

# CONTINUOUS IMPROVEMENT

POLICY

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The Green Academy Australia

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## Continuous Improvement Policy

The Green Academy is dedicated to providing high-quality services to all stakeholders, and a vital part of achieving this is an ongoing commitment to improvement. The purpose of this policy is to outline The Green Academy's continuous improvement system, which is a comprehensive approach to ensuring that its policies, procedures, and services meet high standards and comply with all relevant legislation, including the ESOS framework.

### Scope

This policy applies to all staff and stakeholders at The Green Academy.

### Policy

The Green Academy is committed to providing high-quality services across all of its operations, which encompass training and assessment services and processes, student support, customer service, and effective management. The Green Academy ensures that it has effective systems, policies, procedures, and resources in place to deliver quality education services.

To ensure this, The Green Academy has established a management team responsible for overseeing continuous improvement. We strive, through the formal and informal system of continuous improvement, to ensure that all of the systems, qualifications, programs of study, policies and procedures are of high standard, meet all legislative requirements and are fully compliant.

### The Green Academy 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:
  - a. Regular feedback from stakeholders through regular in-class students surveys and staff surveys;
  - b. Qualitative and quantitative feedback;
  - c. Regular formal reviews across all of its operations;
  - d. Regular review of policies and procedures.

Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent reoccurrence.

- Staff meetings are held regularly and used as an opportunity for staff and management to identify areas that require improvement;
- Outcomes of assessments will identify areas where assessment and training systems and practices can be improved;

- All improvements will be recorded and acted upon to ensure The Green Academy is responsive to feedback and data across all areas of its operations.



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