

CONTINUOUS IMPROVEMENT POLICY (VET)



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT	1
	Process	2
4	RESPONSIBILITIES	3
	Compliance, monitoring and review.....	3
	Reporting.....	3
	Records management.....	3
5	DEFINITIONS	3
6	RELATED LEGISLATION AND DOCUMENTS.....	3
7	FEEDBACK.....	3
8	APPROVAL AND REVIEW DETAILS.....	3

1 PURPOSE

- 1.1 CQUniversity is committed to operating efficiently and effectively in order to meet the needs of clients and stakeholders, especially students. Continuous improvement in all activities is vital for the organisation's continued success. CQUniversity undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of the community, including licensing authorities, where relevant. The implementation of this continuous improvement also provides a framework for the organisation's Quality Management System.

2 SCOPE

- 2.1 This policy applies to CQUniversity staff and stakeholders, and to all processes within the Quality Management System.

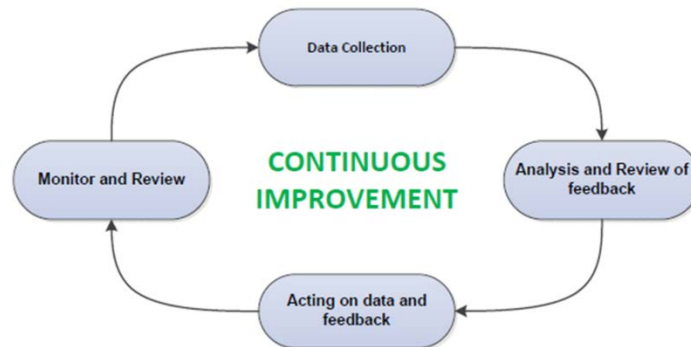
3 POLICY STATEMENT

- 3.1 This policy is part of CQUniversity's continuous improvement processes to deliver business services and products. The effectiveness of the business system is continually monitored for the purpose of identifying and implementing improvements.
- 3.2 CQUniversity is committed to:
- maintaining a Quality Management System, complying with its requirements and continually improving its effectiveness
 - working toward improving customer satisfaction and business performance
 - developing and maintaining business documentation that communicates the required standard of output from its key business processes
 - continuous improvement and through strong institute leadership, the active participation of all management and staff in the improvement process
 - conducting annual reviews of the Quality Management System to ensure its continuing stability and effectiveness, and
 - recognising potential contributions of suppliers and partners.

3.3 All CQUniversity staff play an important role in the organisation's continuous improvement. Staff feedback and actions are vital to ensuring our organisation's ongoing success. The Quality Management System is based on adherence to the following principles:

- a commitment by all staff to continuous improvement of processes, courses, products and services
- input and involvement of all staff and students in identifying and implementing quality improvements, and
- systematic use of quantitative feedback as the basis for identifying and prioritising improvement opportunities.

Process



a) Data Collection

CQUniversity has a planned approach to data collection, using a range of survey instruments, key documents and other forms of stakeholder feedback, such as, compliments and complaints as a resource to support continuous improvement.

b) Analysis and Review of Feedback

Once data is collected, analysis and review is undertaken by staff to identify issues that require immediate attention, for the purpose of future planning and delivery.

c) Acting on Data and Feedback

Action is undertaken on feedback by, a relevant individual or team, actions recorded in Team Meeting Minutes, Quality Document Improvement Requests or Business Improvement Requests.

d) Monitor and Review

Final phases of the process, whereby improvement actions that have been implemented are checked to confirm they are addressing the issue and if further action is necessary.

3.4 Staff are required to act on feedback within their teams. Where continuous improvement suggestions cannot be resolved by the team, either through capacity/capability to resolve, or where the resolution sits outside the scope of the responsibility of the team, the improvement suggestion must be forwarded to the team's supervisor for resolution or redirection to other parties. Managers are responsible for following through on identified improvements and feeding information back to staff in relation to actions taken.

3.5 Continuous improvement is facilitated through our Quality Management System. This system complies with the VET Quality Framework. The implementation of these standards is supported by policies, procedures and templates to assist staff in carrying out their roles. These documents provide an agreement statement concerning how our business is conducted and are developed primarily by, or in consultation with staff that carry out the process.

3.6 The Quality Team plays a role in formalising processes into the organisation's policies, procedures and templates, providing advice to staff in relation to systemic processes and regulatory compliance, monitoring implementation through conduct of audits against the VET Quality Framework (VQF) and local Institute procedural requirements. Business Improvement Requests (BIRs) may be raised from an audit conducted by the Quality Team Lead Auditors. These are an opportunity to correct areas of non-compliance to ensure the best possible service is being delivered to our clients. BIRs may also be raised by staff where they identify an area for improvement.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Administrator is responsible for ensuring compliance with and monitoring implementation of the policy and to undertake reviews as required.

Reporting

- 4.2 No additional reporting is required.

Records management

- 4.3 Staff must maintain all records relevant to administering this policy in a recognised University recordkeeping system.

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

[Australian Skills Quality Authority \(ASQA\)](#)

[Records Management Policy and Procedure](#)

[VET Quality Framework \(VQF\)](#)

7 FEEDBACK

- 7.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Pro Vice-Chancellor (VET Operations and Growth)
Next Review Date	16/03/2019

Approval and Amendment History	Details
Original Approval Authority and Date	Institute Director, CQ TAFE 31/03/2014
Amendment Authority and Date	Vice-Chancellor and President 12/06/2014; Vice-Chancellor and President 16/03/2016; Amended and updated to current template – Pro Vice-Chancellor (VET Operations and Growth) 18/04/2017.
Notes	