Australian Institute of Digital Technology (AIDT)

RTO Code: 45801 CRICOS Code: 03983J

No.6.1.4: Continuous Improvement Policy and Procedure

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS Standards 2018 – Standard: 10; Standards for RTOs 2015 – Standard: 1.5; 1.6; 1.9; 1.11; 1.11(a)i; 1.11(b)i; 1.25; 2.1; 2.2; 2.2(b); 2.3; 2.4; 6;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

The purpose of this continuous improvement policy and the procedure is to systematically review and improve policies, procedures, products and services through analysis of relevant information, whilst providing feedback through the collection of data, to clients and other interested parties, including staff.

Continuous improvement across all business activities is vital for an organisation's continued success. The implementation of this continuous improvement policy also provides a framework for the organisation's Quality Management System, an integral part of RTO's operation.

Procedures supporting this policy must be outcome focused. They must encourage genuine and active feedback and must address key areas of our operation in a planned and ongoing process.

Objective

The objective of this Policy and Procedure document is to ensure that RTO:

- Works toward improving stakeholder satisfaction and business performance.
- Shows strong leadership by ensuring the active participation of all management staff in the continuous improvement process
- Conducts reviews of the Quality Management System to ensure its continuing stability and effectiveness, while recognising potential contributions of suppliers and partners.

- Uses this policy as part of the organisation's continuous improvement process when delivering business services and products.
- Continually monitors the effectiveness of the business system to identify and implement improvements.
- Ensures systematic continuous improvement of training and assessment.
- The collection of appropriate data to be used in the systematic continuous improvement of training and assessment and other areas of the organisation – AVETMISS, competency completions, enrolment trends, student destinations, staff retention.
- Uses appropriate methods for analysing data and feedback.
- Changes its training and assessment practices and strategies (i.e. TAS, industry engagement, resources, trainer/assessor competencies, assessment tools, validation, etc.) in response to the reflection and analysis of data
- Appoints a designated person or committee responsible for the collection and analysis of feedback from stakeholders.
- Has well-defined responsibilities within the organisation.
- Is organising the collection of feedback.

Scope

RTO has systems in place to plan for and provide quality training and assessment across all of its RTO operations. RTO has policies and procedures to ensure quality training and assessment within its scope of registration and scale of operations. RTO is committed to quality service and a focus on continuous improvement. RTO values feedback and incorporate it into future programs, policies and procedures.

This policy is applicable to the following RTO stakeholders:
- Staff
- Students

General Processes

1.   Continuous Improvement

Note that continuous improvement processes refer to the continual enhancement of performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance. Such actions are considered rectifications.

- Continuous improvement is a cycle that includes many sequential steps;

   o   planning, including the identification of clients and issues that data needs to be collected for, so that performance can be evaluated.

   o   collecting data from the identified clients about issues that affect the quality of the organisation's operations.

   o   collating and analysing this data to identify improvement opportunities.

- o planning improvements and implementing them.
- o monitoring the improvements made to gauge how effective they are.
- o reviewing the improvements by collecting data, collating and analysing it.
- o reviewing continuous improvement processes to determine whether they were effective and productive.

- To systematically and continuously improve the quality of training and assessment practices, specific data sets will be regularly collected, analysed and acted upon. This data will be used to:

  - o confirm good practice,
  - o support learners' needs,
  - o improve training and assessment practices,
  - o enhance course completion rates (as per published KPIs),
  - o compile RTO's Quality Indicators,
  - o respond to changing industry needs,
  - o identify professional development needs.

- Training and assessment practices will be systematically improved by:

  - o responding appropriately to relevant data,
  - o ensuring strategies for training and assessment meet the requirements of Training Packages or Accredited Courses and are developed and refined in consultation with industry,
  - o meeting the requirements of Training Packages or Accredited Courses with respect to staff, facilities,
  - o better equipment, training and assessment,
  - o conducting training and assessment through competent staff and enacting assessment (including Recognition of Prior Learning) according to the principles of assessment and rules of evidence, workplace and relevant, regulatory requirements.

2. Compliance controls

- RTO is to ensure "Continuous Improvement" activities related to training and assessment are to be recorded using the "validation register and records"
- RTO is to ensure an annual review of "continuous improvement procedures" is conducted

- RTO is to ensure a clear and demonstrable sequence must be evident from; (1) collection of data, to; (2) evaluation of data, to; (3) continuous improvement records, to; (4) implementation of changes to monitoring the improvements made, to; (5) determining if the improvements were effective to; (6) making further changes where warranted.
- RTO is to administer all systems on a constant basis
- RTO is to ensure continuous improvement approach is systematic, logical and efficient.
- RTO is to ensure data on the quality of training and assessment services is collected.
- RTO is to ensure data is relevant and sufficient to make judgements about the quality of training and assessment across the RTO's scope of registration and operations.
- RTO Manager (RM) is to ensure data is analysed and improvements to training and assessment are demonstrated.
- RTO's RM is to ensure RTO improves training and assessment arrangements in accordance with the data collected.
- RTO's RM is to ensure selection of suitable staff to meet the quality and compliance requirements of the VET division including development, delivery, assessment and administration.
- RTO's RM is to induct staff into the organisation. Induction includes explaining the issues of VQF, Risk Management and the RTO Quality & Compliance Program.
- RTO's RM must form systematic procedures to transform observations and findings into measurable indicators.
- RTO's RM is to ensure relevant and updated VQF information is maintained in printed and electronic form.
- RTO's RM is to ensure RTO's website is maintained with up to date Information.
- RTO's RM is to keep an electronic log of all relevant VQF activity.
- RTO's RM is to ensure "VQF" is a standard agenda item for all internal stakeholders' meetings.
- RTO's RM is to ensure actions or adjustments to the operation are disseminated to relevant persons internally and externally as required.
- RTO's RM is to attend relevant development sessions as required.
- RTO's RM is to ensure appropriate version controls are designated within the Quality System and new issues circulated, placed on the Intranet, and incorporated into staff development sessions where required.
- RTO's RM is to ensure the CEO and other relevant staff members are collecting, analysing and acting on relevant data for the continuous improvement of training and assessment.
- RTO's RM, in conjunction with CEO, is to ensure that the performance of RTO is continually enhanced and that all our procedures ensure that the changing needs of our clients, and the industry in which we serve, continue to be met.

3. Data collection

Data is collected systematically by:

- National tools for the collection of data for the Quality Indicators
- Obtaining written feedback from students at the completion of their qualification.
- Trainer/assessor feedback on training and assessment
- Training and Assessment industry consultation
- Internal Validation
- Student feedback at the completion of units

4. Feedback sources

Feedback is taken from, but not limited to:
- Training and assessment outcomes;
- Client feedback on training;
- Client feedback on assessment/Assessment validation;
- Workplace/Client Management feedback;
- RTO Management review;
- Candidate feedback (regarding Assessment);
- Client satisfaction surveys;
- Trainer feedback;
- Trainer and Assessor feedback;
- Staff feedback;
- RTO Auditing (internal and external);
- Customer complaints;
- Appeals;
- Induction of staff and contractors;
- Course reports;
- Legislative or regulatory changes;
- Feedback or liaison from stakeholders;
- Administrative processes/efficiencies;
- Performance Management/ Trainer Observations;
- Validation and Moderation;
- Changes to the 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)/ SSOs;
- Annual Business planning;
- Business/Finance reviews.

5. AVETMISS Data

In line with data provision requirements, RTO collects and provides Australian Vocational Education and Training Management with statistical information (AVETMISS) regarding its performance and governance as consistent with requirements from time to time.

AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) for VET providers is a national data standard that ensures the consistent and accurate capture and reporting of VET information about students, providers, courses and training outcomes. The National Center for Vocation Education Research (NCVER) is the custodian of the standard, which forms the basis for collecting data for the national VET provider collection.

This information includes but not limited to:
- Student demographics;
- Previous study and employment history
- Language and cultural diversity
- Reason for study
- Commencement date
- Enrolment data
- Unique student identifier
- Unit and course outcome, etc

RTO uses AVETMISS data to gauge the performance and identify areas for improvements. RTO's RTO Manager will generate the AVETMISS data every 12 months and discuss opportunities for continuous improvement in meetings with management.

6. Quality indicator data

In accordance with ASQA requirements (The Standards for Registered Training Organisations (RTOs) 2015 include updated data provision requirements, outlined in clause 7.5 that:

- RTO provides accurate and current information on its performance and governance consistent with the Data Provision Requirements as updated from time to time.

Also, RTO will collect data against national quality indicators using agreed instruments. The data is reported each year by the end of June for the previous calendar year. This is outlined in Clauses 8.1 and 8.2:

RTO cooperates with the VET Regulator:

- by providing accurate and truthful responses to information requests from the VET Regulator relevant to RTO's registration
- in the conduct of audits and the monitoring of its operations

- by providing quality/performance indicator data
- by providing information about substantial changes to its operations or any event that would significantly affect RTO's ability to comply with these standards within 90 calendar days of the change occurring
- by providing information about significant changes to its ownership within 90 calendar days of the change occurring
- in the retention, archiving, retrieval and transfer of records.

RTO ensures that any third-party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

- by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services
- in the conduct of audits and the monitoring of its operations

Three areas of reporting are required:
- Competency completion– these are statistics taken from the Student Management System.   They will identify the number of enrolments each calendar year and the number of completions by year.
- Employer Satisfaction – Employer Questionnaire is to collect the data for the employer satisfaction quality indicators. This focus on the following aspects:
  - The relevance of learning competency to work and further training
  - The overall quality of the training and assessment
- Learner Engagement – this indicator focuses on the extent to which learners are engaged in activities likely to promote high-quality skill outcomes, and will include learner perceptions of the quality of their competency development and the support they receive or have received from registered training organisations (RTOs).

RTO will submit the quality indicator data reports in full to qidata@asqa.gov.au by close of business 30 June of every year. Quality Indicator data is required for previous calendar year (1 January to 31 December) for submission.

8.   Continuous Improvement Cycle

Continuous improvement aims to improve organisational performance over time. The continuous improvement cycle on which the strategic continual improvement process is based, has four interrelated phases, often referred to as the Plan, Do, Check, Act cycle:

PLAN: Establish the goals and actions necessary to implement the actions needed to address the opportunity for improvement - Conduct a risk assessment on the planned actions to determine if the actions will result in an Acceptable Level of Risk

DO: Implement planned processes and allocate the appropriate resources

CHECK: Monitor, measure and report on the effectiveness of results - Conduct a risk assessment on the completed actions to determine if the actions resulted in an Acceptable Level of Risk

ACT: If there is an Acceptable Level of Risk, continue with improvements, if not, start again

Procedure

S.no.	Procedure Steps	Responsibility	Reference
(1)	When a continuous improvement opportunity is identified the following process should be followed: · Provide feedback, verbal or written, about the improvement recommendation to the RM. · The RM will then add this recommendation to meeting agenda.	Stakeholders, Team	
(2)	The management will consider the implications for other management systems and consult with relevant staff about the improvement.		
(3)	A risk analysis approach will be undertaken to determine the urgency of the improvement.	Management	
(4)	Management responsibility for further action will be allocated depending on the level of risk assigned to each report.	Management	
(5)	All staff are informed of the change by email and the changed policy, procedure, teaching and/or assessment resource is added to the website.	Management	

(6)	The improvement is trialled and reported back to the Senior Management Team within the agreed timeline	Management	
(7)	The trial outcome is reviewed for effectiveness and if necessary, the process is amended and re-trialled.	Management	

Continuous Improvement

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. The policy and procedure is designed to ensure management become aware of:

- Common threats relating to the compliance and quality assurance.
- Repeat issues
- Any general adverse trend that needs correcting

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy will be reviewed annually by the RTO Manager.