



SUSSEX NEIGHBOURHOOD HOUSE Inc.

CONTINUOUS IMPROVEMENT POLICY

Sussex Neighbourhood House has a commitment to the provision of quality services, education and training, and as such is also committed to continuous improvement in all aspects of its services and programs.

Continuous improvement is the primary responsibility of the management of the neighbourhood house i.e. the manager in conjunction with the Committee of Management, and should be an active process involving all stakeholders – staff, volunteers, learners and service users.

The Australian Quality Training Framework requires that continuous improvement be a cyclical process, and that the process, the outcomes and the recommendations for action be documented on a regular basis.

PROCEDURES

The Committee of Management, through the registered training organisation officer, will put in place processes to ensure that all aspects of the organisation are reviewed to identify opportunities for improvement.

These processes will be implemented as part of a regular (annual/biennial) cycle of review.

Continuous improvement processes will include:

- Organisational AQTF Self Assessment Checklist & Action document conducted annually
- Cycle of Policy Review (3 yearly)
- Program delivery (each semester)
- Feedback and input relating to programs and services from participants and service users (per program)
- Financial review (budgets, independent annual audit)

Organisational AQTF Self Assessment Checklist & Action document

- the Registered Training Organisation Officer will ensure that an annual AQTF Self Assessment of the organisation is undertaken and an action plan and timeline is drawn up in term 1 each year.
- The action plan and timeline will be presented to the Committee of Management at the next scheduled meeting following the completion of the Self Assessment Process.
- The Committee of Management and staff will ensure that all items highlighted by the Self Assessment Process will be acted upon in due course.

Staffing - performance reviews, qualification requirements, police checks,
professional development

Teaching - delivery methods
- assessment methods
- curriculum

Learners - placement and information processes
- Pathways & Careers Information