

Continuous Improvement Policy

This policy is current as of 1 January 2014 and will be reviewed at least annually by the Academic Board.

Scope

This policy is applicable to Kaplan Business School Pty Ltd.

Purpose

The purpose of the Continuous Improvement Policy is to:

- encourage a philosophy of continuous improvement
- ensure that all Kaplan activities, processes and systems support our focus on quality
- outline the procedure for the effective implementation of the Continuous Improvement Cycle.

Continuous Improvement

“Continuous Improvement” can be described as the ongoing, step-by-step development and enhancement of all aspects of operations and practices in the delivery of Kaplan courses. The focus is on progressively improving quality and consistency at all levels, in line with feedback from its students, staff, partners, industry contacts and regulatory bodies.

Commitment to Quality

Kaplan is committed to developing and coordinating quality standards and continuous improvement initiatives across the business. The objectives of the quality focus include:

- Continual review and improvement of Kaplan policies, services, processes and practices
- Continual review and improvement of courseware relative to industry and regulation standards
- Consistency of delivery of courseware and assessment across campuses
- Maintaining close contact with staff, students and other relevant stakeholders through monitoring and improving satisfaction levels
- Contributions to the improvement of all quality standards
- Meeting necessary TEQSA, AQF and other industry related standards.

External Standards

Kaplan recognises, and strives to adhere to, all relevant quality standards as developed by Government agencies and regulatory bodies (e.g. TEQSA, AQF). It also places importance on the relevant professional and practice bodies that assist in the ongoing quality and improvement of Kaplan’s courses.

The Scope of Application of Continuous Improvement

Kaplan promotes the application of continuous improvement systems to all its practices. Evidence of this may be found in the ongoing development of the following types of documentation:

- Course/unit outlines, Content and assessment templates

- Staff training and education strategies
- Staff communication strategies
- Assessment reporting systems
- Policies and Procedures
- Process Flows
- Manuals and Handbooks
- Contracts and Agreements
- Organisational Charts
- Reporting Structures
- Accreditation/registration applications
- Registers.

Implementation of Continuous Improvement

Kaplan employs a number of processes and strategies to monitor and improve performance of its operations. These may include, but not be limited to:

- Client satisfaction surveys
- Internal Audits
- Continuous Improvement Working Committees
- Management Reviews
- Management Reporting
- Performance Management Reviews
- Curriculum Reviews.

Responsibilities for Implementation of Continuous Improvement

Primary responsibility for the effective implementation of Continuous Improvement processes and strategies lies with the relevant Business Manager, the Academic Board, and the Governing Body. Where appropriate these groups may include other staff/resources to improve the quality levels within Kaplan.

Continuous Improvement Procedure

This procedure is designed to ensure that the needs, and feedback, of customers, staff, partners, industry contacts and regulatory bodies are recognised and encompassed in regular review and improvement of our service standards and the delivery of our courses across campuses and qualifications.

Procedure

Several processes are used by Kaplan to implement and maintain a system of continuous improvement.

The Quality Audit Process

Operational matters

- An internal audit, coordinated and reported on by the designated manager, is conducted annually, or as appropriate, for operational matters. This audit is conducted against relevant industry standards and National Standards, which incorporate the requirements of the ESOS and ESPRA Acts and any other relevant Acts or standards (e.g. TEQSA).
- A copy of the report should be forwarded to the relevant Business Manager, who will discuss recommendations for improvements with the relevant staff who will implement approved recommendations for improvement.

Curriculum matters

- An internal audit, coordinated by the relevant Academic manager in collaboration with the teaching staff, is conducted annually, or as appropriate, for curriculum and educational matters.
- This audit is conducted on two distinct levels:
 - against industry/professional standards and other providers in relation to benchmarking
 - across campuses to ensure content, delivery and assessment processes are consistent and staff are employing appropriate teaching methodologies and practices.
- A copy of the report should be forwarded to the Vice President, Higher Education, who will discuss recommendations for improvements with the relevant Manager and other staff to implement approved recommendations for improvement.

The Quality Feedback Process

- Student Surveys are undertaken on completion of selected subjects according to a predetermined schedule. The feedback, which focus on course content, delivery and experience, is reviewed by the relevant academic manager and presented to the Academic Board.
- Areas for improvement are recorded and recommendations for change(s) are made based on the feedback. Approved recommendations are implemented.

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.