**Continuous Improvement Policy**

# Purpose

Continuous improvement is an essential component of operating an organisation that meets or exceeds defined quality standards.

Insert org name is committed to providing high quality training and services that are relevant to community needs and expectations that include; clients, staff, volunteers and contractors.

The object of this policy is to provide a mechanism for insert org name to systematically and continually review and improve its systems and practices (including policies and practices).

# SCOPE

This policy applies to the delivery of pre-accredited and community development programs and to the management of those aspects of the organisation which impact on the quality of these programs.

# Policy Statement

Insert org name is committed to the continuous improvement of its strategies and practices, products and resources to ensure ongoing quality delivery and compliance with all funding agencies to which insert org name is a signatory.

Insert org name will utilise the outcomes of all monitoring and evaluative processes to inform and continually improve strategies and practices across all activities and programs.

# Policy Principles

## Underpinning Principles

1. Insert org name continuous improvement approach is systematic, involves staff, clients and other stakeholders, and uses qualitative and quantitative data to determine the need for improvement to insert org name’s services, operations, practices and systems.
2. Insert org name continuous improvement focus areas include, but is not limited to:
	1. Facilities and equipment;
	2. Policies, procedures and practices;
	3. Management / operational systems;
	4. Strategic / business plans;
	5. Staff performance, competencies and professional development;
	6. Third party arrangements.
3. Continuous improvement is ongoing and may be planned or unplanned, occurring as often as identified and required.
4. All staff are encouraged to report any opportunities for improvement to the Manager/Coordinator in writing as they identify them. Staff are to provide any information and data they have collected to support their recommendations so it can be analysed and acted on accordingly.
5. Staff recommendations are reviewed by the Manager/Coordinator; insert org name at the regular staff meetings.
6. Improvements may be implemented immediately or at an appropriate time, depending on the urgency and circumstances, action and subsequent affect to other operational systems and practices.
7. Continuous improvement actions are recorded and maintained on the “Continuous Improvement Register”.
8. Insert org name. identifies areas of continuous improvement for all areas of its operations through (but not limited to):
	1. Staff feedback;
	2. Customer complaints (see Complaints and Appeals Policy);
	3. Appeals (see Complaints and Appeals Policy);
	4. Induction of staff and contractors;
	5. Legislative or regulatory changes (See Legislation Compliance Policy) ;
	6. Feedback or liaison from stakeholders ;
	7. Administrative processes / efficiencies (See Records Management Policy) ;
	8. Performance Management (see HR Human Resources Employment Relations Policy) ;
	9. Networking activities;
	10. Staff Professional Development; (see HR Professional Development Policy)
	11. Review of marketing practices ;
	12. Industry licensing / regulatory bodies ;
	13. Annual Business planning;
	14. Business/Finance reviews.
9. Insert org name seeks feedback from students and community members regarding their satisfaction with services they have received. This feedback is collated and reviewed by insert org name to identify areas of continuous improvement.
10. Insert org name provides information and feedback regarding continuous improvement actions to all staff via :
	1. Staff meetings
	2. PD sessions
	3. Email
11. All continuous improvement actions need to account for, and maintain, consistency with other policies, procedures, practices, management systems and staff responsibilities. To ensure consistent implementation, all impending continuous improvement actions will be verified and implemented as follows:
	1. Checked against the affect the amendment may have on other policies, procedures, or systems;
	2. Check against the affect the amendment may have on the working or process of other written documents;
	3. Communicating the details of the amendments throughout the organisation, and to third party providers;
	4. Actively engaging staff in continuous improvement and implementation processes;
	5. Potentially undertaking a trial of the amendment to test its effectiveness and cause of results.

**Diagram 1 - Cycle of Improvement**

**Plan**

- selectstrategies

- create systems

- document

- submit to CoG

**Act**

-implement changes

- monitor progress

- collect data

- communicate

**Evaluate**

- consult

- get feedback

- analyse data

# Insert org name Responsibilities

The Manager/Coordinator; insert org name is responsible for ensuring compliance with this policy.

The Manager/Coordinator of insert org name will process refund requests within 1 week from the day of receipt.

# Access & Equity

The insert org name Access & Equity Policy applies. (See Access & Equity Policy)

# Records Management

All continuous improvement related documentation is recorded and maintained in accordance with records management processes (See Records Management Policy).

# Monitoring and Improvement

All enrolment practices are monitored by the Manager/Coordinator; insert org name and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

**Related Documents**

Access and Equity Policy

Complaints and Appeals Policy

HR Professional Development Policy

Records Management Policy

|  |  |  |  |
| --- | --- | --- | --- |
| Policy/Procedure name | Continuous Improvement  | Version | 1 |
| Policy number | Insert Policy Number | Date developed | Insert Month/Year |
| Drafted by  | Manager/Coordinator | Approved by CoM | Insert Month/Year |
| Responsible person | Manager/Coordinator | Scheduled review date | Insert Month/Year |
| Policy Area | Operational |