

PURPOSE

Continuous improvement is an essential component of operating a training and assessment system that meets or exceeds defined quality standards. Austin Institute of Trades (AIT) is committed to providing high quality training and assessment that is relevant to students, employers and industry and meets the requirements of the Standards for Registered Training Organisations (SRTOs 2015). AIT is required to systematically monitor, evaluate and improve its training and assessment practices through continuous improvement practices.

The object of this policy is to provide a mechanism for AIT to systematically and continually review and improve its systems and practices (including policies and procedures), as well as training and assessments products and services to meet compliance with the Standards Registered Training Organisations (RTOs) 2015.

DEFINITIONS

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body.

AQF Qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Explicit Unit/s of Competency means a unit of competency that is being delivered 'stand-alone' or not part of a qualification or course.

Regulator means either National VET Regulator, or a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation training.gov.au and ASQA.

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

POLICY

1. Policy Statement

AIT is committed to the continuous improvement of its training and assessment system, strategies and practices, products and resources to ensure ongoing quality delivery and compliance with the Standards for RTOs. AIT will:

- implement and maintain strategies and practices to systematically monitor its compliance with the Standards for RTOs;

- review and evaluate its training and assessment strategies and practices (using various processes) including those offered by a third party;
- utilise the outcomes of all monitoring and evaluative processes to inform and continually improve training and assessment strategies and practices.

2. Policy Principles

- AIT continuous improvement approach is systematic, involves staff, students and other stakeholders, and uses qualitative and quantitative data to determine the need for improvement to the RTO's services, operations, practices and systems.
- AIT continuous improvement focus areas include, but are not limited to:
 - Training and assessment products and services;
 - Training and assessment resources, tools and instruments;
 - Facilities and equipment;
 - Policies, procedures and practices;
 - Management / operational systems;
 - Strategic / business plans;
 - Staff performance, competencies and professional development;
 - Third party arrangements, if any.
- Continuous improvement is ongoing and may be planned or unplanned, occurring as often as identified and required.
- All staff are encouraged to report any opportunities for improvement to the CEO / RTO Manager in any way (formally or informally) but preferable in writing via online form, as they identify them. Staff may provide any information and/or data they may have collected to support their recommendations so it can be analysed and acted on accordingly.
- Staff recommendations are reviewed by RTO Manager at the regular staff meetings.
- Improvements may be implemented immediately or at an appropriate time, depending on the urgency and circumstances, action and subsequent affect to other operational systems and practices.
- Continuous improvement actions are recorded and maintained on the *Continuous Improvement Register*.
- AIT identifies areas of continuous improvement through (but are not limited to):
 - Training and assessment outcomes;
 - Student feedback on training;
 - Student feedback on assessment;
 - RTO Management review;
 - Student satisfaction surveys;
 - Trainer / Assessor feedback;
 - RTO Auditing (internal and external);
 - Stakeholder complaints and appeals;
 - Induction of staff and contractors;
 - Legislative or regulatory changes;
 - Feedback or liaison from stakeholders;
 - Administrative processes / efficiencies;
 - Performance Management/ Trainer Observations;
 - Validation and Moderation;
 - Changes to Training Packages;
 - Industry consultation and feedback;
 - Networking activities;
 - Staff Professional Development;
 - Quality indicators data, under "Data Provision Requirements";
 - Development of Learning and Assessment Strategies and Resources;

- VET Regulator / Industry updates;
- Review of marketing practices;
- Industry licensing / regulatory bodies;
- Industry Skills Councils (ISCs);
- Annual Business planning;
- Safety & Health;
- Business/Finance reviews.
- AIT seeks feedback from students regarding their satisfaction with services they have received. This feedback is collated and reviewed by AIT to identify areas of continuous improvement.
- AIT conducts internal auditing against quality standards (e.g. the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services.
- AIT provides information and feedback regarding continuous improvement actions to all staff via:
 - Staff meetings
 - Staff memos
 - Training / coaching sessions
 - Email / Post
 - Messages
- All continuous improvement actions need to account for, and maintain, consistency with other policies, procedures, practices, management systems and staff responsibilities. To ensure consistent implementation, all impending continuous improvement actions will be verified and implemented as follows:
 - Checked against the effect of the amendment may have on other policies, procedures, or systems;
 - Check against the effect of the amendment may have on the working or process of other written documents;
 - Communicating the details of the amendments throughout the organisation, and to third party providers;
 - Actively engaging staff in continuous improvement and implementation processes;
 - Potentially undertaking a trial of the amendment to test its effectiveness and cause of results.

3. AIT Responsibilities

The RTO Manager is responsible for ensuring compliance with this policy.

Details concerning this policy are to be clearly displayed throughout the organisation and contained with the staff induction Process, *Student Handbook* and *Staff Handbook*.

4. Records Management

All continuous improvement information is recorded in *Continuous Improvement Register* and related documentation is recorded and maintained in accordance with records management processes (Please refer to *Records Management Policy and Procedure*).

Procedures

Procedure	Responsibility
A. Submit Continuous Improvement (CI) Request <ul style="list-style-type: none"> ● Continuous improvement input to any area can be triggered through the sources mentioned above under Policy Principles. AND / OR <ul style="list-style-type: none"> ● Complete <i>Continuous Improvement Form</i>, providing full detail of request, and ● Provide completed <i>Continuous Improvement Form</i> to RTO Manager. 	All of AIT Staff
B. CI Management Review and Approval	CEO / RTO Manager

Procedure	Responsibility
<ul style="list-style-type: none"> • Review the <i>Continuous Improvement Form</i> request. • Consider all implications from the implementation of recommendations. • Approve / decline / modify recommendations, as applicable (and in accordance with compliance requirements as an RTO) making note on the <i>Continuous Improvement Form</i>. • Provide completed <i>Continuous Improvement Form</i> to relevant staff member for implementation. 	
C. CI Action <ul style="list-style-type: none"> • Enter CI details into <i>Continuous Improvement Register</i>, and make note of CI No. on <i>Continuous Improvement Form</i>. • Check approved actions for: <ul style="list-style-type: none"> ○ Amendments to other policies/ procedures/ forms/ systems not yet identified; ○ Implications / effects on other work processes or documentation, not yet identified. • Update all documentation, as relevant. • Provide detail of all CI actions implemented, including updated documentation, to CEO for final review and approval. 	RTO Manager
D. Management Approval of Changes <ul style="list-style-type: none"> • Review and approve / decline / modify CI actions and updates. • Provide approval / decline / modifications, feedback and all documentation back to RTO Manager. 	CEO
E. Implementation and Communication <ul style="list-style-type: none"> • Make relevant changes as per CEO response / feedback. • Implement continuous improvement recommendations. • Update <i>Continuous Improvement Register</i>. • Complete the '<i>Continuous Improvement Form</i> to close out all actions and file in the <i>continuous improvement file</i>. Store in order of CI Request No. • Communicate details of the CI throughout the organisation. 	RTO Manager
F. Trial and Review Amendment / CI <ul style="list-style-type: none"> • Review effectiveness of changes and provide feedback. • Go to Step A, if further continuous improvement is required. 	All AIT Staff