

## **NAME OF POLICY: Continuous Improvement**

### **RATIONALE**

At NMLL we base our operations on our mission, goals and values, which can be found in our Constitution. This policy demonstrates our commitment to an ongoing evaluation of all our activities and our acknowledgement that continuous improvement is vital for our continued success.

### **PRINCIPLES**

This policy is based on the principles that at NMLL continuous improvement:

- is an integral part of organisational processes ensuring an ongoing control and evaluation of all NMLL operations to ensure maintenance of high standards
- assists the organisation to run effectively and efficiently
- encompasses all its operations including governance, student services, financial operations, facilities, human resources and occupational health and safety.
- is achieved through the involvement of all staff and students in identifying and/or implementing quality improvements
- incorporates systematic use of qualitative and quantitative feedback as the basis for identifying and prioritizing improvement opportunities.

### **RESPONSIBILITIES**

The NMLL Manager oversees the implementation of this policy and all staff are required to undertake continuous improvement of relevant NMLL processes, courses, products and services.

### **PROCEDURES**

Implementation of this policy is undertaken by a set of internal procedures which are reviewed and updated as deemed necessary by the Manager.

#### **External standards**

NMLL adheres to all relevant external standards imposed by NMLL's registering body, government funding agencies and regulatory authorities. The following processes and strategies are used to improve overall performance in compliance with these external standards

## **Continuous Improvement Processes**

### **1. Client satisfaction surveys**

NMLL's quality improvement system provides for identification of opportunities for improvement through a client feedback system, which includes consultations with, and surveys of:

- Staff, including Exit Interviews
- Enrolling students
- Exiting students
- Program participants
- Local Community

### **2. Unsolicited feedback**

Every user of NMLL services has the right to provide unsolicited feedback about the programs and activities which we offer.

Any employee or volunteer at NMLL has the right to provide unsolicited feedback on the services or operations at NMLL.

### **3. Continuous improvement working parties**

NMLL establishes working parties or teams to improve functions that are identified as needing action or improvement.

### **4. Internal and external audits**

Internal and external audits are conducted to measure performance against internal and external standards and improvement opportunities are identified and acted upon.

### **5. Management reviews**

Management regularly reviews and refines NMLL activities through

- Evaluations of surveys and feedback from clients, staff and volunteers
- Committee of Management meetings
- Evaluation of programs and activities
- Annual strategic planning
- Budgeting meetings and processes
- Twice yearly staff professional reviews

NMLL also examines its performance against relevant published comparative and benchmarking data.

### **6. Access and equity**

NMLL is committed to access and equity principles in the implementation of this policy by ensuring that all surveys and consultations are designed to enable responses to be provided by a broad and diverse group of individuals.

### **7. Improvement Records**

All improvements arising out of Management reviews are placed on the NMLL Continuous Improvement Log

## ASSOCIATED DOCUMENTS

- NMLL Recruitment and Employment Policy
- NMLL diversity policy
- Course evaluation survey process map
- Staff professional review procedure

## RELATED FORMS AND MATERIAL

- ACFE on-line surveys
- Student feedback form
- Teacher assessor feedback form
- Continuous Improvement log
- Staff professional review procedure
- Volunteer survey
- Management Committee survey
- Professional Review forms
- Staff Exit Interview form

---

<b>CHANGE HISTORY</b>	<b>Initial approval date:</b> 23 <sup>rd</sup> October 2013
<b>Date last reviewed:</b> 23 <sup>rd</sup> October 2013	<b>This version approved at Committee of Management Meeting on</b> 23 <sup>rd</sup> October 2013
<b>Policy review due:</b> January 2016	