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## Continuous Improvement Policy

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### Purpose

Greenwich English College Pty Ltd is committed to consistently delivering high quality services to all stakeholders. Integral to this is a commitment to a consistent and constant attention to improvement. This policy ensures that Greenwich English 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 English College Pty Ltd continuous improvement system. This is a comprehensive system to ensure quality processes and services as well as the efficacy of Greenwich English College Pty Ltd policies and procedures and full compliance with all relevant legislation, including the ESOS legislative framework and Standards for Registered Training Organisations (RTO's) 2015.

### Scope

This policy applies to all staff and stakeholders at Greenwich English College Pty Ltd.

### Policy

Greenwich English 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 English 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.

Greenwich English College Pty Ltd will ensure:

- There is a systematic continuous improvement process in place which is a fundamental component of the quality assurance approach
- Opportunities for improvement will be identified through the following mechanisms:
  - Regular feedback from stakeholders
  - Qualitative and quantitative feedback
  - Regular formal reviews across all of its operations
  - Regular review of policies and procedures which is informed by all forms of feedback
  - Regular internal audits are scheduled to monitor ongoing compliance with the VET Quality Framework, Standard for RTO's 2015, CRICOS National Code Part D and the National ELICOS Standards

- Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent reoccurrence
  - Management meetings are held regularly and used as an opportunity for managers to identify areas that require improvement
  - Outcomes of assessment validation meetings will identify areas where assessment and training systems and practices can be improved
  - Quality Indicator and AVETMISS data will be used to identify and implement improvements where necessary
- All improvements will be recorded and acted upon to ensure Greenwich English College Pty Ltd is responsive to feedback and data across all areas of its operations.

## References

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VET Quality Framework  
Standard for RTO's 2015  
CRICOS National Code Part D  
National ELICOS Standards

Authorising Officer: \_\_\_\_\_ Date: \_\_\_\_\_ Review Date: \_\_\_\_\_ T  
his policy is to be reviewed twelve (12) months from this date.