



Continuous Improvement Policy & Procedures As At August 2008

Private and Confidential

1.0 Policy

- 1.1. Performance English is committed to providing systematic continuous improvement of its operations, management systems, and training and assessments strategies through consultation with staff, clients, students and trainers.
- 1.2. Qualitative and quantitative data is collected and analysed to determine the need for improvement.
- 1.3. Improvements are applied where they are deemed necessary.
- 1.4. Performance English will provide feedback to those that have contributed to the data.

2.0 Procedures

2.1 Step 1: Consultation

Client Consultation: Post workshop surveys will be sent to Direct Managers. In addition, interviews may be held with managers or HR.

Student Consultation: Student questionnaires are handed out at the end of the workshop.

Staff meetings: These meetings are held fortnightly and minutes and agreed actions are recorded on the server.

Review complaints and appeals and their resolution.

Quarterly Course Reviews: Meetings with CEO, Manager of Operations and trainers. Minutes and action plans are recorded on server.

Annual Moderation Meetings: Meetings held with Manager of Operations and trainers. Minutes and action plans are recorded on server.

2.2 Step 2: Reviewing data

Performance English will review data that is relevant to the training outcomes and critical to quality training and assessment, management and operations. Performance English will ensure data is sufficient to make accurate assessments about the quality of training and assessment, management and operations.

Surveys and questionnaires are collected within two weeks post workshop and stored confidentially in student files and/or the server. Once all the surveys are collected, the CEO and Manager of Operations will review and action plans are implemented for improvement where necessary.

The Manager of Operations may decide to include a client and/or student interview to clarify data and discuss potential options for improvement.

Complaints and appeals resolutions will be reviewed regularly by the CEO and Manager of Operations to ensure that areas for improvement are implemented efficiently and effectively.

Staff Meetings are held every fortnight to allow for discussion about operational or management issues and action points are documented and placed on the server. Action plans are reviewed, updated and revised where necessary and all relevant staff are notified. One to one meetings with relevant staff member may be held to clarify or expand on any issues.

Quarterly course reviews are conducted with the CEO, Manager of Operations and trainers in order to specifically discuss the quality of training and assessment tools. Information gathered at these reviews is documented on the server and used to implement changes in delivery, resources and assessment, in line with training package rules and AQTF guidelines.

Annual moderation meetings are conducted with the Manager of Operations and trainers to ensure the consistency and validity of trainer marking systems. This process will include reviewing samples of graded assessments and reviewing of marking guides. Data collected will be documented on the server and used to implement changes in the marking process, in line with training package rules and AQTF guidelines.

2.3 Step 3: Implementation and demonstration of improvements

It is the responsibility of the Manager of Operations to ensure that staff and/or trainers are made aware in writing, of the improvements to be implemented

Relevant policies and procedures, resources or assessments must be revised by the Manger of Operations, to reflect the changes. Document versions are numbered to keep track of those that are current.

Professional development activities may also be provided to trainers to allow them to develop their techniques of delivery and in turn demonstrate improvement in the quality of workshops.

Performance English monitors the professional development of trainers on an annual basis by asking them to complete form TFRM01 – Trainer Professional Development Form.

2.4 Step 4: Feedback

Performance English provides feedback to those who have contributed to the data for continuous improvement.

Feedback includes information about data collected, analysis and what and how changes will be implemented.

2.5: Step 5: Ongoing Monitoring

The ongoing monitoring of revised processes will occur in light of further data collection.