

P2 S3 C6 Nonconformity and Corrective Action Service Policy

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Reviewed by:	Quality Assurance and Academic Governance Council (QAAGC)	
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Version:	One	

PURPOSE AND POLICY CONSIDERATIONS

Overview

This procedure describes the management of non-conformance.

In this context Non-conformance covers;

- Malpractice Reports,
- Customer complaints.

Purpose

The purpose of this policy is to detect, control and rectify any aspect of non-conformance as quickly and efficiently as possible. Where necessary, any service that does not conform to our specifications is properly identified and controlled so that it cannot be delivered to a customer. The recording of aspects of non-conformance is carried out in order to promote action for the prevention of future problems therefore Forus Training will maintain records of nonconformities and how they were dealt with.

DEFINITIONS

Non Conforming: not to act in accord with the prevailing standards, attitudes, practices, etc., of society or a group.

SCOPE

This procedure is applicable to all aspects of Forus Training. This policy works in conjunction with QP OC2 REV01 Corrective Action.

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PROCEDURES AND PRACTICES

Outline the specific steps and/or guidance to be followed in order to implement the policy.

COMMUNICATION PLAN

Stakeholders are informed about this Non Conforming Service Policy at induction.

REFERENCES, SUPPORTING DOCUMENTS AND RELATES LEGISLATION

List any relevant legislation and quality guides referred to in drafting the policy – this is useful for when you come to reviewing a policy.

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Amendment History			
Amendment summary sheet			
Revision	Date	Amendment summary	Training Requirements
002	16/12/2020	Initial release	Read and Review