Continuous Improvement Policy

POLICY NAME	Continuous Improvement Policy
POLICY MANAGER	Academic Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
RELEASE DATE	1st July 2025
VERSION REFERENCE	Version 2.0

Contents

1. Introduction

1.1. Purpose

Greenwich College Pty Ltd is committed to consistently delivering high-quality services to all stakeholders. Integral to this is a commitment to consistent and constant attention to improvement. This policy ensures that Greenwich College Pty Ltd has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

The purpose of this document is to describe the Greenwich College Pty Ltd continuous improvement system. This is a comprehensive system to ensure quality processes and services as well as the efficacy of Greenwich College Pty Ltd policies and procedures and full compliance with all relevant legislation, including the ESOS legislative framework and Standards for Registered Training Organisations (RTOs) 2025.

1.2. Scope

This policy is an overarching Group policy and applies to:

i)   All employees of Greenwich College
ii)   All courses delivered by Greenwich College including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the Greenwich College policy will apply.
iii)   All students Greenwich College Pty Ltd (also trading as Greenwich English College, Greenwich Management College, Greenwich Hospitality College, Greenwich Health & Care College) RTO: 91153, CRICOS: 02672K

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2. Policy

Greenwich College Pty Ltd:

- Is committed to ensuring that quality of services provided across all of its operations – this includes training and assessment services and processes, student support, customer service and effective management of the business and its staff
- Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services
- Has a management team in place which oversees the quality of services provided by the RTO

Greenwich College Pty Ltd strives through its formal and informal system of continuous improvement to ensure that all of its systems, qualifications, programs of study, policies and procedures are of high standard, meet all legislative requirements and are fully compliant.

2.1. System of Continuous Improvement

Greenwich College Pty Ltd employs a systematic continuous improvement process for the identification, planning, implementation, and review of improvements. This system is a cornerstone of our self-assurance framework.

1) Mechanisms for Identifying Improvements

We utilise a variety of formal and informal mechanisms to gather data and identify opportunities for improvement. These include, but are not limited to:

- Qualitative and quantitative feedback from students, gathered through surveys, focus groups, and informal discussions.
- Feedback from trainers and assessors.
- Feedback from administrative and support staff.
- Proactive and systematic consultation with industry partners, including regular meetings, industry advisory panels, and workplace visits, to ensure ongoing relevance of our programs.
- Feedback from work placement partners.
- The outcomes of internal and external audits.
- The results of assessment validation and moderation sessions.
- Analysis of student progress and completion rates.
- Appeals and complaints data and their resolution.
- Analysis of Quality Indicator and AVETMISS data.
- Regular review of trainer and assessor credentials, vocational competence, and industry currency to ensure ongoing compliance with the national Credential Policy and its successors.

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2) **Planning and Implementing Improvements**

Once an area for improvement has been identified:

- The issue is documented, and the root cause is analysed.
- A plan of action is developed, outlining the required changes, the person/s responsible, a timeline for implementation, and the expected outcome.
- The plan is implemented, and the changes are communicated to all relevant stakeholders.

3) **Monitoring and Review**

The effectiveness of any implemented improvement is systematically monitored to ensure that it has had the desired impact. This includes:

- Gathering further feedback to assess the impact of the changes.
- Reviewing the outcomes at management and operational meetings.
- Documenting the results in the Continuous Improvement Register.

2.2. Roles and Responsibilities

- **All Staff:** Are responsible for actively participating in the continuous improvement process by providing feedback, implementing changes within their areas of responsibility, and identifying potential areas for enhancement.

- **Managers and Team Leaders:** Are responsible for fostering a culture of continuous improvement within their teams, leading the implementation of improvement initiatives, and ensuring their staff are engaged in the process.

- **The Executive Team:** Is responsible for the overall strategic direction of continuous improvement, allocating resources, and ensuring the system is effective in achieving the college's quality objectives.

2.3. Policy Review

To ensure its ongoing relevance and effectiveness, this Continuous Improvement Policy and the associated system will be reviewed at least annually, or as required in response to changes in the regulatory environment or the needs of the college.

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3. Reference and Supporting Information

3.1. Supporting Documentation

Document name	Document type	Location
ASQA Standards for RTO's 2025	Regulatory Standards	External
The Education Services for Overseas Students (ESOS) Act 2000	Legislation	External
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	Regulatory Standards	External
National Vocational Education and Training Regulator Act 2011	Legislation	External
Student Complaints and Appeals	Policy	Website
Assessment Validation and Moderation Policy	Policy	Internal
Work Placement Policy	Policy	Website

3.2. Change History

Version	Approval date	Department Approved by	Change
v1.0	26th October 2015		Continuous Improvement Policy created
v1.1	14th April 2016	Executive General Manager - Group Quality, Accreditation & Compliance General Manager Academic Manager	Annual review
v1.2	1st January 2018		
v1.3	4th March 2019		
v1.4	1st September 2022		
v1.5	5th April 2023		
v1.6	12th March 2024		
V2.0	1 July 2025	Group Quality, Accreditation & Compliance General Manager National Academic Manager	Update Group Logo, Greenwich headers and footers, and align to Standards RTO 2025.

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