assessments and the Continual Improvement Register

The Hierarchy of Risk Controls is as follows;





The assessment of risk including potential severity is calculated in the Risk Matrix below

RISK MATRIX		CONSEQUENCE				
		Negligible	Minor	Moderate	Major	Severe
LIKELIHOOD	Almost Certain	2	2	2	3	3
	Very Likely	1	2	2	3	3
	Likely	1	1	2	2	3
	Unlikely	1	1	1	2	2
	Very Unlikely	1	1	1	1	2



Emergency Preparedness

In any emergency alert all personal and call Emergency Services on 000

Club Sail Pty Ltd takes Emergency Preparedness seriously.

It is imperative all staff, trainers and contractors and inducted properly, hold required qualifications and understand the risks pertaining to a teaching environment, especially that of practical and off-site training.

Management shall ensure all staff are briefed on any relevant safety changes internally and externally via changes to regulations and Standards.

Office Drills

Drills are to be carried out a regular intervals at no longer than every 3 months.

Drills should consist of:

- Raising the alarm – by any means available and demonstrating how to contact authorities.
- Evacuation
- Crowd control
- Use of emergency equipment
- Debrief

Current location for Office and classrooms run drills for entire building – these should be attended by all available staff.



Document Control

Club Sails Documents are coded below and latest versions are kept on the Club Sail Microsoft OneDrive cloud.

Systems

QMS.01 – Club Sail Quality Management System

WHSMS.01 – Club Sail Work Health and Safety System *(Draft Not Yet Implemented)*

Policies

Human Resources

POL.HR.01 Human Resource Management Policy

POL.HR.02 Privacy policy

POL.HR.03 Confidentiality Agreement

POL.HR.04 Workplace Health and Safety policy

POL.HR.05 Quality Management Policy

POL.HR.06 Fair Work Act 2009 - Compilation No. 45 as it is amended

POL.HR.07 Fair Work and Casual Information Statements

POL.HR.08 Recruitment Policy

POL.HR.09 Equal opportunity and human rights policy

POL.HR.10 Diversity policy

POL.HR.11 Serious misconduct policy

POL.HR.12 Sexual harassment policy

POL.HR.13 Workplace bullying policy

POL.HR.14 Drug and alcohol policy

POL.HR.15 Complaints, Grievances and Appeals policy

POL.HR.16 Performance and or behavioural improvement plan policy

POL.HR.17 Development plan policy

POL.HR.18 Modern Slavery Act policy

POL.HR.19 Anti money laundering & counter-terrorism policy

POL.HR.20 Anti-corruption & whistle blowing policy

POL.HR.21 Commitment to the environment policy

POL.HR.22 Employee referral policy



POL.HR.23 Leave policy

POL.HR.24 Emergency evacuation policy

POL.HR.25 First aid policy

POL.HR.26 Smoke free workplace policy

POL.HR.27 Immunisation & vaccination policy

POL.HR.28 Electronic communication policy

POL.HR.29 Bookings, Fees and Refund policy

POL.HR.30 Financial Management and Accountability policy

POL.HR.31 Happy HR Grievance policy

POL.01 Code of Conduct Policy

POL.02 Discipline and Welfare Policy

POL.03 Site Behaviour Policy

POL.04 Health and Hygiene Policy

POL.05 Pandemic policy

POL.06 Robbery and personal threats policy

POL.07 Dress Code – Professional attire policy

POL.08 Dress Code – Relaxed casual policy

POL.09 Dress Code – Travel, networking and event policy

POL.10 Dress Code – Warehouse and hard work wear policy

POL.11 Company car – Individual policy

POL.12 Company car – Shared policy

POL.13 Company property and equipment policy

POL.14 Computer tablet policy

POL.15 Hire car policy

POL.16 Mobile phone policy

POL.17 Laptop computer policy

POL.18 Digital and Social Media Policy

POL.19 Taxi/Rideshare usage policy

POL.20 Security, issues and visitors policy



POL.21 Credit card policy

POL.22 Travel and accommodation policy

POL.23 LinkedIn Policy

POL.24 Electrical failure Policy

POL.25 Roster and time records policy

POL.26 Flexible working hours policy

POL.27 Working from home policy

POL.28 Working outside business hours policy

POL.29 Marketing and Advertising policy

POL.31 Recognition of Prior Learning Policy

Procedures

SOP.01 Safe Operating Procedures

SOP.02 Emergency Evacuation Procedure

SOP.03 Fuel Storage, Handling and Decanting

SOP.04 Injury Reporting Procedure

SOP.05 Credit Card Procedure

SOP.06 Petty Cash Procedure

Forms

FOR.01 Club Sail Annual Management Review

FOR.02

FOR.03 Club Sail Monthly Student Feedback Review Meeting

FOR.04 Club Sail Office Drill Template

Administration

ADM.01

Fire and Safety

ADM.FS.05 Warriewood Office Emergency Escape Plan



Checklists

CH.01 – Club Sail Office Induction Checklist

CH.02

CH.03 – Club Sail Internal Audit Checklist

Registers

REG.01 Club Sail Continual Improvement Register

REG.02

REG.03

REG.04 Student Feedback Register

Training Documents

TRN.01



ISO9001:2015 Exempt Clauses

Club Sail Pty Ltd is exempt from the following clauses within the International Standard ISO9001:2015 *Quality Management Systems*.

7.1.5.2 Measurement Traceability

Club Sail Pty Ltd does not use measuring equipment requiring Measurement Traceability.

8.3 Design and development of products and services

Club Sail Pty Ltd does not produce, design or develop any products or services.

8.5.3 Property belonging to customers or external providers

Club Sail Pty Ltd does not possess, care for or store any customer or external provider belongings.