

Suggestion for Improvement Form



Date:	/ /		
Name:			
Organisation:			
1. Which of the following most appropriately describes your relationship with BCC Institute?			
<input type="checkbox"/> Student	<input type="checkbox"/> Staff member	<input type="checkbox"/> Management	<input type="checkbox"/> Employer or industry organisation
<input type="checkbox"/> Graduate	<input type="checkbox"/> Other:		
2. Please describe the opportunity for improvement. (This may include specific details about the area to be improved, how it could be improved, how you identified the improvement opportunity, and so on.)			
3. Please outline the potential benefits of making this improvement and/or implications of not making this improvement.			
4. In your opinion, to which area/s of the business does this opportunity for improvement most appropriately relate?			
<input type="checkbox"/> Training and assessment services	<input type="checkbox"/> Course materials		
<input type="checkbox"/> Student services	<input type="checkbox"/> Policy/procedure/system		
<input type="checkbox"/> General management	<input type="checkbox"/> Marketing		
<input type="checkbox"/> Documentation/recordkeeping	<input type="checkbox"/> Staff		
<input type="checkbox"/> Other:			
5. Has identification of this opportunity for improvement come from a complaint?			<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Please give a rating on the importance and/or urgency of making this improvement.			
<input type="checkbox"/> Low priority – not urgent	<input type="checkbox"/> Medium priority – low urgency	<input type="checkbox"/> High priority – urgent	
Optional: please provide your contact details so we may contact you if required.			
Print name:		Date:	/ /
Signed:			

**Please return this form using the details below.
Thank you for participating in our continuous improvement processes.**

<p>In person: Level 1, 457 Chapel Road Bankstown NSW 2200 Mail to: PO Box 3004 Bankstown NSW 2200 or Email to: info@bankstowncc.edu.au</p>

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Office use only

CI Reference No:		Date received:	
Suggestion recorded:	Initial: Date:		
Review date:	Date for review by management/ QA panel		
Decision:		Responsibility:	
Timeline:		Recorded:	Initial: Date:
Completed:	Initial: Date:	Recorded:	Initial: Date: