

Shiv Martin Consulting



Quality Assurance Policy



SHIV MARTIN CONSULTING

RESOLVE CONFLICT. BUILD TRUST. STRENGTHEN TEAMS.

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SHIV MARTIN CONSULTING QUALITY ASSURANCE POLICY

Introduction

Shiv Martin Consulting is committed to maintaining professional standards and continuously improving the quality of our services to enhance the value we deliver to our clients.

We are committed to delivering high-quality services by:

- Maintaining accurate and up-to-date licensing and accreditation.
- Ensuring full compliance with current legislation and adherence to industry best practices.
- Prioritising effective and secure records management.
- Engaging in open and transparent communication with all stakeholders.
- Producing high-quality content informed by the latest research and methodologies.

Policy objective

Shiv Martin Consulting is dedicated to managing its people and processes to consistently deliver high-quality mediation and workplace conciliation services, aligned with client expectations and industry standards. This Quality Assurance (QA) Policy outlines the principles, responsibilities and tasks that guide all operational activities.

Related forms

In addition to this QA Policy, Shiv Martin Consulting provides the following related policies and forms:

- Code of Conduct
- WHS Policy
- WHS Checklist – Working from home and external venues
- Hazard Report Form
- Incident Report Form
- Risk Management Policy
- Environment Sustainability Policy
- Social Procurement Policy
- Modern Slavery Policy
- Privacy & Confidentiality Policy

Scope

This policy applies to all staff members regardless of whether they are employees, independent contractors or representatives of independent contractors, work experience students or other volunteers, Directors, Company Officers or other agents ("Staff Members").

The following QA procedures detail the processes we implement to maintain consistency and uphold high standards across all services we deliver.

MANAGING COMMERCIAL AND CONTRACTUAL AGREEMENTS

Shiv Martin Consulting carefully selects contractors who share our values, bring extensive experience and consistently deliver high-quality services. Our approach to managing contractual agreements, including those with independent contractors, involves the following key considerations to ensure delivery of quality services:

- 1. Defining scope of work and deliverables, including roles and responsibilities**

Each agreement clearly outlines the scope, expected outcomes, timelines and individual responsibilities to ensure mutual understanding and alignment from the outset.

- 2. Ensuring adherence to relevant laws, regulations, and industry standards to mitigate risks**

All contractors must comply with applicable legislation, codes of practice, and relevant industry guidelines. Compliance is verified during onboarding and monitored throughout the contract term.

- 3. Establishing compensation and payment terms**

Payment structures are transparent, fair and aligned with deliverables. Terms are documented and agreed upon prior to commencement to support financial accountability.

- 4. Defining confidentiality, data handling and privacy expectations**

Contractors are required to uphold strict confidentiality and comply with data protection obligations. This includes adherence to relevant privacy laws and Shiv Martin Consulting's internal data governance protocols.

- 5. Defining processes for monitoring performance and providing feedback**

Regular reviews and feedback mechanisms are built into contract management processes. Performance is monitored against agreed KPIs to ensure consistency, quality and continuous improvement.

- 6. Establishing processes for contract termination and dispute resolution**

Contracts include clear termination clauses and procedures for resolving disputes in a fair and timely manner. These provisions are designed to protect both parties and minimise disruption to operations.

- 7. Working with contractors to continually improve and collaborate**

Contractor relationships are treated as partnerships, with an emphasis on shared learning, mutual feedback and collaboration to drive service excellence and innovation.

PROJECT MANAGEMENT

Our approach to managing projects is structured yet flexible enough to ensure effective stakeholder engagement, sustainable solutions and successful outcomes. Shiv Martin Consulting's QA focus ensures that services are delivered in line with contractual obligations, client expectations and quality standards.

The following key steps form the foundation of our effective project management approach and are adapted to suit the specific needs of each project:

- 1. Project initiation**

At the outset of each project, roles, responsibilities and obligations are clearly defined and documented for all parties, including consultants and subcontractors. This ensures accountability and a shared understanding of project expectations from the beginning.

- 2. Compliance and governance**

Projects are managed in accordance with relevant legal, regulatory and ethical standards. This includes implementing confidentiality measures, managing conflicts of interest, and upholding code of conduct and governance practices that mitigate risk and ensure integrity.

- 3. Project planning and execution**

A detailed project plan is developed which outlines the scope, deliverables, milestones, and success criteria. Plans are aligned with industry best practices and ensure that resource allocation, timelines and outputs meet client and contractual expectations.

- 4. Monitoring and evaluation**

Performance is tracked against clearly defined metrics and service standards through regular reporting, milestone reviews and stakeholder check-ins. These activities ensure quality outcomes and allow for early identification of issues.

- 5. Dispute resolution and corrective actions**

Projects include formal procedures to manage complaints, service failures or disputes. When issues arise, corrective actions are implemented promptly to maintain service quality and project continuity.

- 6. Continuous improvement**

Lessons learned are captured and used to refine future project approaches. Periodic reviews of project processes and contract terms support continuous quality improvement and adaptive service delivery.

CONTENT DEVELOPMENT

Shiv Martin Consulting adopts a structured, inclusive and evidence-informed approach to developing training, coaching and mediation content. This ensures consistency, relevance and high professional standards across all offerings. Our content development process includes the following QA measures:

- **Consulting with our expert panel**

We engage our expert panel - made up of seasoned dispute resolution practitioners, mediators and legal professionals - to review and inform content development. Their practical insights and sector knowledge ensure that our training remains grounded in real-world application and reflects current best practice.

- **Incorporating diversity and cross-cultural considerations**

Our content is developed with a strong focus on cultural responsiveness and respect for diversity. We integrate inclusive language, examples and scenarios that reflect varied cultural contexts and experiences to ensure equitable learning outcomes for all participants.

- **Utilising our comprehensive library of resources and methodologies**

Training content is supported by a curated library of evidence-based frameworks, tools and reference materials. These resources undergo periodic review to maintain alignment with emerging trends and practices and ensure consistency with quality and compliance standards.

- **Aligning with accessibility guidelines**

All training materials are designed and delivered in accordance with recognised accessibility standards, such as WCAG. This includes consideration of format, language, delivery methods and technology to ensure usability for people of all abilities.

- **Maintaining currency and impact**

Content is regularly reviewed and updated to reflect legislative changes, industry developments and participant feedback. This commitment to continuous improvement ensures training remains impactful, relevant and aligned with professional standards.

BACKUPS, CYBER SECURITY AND DOCUMENT CONTROL

As a small enterprise, we are committed to protecting our digital assets, client data, and business operations by aligning our cyber security, secure document management, and data backup procedures with best practice recommendations from the Australian Cyber Security Centre (ACSC) and relevant legislative requirements.

Through these combined QA measures, we ensure the confidentiality, integrity and availability of our information assets, supporting reliable service delivery, business continuity and compliance with legal and regulatory standards.

Cyber security measures

We implement a layered cyber security strategy that includes:

- The use of strong, unique passwords and multi-factor authentication (MFA) across all systems and platforms.
- Regular software, operating system and firmware updates to address known vulnerabilities
- Ongoing staff training in cyber awareness, covering safe data handling, phishing risk and incident reporting protocols.
- Controlled access to systems and sensitive information based on role-based permissions, minimising the risk of unauthorised access or data breaches.

Our systems and processes are reviewed regularly to ensure they remain responsive to evolving threats, with adjustments made in line with updates to ACSC guidance and changes in the threat landscape.

Backups and data recovery

All critical business data is securely backed up on a scheduled basis using encrypted storage solutions, with backups stored in geographically separate and secure environments. We maintain tested recovery protocols to ensure data can be restored promptly in the event of system failure, accidental deletion or cyber incident.

Document control and version management

All business documents - whether digital or physical - are subject to structured document control procedures. This includes:

- Unique file naming conventions and version tracking.
- Controlled editing permissions to ensure integrity of official documents.
- Archiving and retention procedures aligned with statutory, contractual and operational requirements.
- Secure disposal processes for outdated or redundant records.

PRIVACY POLICY AND PROCEDURES

Shiv Martin Consulting recognises the importance of safeguarding personal and sensitive information entrusted to us by clients, staff and stakeholders. We are committed to upholding the highest standards of privacy and data protection in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Our Privacy Policy outlines how we collect, store, use and disclose personal information in a lawful, fair and transparent manner. It also explains the rights of individuals to access, correct or make a complaint about the handling of their personal information.

As part of our QA framework, the following privacy measures are in place:

- Collection practices: Personal information is collected only where necessary for service delivery, consent is obtained where required, and individuals are informed of the purpose and intended use of the data.
- Data handling and security: Information is stored securely using encrypted systems, with access limited to authorised personnel on a need-to-know basis. We maintain internal protocols to prevent unauthorized access, loss or misuse.
- Use and disclosure: Personal information is used only for the purposes for which it was collected or as permitted by law. We do not disclose personal data to third parties without consent, unless legally required.
- Staff training and awareness: All team members receive training on privacy obligations and confidentiality practices as part of onboarding and ongoing professional development.
- Complaints and review process: Individuals can raise privacy concerns or complaints through our formal feedback process. All concerns are handled promptly, with appropriate corrective actions taken where necessary.

We conduct periodic reviews of our privacy practices to ensure they remain current with legal obligations, technological changes and evolving client expectations. These procedures support transparency, trust and ethical service delivery across all aspects of our work.

For more detailed information, please refer to our full **Privacy Policy**.