



OPPORTUNITIES FOR IMPROVEMENT POLICY AND PROCEDURES

Policy Statement	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.
Responsibility for Implementation	Managing Director/Chief Executive Officer (CEO), Senior Executives, Unit Managers
Compliance and Monitoring	Managing Director/CEO, Chief Risk and Compliance Officer, 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 Managing Director/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*. When an *Opportunity for Improvement Form* has been completed it should be sent to the Chief Risk and Compliance Officer who is responsible for liaising with the following staff to address and respond to the Opportunity for Improvement Form matters raised:
- Managing Director/CEO
 - Executive Dean (Teaching and Learning)
 - Head of Vocational Education (VET)
 - Relevant Unit Manager
- 2.2 The Chief Risk and Compliance Officer is responsible for providing feedback to the student/staff member as to how the recommendation for improvement has been or will be addressed.
- 2.3 If required, the **Chief Risk and Compliance Officer** 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*.
- 2.4 Senior Executives/Unit Managers are responsible for implementing any resulting changes into processes or procedures of the Unit.

3.0 Records and Reporting

- 3.1 Opportunities for Improvement will be recorded on an **Opportunities for Improvement Register** administered by the Chief Risk and Compliance Officer.
- 3.2 The Chief Risk and Compliance Officer will provide reports to the Audit & Risk Management Committee on any Opportunities for Improvement received, resulting changes implemented and subsequent evaluation of the impacts of such changes.

Document Title: Opportunities for Improvement Policy & Procedures	
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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.

23/02/2022 – Review as part of 24-month review cycle. Minor amendments to update Kent position titles and wording.

06/09/2023 – Update to reflect current organisational structure.