



## **Continuous Improvement and Quality Assurance Policy**

### **Purpose**

This policy ensures that SLSWA:

1. Provides quality services across all areas of the business
2. Gathers feedback from its clients and stakeholders and collects, analyses and acts upon the feedback collected to bring about improvements
3. Has a systematic approach to the management of operations.

### **Policy**

#### **1. Quality assurance**

SLSWA has a systematic approach to assuring quality in all aspects of the services it provides.

The following mechanisms are in place to ensure quality within SLSWA:

- A quality management system including documented policies, procedures, systems and plans on which all staff are trained.
- A central management system (being updated in November 2017) that ensures that all records can be managed systematically and records can be accessed as required.
- Processes to ensure feedback is collected from a wide range of stakeholders on a regular basis. Feedback is collated and analysed to measure performance and identify areas for improvement.
- Quality review processes that occur systematically upon the completion of a service or a specific task to ensure the quality standards of the service have been met.

#### **2. Feedback and continuous improvement**

SLSWA strives for excellence and considers continuous improvement processes integral to its ongoing success. The organisation considers all business outcomes and processes to be an opportunity to learn, reflect and improve.

Self-reflection and evaluation play a key role in the organisation's quality assurance system and all staff and contractors are encouraged to regularly reflect, evaluate performance and make recommendations for improvement.

Clients and stakeholders are invited to provide their feedback on any aspect of the organisation's products and/or services at any time. Feedback can be provided in person, over the phone or in writing.

SLSWA collects formal and informal feedback in the following ways and uses findings to gauge performance and identify opportunities for improvement.

- Evaluation surveys about a client's experience with the services provided by SLSWA during or upon completion of a project or engagement
- Feedback provided informally through written or verbal correspondence
- Evaluation surveys completed at the end of an audit
- RTO comments provided in response to an audit report
- Third-party/partners through validation and industry consultation
- Professional development opportunities
- Evaluation surveys completed in relation to our training and assessment products and resources.

SLSWA's management team will consider all feedback and recommendations for improvement made by any stakeholder. Recommendations, or an alternative strategy for improving the business area, will be implemented if the improvement is considered viable and where the recommendation is considered an improvement to current practices or outcomes.

A detailed register of the organisation's suggestions, plans and achievements in relation to continuous improvement is maintained in RTO Continuous Improvement Folder and acted upon by the RTO compliance officer.

### **Staff participation**

Feedback provided by staff plays an integral role in organisational self-assessment and performance evaluation.

Staff and contractors are expected to provide their own feedback to the organisation on a regular basis so that their experiences can provide input to the outcomes and performance of RTO Advice Group.

Staff are able to pass on their feedback through written documentation to the RTO compliance officer.