



Continuous Improvements Policy

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| Purpose | North Coast Pathway is committed to a systematic and constant monitoring of internal processes, strategies and practices to respond to improvements, changes in the community or to stakeholder expectations. |
| Scope | This policy applies to all staff and stakeholders, including teachers, trainers, assessors, student services, volunteers and local community members. |
| Policy Statement | North Coast Pathway is committed to the highest standard of integrity, fairness and ethical conduct, including compliance with all sector regulations and standards. North Coast Pathway will systematically and continually register issues &/or opportunities for improvements, review, recommend, record and undertake improvements relating to its processes and ongoing sustainability. |
| Procedure | <p>Continuous improvement (CI) is a planned and ongoing process that enables systematic review and improve its policies, procedures, education and services in order to generate better outcomes for staff and stakeholders and to meet changing community needs. The CI process facilitates constant review of performance in accordance with regulations, standards, guidelines and contractual obligations to plan and action ongoing improvements. CIs involve collecting, analysing and acting on relevant information collected from staff, stakeholders and other interested parties.</p> <p>All issues &/or improvements relating to compliance, including grievance and complaints will be raised by submitting a <u>Continuous Improvement Record (CIR)</u> at a continuous improvement meeting. The CIR is a form that captures the action process and by whom as discussed and recommended at the CI meeting. Each CIR raised will be logged prior to attention on the <u>Continuous Improvement Log</u>.</p> <p>The CI meetings will occur – as much as practical on a weekly basis – attended by the Principal, teachers, administration staff, and any other relevant stakeholder. From time-to-time, a Board Member may participate in the CI meeting to observe, inform and provide recommendations on matters at hand, if necessary.</p> <p>The discussions, recommendations, and expected outcomes with action timeframes will be documented on the <u>Continuous Improvement Register</u>.</p> |
| Roles and Responsibilities | <ul style="list-style-type: none">• The Principal ensures the CI policy and procedure is ongoing and systematic.• The Quality Assurance Manager safeguards the CI recommendations and necessary actions are complete and put on record accordingly. |
| Compliance | <ul style="list-style-type: none">• Continuous Improvement Record (form)• Continuous Improvement Log• Continuous Improvement Register |



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