



Merinda Park Learning & Community Centre Inc

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Quality And Continuous Improvement policy

Continuous Improvement is the term to describe improvement occurring in incremental steps. Continuous improvement requires an ongoing effort to improve products, services, and processes.

Merinda Park Learning and Community Centre (MPLCC) shall:

- Adhere to any internal and external Registration Standards or compliance frameworks as set by external funding bodies or internal processes, including audit processes both external and internal;
- MPLCC provision of VCAL will also adhere to and support all principles and practice of Australian democracy, such as the elected government, all laws, equal rights, freedom of religion, speech and association, and to openness and tolerance. This also includes meeting all relevant Standards for Registration to provide a Senior Secondary course such as VCAL;

Continuous improvement is integral to the implementation of MPLCC's quality system.

Continuous Improvement

MPLCC bases its operations on its mission, vision objectives and values congruent with MPLCC's Strategic Plan utilising its quality system to implement Continuous Improvement to:

- Identify the changing needs and expectations of our stakeholders, both internal and external, and to act on feedback gained from stakeholders;
- Provide accessible services in a timely fashion, with cultural sensitivity and by competent, experienced staff;
- Provide an employment environment where continuous improvement and professional development is encouraged;
- Maintain processes and procedures which ensure that any agreed changes are implemented;
- Regularly review the quality objectives and identify issues of strategic significance for the ongoing consideration by the Committee of Management and the Centre's Manager.

Employees, volunteers and users of the services of MPLCC are encouraged to provide feedback about the programs and services of the Centre. MPLCC provides opportunities for identification for improvements through feedback, which may include surveys of staff, volunteers, enrolling students, withdrawing students and community, industry and other client groups.

This is usually undertaken towards the end of each qualification/course/ program, or at least once per annum where a program runs across multiple years. New curriculum or the change of training staff may prompt the evaluation process to be undertaken more than once during a program or year.

Results of feedback are regularly reviewed by MPLCC's Committee of Management and the Centre's Manager through:

- senior management meetings;
- monthly reporting to the Committee of Managements ;
- annual planning and budget setting; and
- review of the MPLCC Strategic Plan.

Quality

MPLCC undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of the community and examining and licensing authorities where relevant.

MPLCC's approach to quality encompasses all its operations including governance, academic services, student services, financial operations, facilities, human resources and occupational health and safety in line with the requirements the Australian Quality Training Framework and all government regulatory bodies.

MPLCC's success and the quality of its services is measured through :-

- client satisfaction, monitored through personal feedback sessions and anonymous client surveys;
- compliance with contractual obligations and outcome targets which is measured through audit, the review tools and self-assessment; and
- Community partnerships and continued good relationships with funding bodies.

The Centre's quality system is based on adherence to the following principles:

- a commitment by 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 qualitative and quantitative feedback as the basis for identifying and prioritising improvement opportunities.