

# Continuous Improvement Policy

## Purpose

We are committed to the continuous improvement of our products and services. We encourage and promote a collaborative approach to all aspects of the business to ensure a high quality outcome is achieved for stakeholders.

## Quality Approach

A high value is placed on a planned and systematic approach to Quality. The consistent achievement of compliant and high quality outcomes in all areas of our business is achieved through intelligent and effective design, implementation, maintenance and the ongoing improvement of all business systems. A collaborative approach is adopted, using various mechanisms to engage with stakeholders, gathering feedback for input into the continuous improvement system.

The following mechanisms are in place to monitor quality:

- Document management using a TRIM as a single source of truth for all documentation and business processes
- Systematic monitoring of complaints and appeals
- Documented business policies, procedures, and work instructions
- Internal and independent external audits
- Scheduled validation activities
- Effective meetings capturing feedback from staff in various operational areas and covering all aspects of the business
- A senior management team that meets regularly with organisational governance, regulatory information, business performance and quality as a standing agenda item
- Opportunity for Improvement (OFI) system.

# Quality Assurance and Continuous Improvement Policy

## Stakeholders

The following groups are considered key stakeholders:

- Buyers
- All staff
- Chief Executive Officer, Managers and Board Members
- Industry, Licensing and Regulatory bodies

## Feedback Mechanisms

All stakeholders are invited to provide feedback on any aspect of the business and services at any time. All feedback received will be analysed and evaluated as part of our continuous improvement. All stakeholders listed above are encouraged to provide feedback and make recommendations for improvement to what we do and how we do it.

Below are various ways in which feedback can be received to monitor performance and identify opportunities for improvement:

- Customer satisfaction survey
- Employee satisfaction survey
- Industry consultation
- Regulator or Legislative updates
- Internal or external quality audits
- Complaints and appeals
- Opportunity for improvement (OFI) submissions from staff, customers or industry
- Outcomes of management meetings or staff meetings.

### **Data Evaluation**

Using the range of methods above for the timely collection of both internal and external feedback data, we conduct analysis, evaluation and action as required. The Opportunity for Improvement (OFI) system ensures a systematic approach is applied and monitored in conjunction with the business's Survey Schedule located in the TRIM.

### **Opportunities For Improvement (OFI)**

OFIs can be raised by anyone at any time and are considered as an opportunity for us to learn, reflect and improve what we do and how we do it. OFIs are raised in response to any source of information representing opportunities to improve training and assessment strategies and practices, learner services and administrative management systems of our business.

Contemplation and evaluation play a key role in our continuous improvement system and all managers, staff and learners are encouraged to regularly reflect and evaluate performance and make recommendations.

### **Systematic Document Monitoring and Review**

A review schedule is in place to ensure all resources, procedures and documentation are systematically evaluated to monitor performance and identify areas for improvement. Each resource, procedure or document must be reviewed by the document owner on an appropriate frequency allowing for priority reviews should an opportunity for improvement be identified requiring urgent action.