

## 1.0 **Purpose**

### 2.0 The purpose of this policy is to:

- 2.1 provide a framework for MGS to identify and act on opportunities for continuous improvement
- 2.2 support compliance with NESA standards requirements
- 2.3 facilitate the ongoing quest for excellence across all parts of the organisation
- 2.4 identify the procedures through which continuous improvement is undertaken across the organisation

## 3.0 **Responsibility**

- 3.1 The Director of Curriculum and Compliance is responsible for maintaining this policy and its accompanying procedures
- 3.2 The PEO/Headmaster is responsible for the authorisation of the implementation of improvements identified through continuous improvement activities
- 3.3 All staff are responsible for supporting and participating in continuous improvement activities

## 4.0 **Requirements**

This policy requires that continuous improvement:

- 4.1 is a purposeful, evidence driven process based on a variety of data
- 4.2 is a key element of quality management
- 4.3 is an on-going systematic attempt to improve MGS's systems and services offered to clients, students and staff
- 4.4 is a cyclical process focusing on key business processes and the policies and procedures that support these processes
- 4.5 includes, but is not limited to, the outcomes of:
  - 4.5.1 a management review undertaken annually by the management team
  - 4.5.2 risk control self-assessment undertake annually (November) by the management team
  - 4.5.3 document reviews undertaken as per the Document Register
  - 4.5.4 WHS investigations undertaken quarterly
  - 4.5.5 benchmarking as the opportunity arises

- 4.5.6 learner feedback at the conclusion of each learning module, course and orientation session
- 4.5.7 client / customer feedback from students, teachers/trainers, agents, guardians, homestay providers, employers and partners
- 4.5.8 staff feedback gathered during staff meetings, an annual staff survey and through an annual training needs analysis
- 4.5.9 internal audit as per the internal audit schedule
- 4.5.10 external audit as per NESA or Commonwealth requirements
- 4.5.11 is informed by:
  - a. the AQTF requirements that MGS collects, analyses and acts upon data for the continuous improvement of training, assessment and service provision
  - b. the NESA requirement that MGS conducts regular surveys to ensure student needs are being met and to facilitate improvements in terms of the course content and school facilities.

## 5.0 **Management Review Procedure**

The PEO/Headmaster will, on an annual basis, convene a meeting of the management team in order to:

- 5.1 review the Continuous Improvement Policy and procedures
- 5.2 discuss the outcomes of the continuous improvement policy and procedures
- 5.3 make recommendations regarding the enhancement of the continuous improvement process as it operates across the organisation
- 5.4 provide these recommendations to the Director of Curriculum and Compliance for inclusion in the Compliance Action Plan

## 6.0 **Document review procedure**

The Director of Curriculum and Compliance will, in accordance with the **001-PP-MGS Document Management Policy**:

- 6.1 maintain a Document Register containing dates for the review of all documents
- 6.2 liaise with the document owner and document authoriser to facilitate the review of each document at the appropriate time taking into consideration:
  - 6.2.1 legislative and policy changes
  - 6.2.2 positional changes
  - 6.2.3 client requirements
  - 6.2.4 the success of the policy / procedures in delivering the required outcomes

### 6.2.5 the need for process re-engineering

- 6.3 place the updated document of the Document Register and inform staff using the Document Alert procedure

## 7.0 **Risk Control Self Assessment Procedure**

The PEO/Headmaster will, in accordance with **090-PP-MGS Risk Management Policy**, convene a meeting of the management team in November each year, or in response to an immediate identified risk to MGS's operations or viability, in order to:

- 7.1 review the current approach to risk management within the organisation, review current risks and identify further risks that may have emerged
- 7.2 assess the degree to which existing risk controls are serving to prevent or minimise issue of high risk to MGS
- 7.3 provide this information to the Compliance Manager who will update the Risk Register and Internal Audit Schedule if required

## 8.0 **WHS Investigation Findings**

The WH&S Committee Chairperson will, in accordance with the **007-PP- MGS Work Health and Safety Policy**:

- 8.1 develop a procedure for the conducting of WHS inspections within MGS
- 8.2 initiate WHS inspections on a quarterly basis to identify hazards, or potential hazards, that may threaten the health and/or safety of employees or visiting personnel
- 8.3 provide reports from these inspections to the MGS management team for follow up action
- 8.4 provide a copy of each report to the Compliance Manager who will update the WHS Incident Register
- 8.5 The PEO/Headmaster will, in accordance with the **007-PP-MGS Work Health & Safety Policy**:
  - 8.5.1 receive any **231-FM-MGS Incident Report Forms** completed as the result of a workplace injury or **232-PP-MGS Hazard Report Forms** for hazard identification
  - 8.5.2 provide a copy of any such report to the Compliance Manager who will:
    - a. enter details of the injury on the WHS Incident Register
    - b. provide details on the Incident Register at each WH&S Committee Meeting

## 9.0 **Student Feedback Procedure**

- 9.1 In order to gain reliable student feedback all MGS teachers will, at the conclusion of the designated teaching period (each 12-week teaching block for High School Preparation (HSP) and annually (August) for MGS:
  - 9.1.1 print adequate copies of the appropriate learner evaluation form (**342-FM-MGS Student Feedback Form for MGS, 379-FM-MGS Evaluation Form: HSP**)

- 9.1.2 explain to students what will happen and the purpose of completing the evaluation form
- 9.1.3 encourage students to be as honest and practical as possible in terms of their responses
- 9.1.4 hand out the evaluation forms on the designated date and time
- 9.1.5 give students approximately 20 minutes to complete the evaluation forms (a longer time and some pre-teaching may be required for some student groups).
- 9.1.6 gather all completed forms, or nominate one student to collect all the evaluation forms and put them in the assigned envelope if the teacher chooses to allow the students to complete the process with greater anonymity (Forms placed in a sealed envelope and taken to Reception)
- 9.1.7 make a note of students who are absent on the day and facilitate the completion of the evaluation on a later occasion for absent students
- 9.1.8 direct them to the Director of Curriculum and Compliance should they have any questions pertaining to the evaluation procedure

9.2 The Director of Curriculum and Compliance will:

- 9.2.1 analyse the data from the evaluation forms and:
  - a. discuss relevant issues from the evaluation with each individual teacher
  - b. provide written feedback to each teacher highlighting the positive feedback and any areas for improvement
  - c. follow up on identified areas for improvement with each teacher after a negotiated timeframe
  - d. table any broader issues emerging for the feedback and the following Operations Management Meeting

## 10.0 **Client / Customer Feedback**

10.1 Students Services will:

- 10.1.1 place copies of the **382-FM-MGS Feedback Form** at a location accessible to students, staff and visitors in order to gather comments relating to service provision within MGS
- 10.1.2 provide a location where the MGS Feedback Form can be deposited
- 10.1.3 gather and completed feedback forms and provide these forms to the PEO/Headmaster for consideration and follow up

10.2 The Operations Manager with the International Relations Officer will, on a quarterly basis as per the **010-MGS Agent Selection and Appointment Policy**:

- 10.2.1 review each agent's progress using the **383-FM-MGS Agent Monitoring Form** at the end of each quarter
- 10.2.2 follow up on any service requirements that the Agents need to address (adhering to the date specified on the document)

**10.2.3** provide a quarterly report to the PEO/Headmaster on the outcomes of the agents' reviews

**10.2.4** file each form in the appropriate Agent's file

10.3 Student Services will, in accordance with the Homestay Policy:

**10.3.1** issue **249-FM-MGS Homestay Student Questionnaire** and **250-FM-MGS Homestay Provider Questionnaire** to each Homestay student and provider at the conclusion of each Homestay student's period of placement

**10.3.2** collate the findings of questionnaires received

**10.3.3** inform the PEO/Headmaster of any issues identified through the questionnaires for follow up with the Homestay provider and / or student

**10.3.4** place the completed questionnaires in the appropriate Homestay providers file

10.4 MGS managers will, in accordance with the **002-PP-MGS Grievance Management Policy**:

**10.4.1** seek to resolve complaints, grievances and appeals using **377-FM-MGS Complaints / Grievance Form** or **355-FM-MGS Student Appeals form** and place documents in the appropriate staff or student file

**10.4.2** provide a copy of the completed form to the Deputy Principal (after the issue has been resolved) who will:

a. record the details on the Complaints Register

b. provide details of all complaints and appeals recorded to the Deputy Principal for discussion at Operational Management meetings

## **11.0 Staff Feedback Procedure**

The PEO/Headmaster, on behalf of the MGS Board will, in December each year:

11.1 Work with the Director of Curriculum and Compliance to facilitate the distribution of the **320-FM-MGS Teacher Satisfaction Survey** to all teachers

11.2 gather and review the responses from teachers and provide appropriate feedback to the staff as a whole while maintaining confidentiality

11.3 discuss the findings of the survey with the Board and the management team to identify opportunities for continuous improvement

11.4 request the Director of Curriculum and Compliance to include any issues from the survey into the Risk Schedule and / or internal audit schedule and / or compliance action plan as appropriate

11.5 Incorporate aspects of the findings in the MGS Annual Report

The Director of Curriculum and Compliance will, in February each year:

11.6 Provide each staff member with the **351-PP-MGS Training Needs Analysis** survey

11.7 Gather complete forms and use these to assist in preparing their school's professional development plan

11.8 Provide copies of these form to the Director of Curriculum and Compliance who will:

**11.8.1** Identify data for the surveys that may inform staff development for the organisation as a whole

**11.8.2** Provide a report on the survey results to the PEO/Headmaster.

## **12.0 Internal audit feedback procedure**

12.1 The Director of Curriculum and Compliance will, in accordance with **092-PP-MGS Internal Audit Policy** and schedule:

**12.1.1** initiate internal audits focusing on identified processes, polices and procedures

**12.1.2** record non-compliances and areas for improvement in the MGS Compliance Action Plan

**12.1.3** monitor the implementation of improvement actions with respective managers

**12.1.4** report on the progress of the compliance action plan at each Operational Management meeting

## **13.0 External audit feedback procedure**

13.1 The Principal or delegate will, on receipt of any external audit report:

**13.1.1** provide copies of the report to appropriate staff members

**13.1.2** negotiate follow up requirements with the appropriate managers

**13.1.3** follow up on the report requirements with each manager

**13.1.4** communicate the completion of non-compliances with the external auditing body if required

## **14.0 Definitions**

Term	Definition
Continuous improvement	Planned, cyclical process for the ongoing improvement of processes, policy and procedures

## **15.0 Associated documents**

15.1 001-PP-MGS Document Management Policy

15.2 002-PP-MGS Grievance Management Policy

15.3 090-PP-MGS Risk Management Policy

15.4 007-PP- MGS Work Health and Safety Policy

15.5 092-PP-MGS Internal Audit Policy

15.6 010-PP-MGS Agent Selection and Appointment Policy

15.7 342-FM-MGS Student Feedback Form for MGS

15.8 351-PP-MGS Training Needs Analysis

15.9 382-FM-MGS Feedback Form

15.10383-FM-MGS Agent Monitoring Form

15.11320-FM-MGS Teacher Satisfaction Survey

## 16.0 **Revision History**

Revision	Date	Description of modifications
1	25 May 2012	Initial policy document
2	05 August 2013	Updated
3.	15/04/2014	Replaced BOS with BOSTES
4.	30/03/2016	Roles and Procedures
5.	18/03/2018	Roles and Procedures and acronyms reviewed
6.	27/03/2023	Reviewed Document