



## OPPORTUNITIES FOR IMPROVEMENT POLICY AND PROCEDURES

<b>Policy Statement</b>	Kent Institute Australia (Kent) supports the rights of students, staff and contractors to provide feedback. Kent recognises that feedback is essential to enable continuous improvement of Kent services to meet the needs of students, staff and contractors. Kent is committed to ensuring there are transparent processes for complaints and opportunities for improvement, and these are dealt with fairly, consistently, promptly, and in a manner that is respectful.
<b>Responsibility for Implementation</b>	Chief Executive Officer (CEO), Executive Managers, Unit Managers
<b>Compliance and Monitoring</b>	CEO, Manager Risk and Compliance/Governing Board Secretary, Academic Board, Governing Board

### Purpose

Kent's commitment to quality improvement in all aspects of its operations is supported by its policies and procedures and Kent's ability to maintain compliance with them. Kent is aware that there will be opportunities for improvement and will act on them as appropriate.

### Scope

This policy and procedure applies to Kent operations, staff undertaking Kent operations, students enrolled in a course of study at Kent, and Kent customers and contract providers.

### Aim

This policy is part of Kent's continuous improvement processes to deliver business services and products. The effectiveness of the business system is continually monitored for the purpose of identifying and implementing improvements.

## PROCEDURE

### 1.0 Opportunities for Improvement

- 1.1 The CEO is responsible for ensuring Kent has the culture and capability to continuously improve its operations as a result of managing all its stakeholders' feedback and action opportunities for improvement.
- 1.2 All Kent staff and students play an important role in Kent's continuous improvement. Staff and student feedback is vital to ensuring Kent's ongoing success and improvement. Kent adheres to the following principles:
  - A commitment by all staff to continuous improvement of processes, courses, products and services
  - Input and involvement of all staff and students in identifying quality improvements
  - Systematic use of feedback as the basis for identifying and prioritising improvement opportunities.

- 1.3 Regular and frequent feedback on Kent's services and activities is systematically sought and obtained from stakeholder groups as part of Kent's quality processes. For example, feedback is sought from students, staff, graduates, partners in Kent undertakings, and external members of Kent's committees. Feedback is subject to systematic analysis, not only to assist in evaluating quality and satisfaction levels but also to identify needed or desirable improvements.

## 2.0 Procedure

- 2.1 Staff and students have access to an *Opportunities for Improvement Form* (Kent Website [MyKent Public Link](#)> *FORM - Opportunities for Improvement Form*> *Public Login* 'public@kent.edu.au' and enter Password 'AccessKent!'). When an *Opportunity for Improvement Form* has been completed it should be sent to the Manager Risk and Compliance/Governing Board Secretary who is responsible for liaising with the following staff to address and respond to the Opportunity for Improvement Form matters raised:
- CEO
  - Executive Dean (Higher Education)
  - Head of Vocational Education (VET)
  - Relevant Unit Manager
  - Business Manager
- 2.2 The Executive Manager/Unit Manager is responsible for providing feedback to the student/staff member as to how the recommendation for improvement has been addressed.
- 2.3 If required, the Manager Risk and Compliance/Governing Board Secretary will recommend any changes to Kent's policies and procedures and submit these for processing and approval as required by the *Kent Policy Development and Approval Policy & Procedures* ([Kent Website MyKent Staff Link](#) > *POLICY- Policy Development and Approval Policy & Procedures – Staff Login Required*).
- 2.4 Executive Managers/Unit Managers are responsible for implementing any changes necessary to incorporate into processes or procedures (or otherwise) of the Unit the identified improvements.

## 3.0 Records and Reporting

- 3.1 Opportunities for Improvement will be recorded on an **Opportunities for Improvement Register** administered by the Manager Risk and Compliance/Governing Board Secretary.
- 3.2 The Manager Risk and Compliance/Governing Board Secretary will provide regular reports to the Audit & Risk Management Committee on Opportunities for Improvement.
- 3.3 The implementation of planned improvements is monitored and reported by the Manager Risk and Compliance/Governing Board Secretary in order to gauge whether those improvements are meeting the intended aims and objectives.

<b>Document Title:</b> Opportunities for Improvement Policy & Procedures	
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<b>Date Updated:</b> 1 <sup>st</sup> February, 2017 8 <sup>th</sup> December, 2017 (minor amendments – no version control change) 18 <sup>th</sup> October, 2018 (minor amendments – no version control change) 11 <sup>th</sup> October, 2019	<b>Reviewed By:</b> General Manager Campus Operations/CD General Manager Campus Operations/CD  CEO  Executive Chair
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**AMENDMENTS:**

**01/02/2017** – addition of new Kent positions Clause 2.0.

**08/12/2017** – minor amendments related to update to Kent staff positions and reporting at both Sydney and Melbourne campuses.

**18/10/2018** – 12 month review - Minor amendments related to update Kent staff position title and minor word amendments.

**11/10/2019** – 12 month review – minor amendments to update Kent position titles and Business Management System\Sharepoint Hyperlinks.