

P2 S3 C7 Corrective Action Policy and Procedure

Ownership:	Managing Director, Head of Operations	
Author:	Managing Director	
Reviewed by:	Quality Assurance and Academic Governance Council (QAAGC)	
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PURPOSE AND POLICY CONSIDERATIONS

Corrective action is action taken in response to a known non-conformity or other undesirable situation.

Purpose

The procedure establishes the process to a) identify and b) investigate non-conformances in the Forus Training Quality Management System. The cornerstone of corrective action is written and retrievable documentation of c) corrective actions taken and follow-up d) monitoring to determine that corrective actions have been implemented and e) documented in report form, with the aim of preventing recurrences.

DEFINITIONS

Corrective Action: is an action taken to preclude occurrences of an identified hazard or to prevent recurrence of a problem.

SCOPE

This procedure is applicable to all aspects of Forus Training.

CORRECTIVE ACTION – POLICY STATEMENT

Forus Training takes all possible steps to ensure that, should any error, omission or action impacting on the validity of the assessment process be identified, action(s) will be taken to rectify the situation.

PROCEDURES AND PRACTICES

1. The assessor will bring to the attention of the Head of Centre any errors, omissions or actions that call into question the validity of the training and learning or assessment process.
2. Highlighted issues will be fully investigated and rectified.

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3. Any errors, omissions or actions that affect the validity of the assessment process will be immediately communicated to QQI
4. The Managing Director shall manage all such cases and shall conduct preliminary investigation and gather all required evidence. The proceedings shall be documented. Resolution of the issue shall be documented in our internal files.

Any changes resulting from such actions shall be integrated into revised versions of the course and any necessary policy or procedure changes shall be implemented. Outline the specific steps and/or guidance to be followed in order to implement the policy.

WHO MUST OBSERVE THIS POLICY

This is implemented by the Managing Director.

CONTACT INFORMATION

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Managing Director, Forus Training Limited.

Amendment History			
Amendment summary sheet			
Revision	Date	Amendment summary	Training Requirements
002	16/12/2020	Initial release	Read and Review
	24/06/2024	Review. Correction of wording in the Purposes section.	

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