

## CONTINUOUS IMPROVEMENT POLICY

Revision 1.1 Nov 2017

### PURPOSE

Continuous improvement is an essential component of operating a training and assessment system that meets or exceeds defined quality standards.

MiTraining is committed to providing high quality training and assessment that is relevant to students/trainees or clients, employers and industry and meets the requirements of the Standards for Registered Training Organisations (SRTOs 2015). MiTraining 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 MiTraining to systematically and continually review and improve its systems and practices (including policies and practices), as well as training and assessments products and services to meet compliance with the Standards Registered Training Organisations.

### SCOPE

As MiTraining is fully committed to developing and maintaining a culture of Continuous Improvement across the organisation this policy, process and procedures applies to all aspects of the organisation's operations as an RTO.

### POLICY STATEMENT

MiTraining 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.

MiTraining will:

- a) implement and maintain strategies and practices to systematically monitor its compliance with the Standards for RTOs;
- b) review and evaluate its training and assessment strategies and practices (using various processes) including those offered by a third party;
- c) utilise the outcomes of all monitoring and evaluative processes to inform and continually improve training and assessment strategies and practices.

### POLICY PRINCIPLES

#### Underpinning Principles

The MiTraining commitment to continuous improvement is formalised in the following processes and accompanying procedures relating to the areas of training and assessment, student/trainee or

client services and management of operations systems including acting on any identified opportunities for improvement. To achieve this the:

- a) The MiTraining continuous improvement approach is systematic, involves staff, students/trainees or clients and other stakeholders, and uses qualitative and quantitative data to determine the need for improvement to the RTO's services, operations, practices and systems;
- b) MiTraining continuous improvement focus areas include, but is not limited to:
  - a. Training and assessment products and services;
  - b. Training and assessment resources, tools and instruments;
  - c. Facilities and equipment;
  - d. Policies, procedures and practices;
  - e. Management / operational systems;
  - f. Strategic / business plans;
  - g. Staff performance, competencies and professional development;
  - h. Third party arrangements;
- c) Continuous improvement is ongoing and may be planned or unplanned, occurring as often as identified and required;
- d) All staff are encouraged to report any opportunities for improvement to the CEO in writing as they identify them. Staff are to provide any information and data they have collected to support their recommendations so it can be analysed and acted on accordingly;
- e) Staff recommendations are reviewed by the RTO Training Manager at the regular staff and management meetings;
- f) 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;
- g) Continuous improvement actions are recorded and maintained on the "Continuous Improvement Register";
- h) MiTraining identifies areas of continuous improvement for all areas of its operations through (but not limited to):
  - Training and assessment outcomes;
  - Student/trainee or client feedback on training with analysis and follow up action as appropriate (See Evaluation Policy);
  - Employer and external stakeholder satisfaction rates used for ensuring quality;
  - Student/trainee or client feedback on assessment (See Evaluation Policy);
  - RTO Management review – minutes, reports and information from management or other staff meetings where need for improvement and subsequent action is discussed:
  - Candidate feedback (regarding Assessment); (See Evaluation Policy)
  - Student/trainee or client satisfaction surveys; (See Management of RTO Policy)
  - Trainer feedback (See Evaluation Policy);
  - Assessor feedback (See Evaluation Policy);
  - Staff feedback;
  - Competency completion rates analysed for opportunities of improvement;
  - RTO Auditing (internal and external) (See Audit Policy);
  - Customer/client complaints outcomes and appeals (See Complaints Policy);
  - Appeals (See Appeals Policy);
  - Induction of staff and contractors;
  - Course reports (See Course Delivery Policy);

- Legislative or regulatory changes (See Legislation Compliance Policy);
  - Feedback or liaison from stakeholders;
  - Administrative processes / efficiencies (See Records Management Policy);
  - Performance Management/ Trainer Observations;
  - Validation and Moderation outcomes (See Validation Policy);
  - Changes to Training Packages (See Transition of Training Packages Policy);
  - Outcomes of internal and external quality audits;
  - 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;
  - Technology developments;
  - Business/Finance reviews.
- i) MiTraining seeks feedback from students/trainees or clients regarding their satisfaction with services they have received. This feedback is collated and reviewed by MiTraining to identify areas of continuous improvement. (See Evaluation Policy);
- j) MiTraining conducts internal auditing against quality standards (e.g. the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services (See Audit Policy);
- k) MiTraining provides information and feedback regarding continuous improvement actions to all staff via:
- Staff meetings
  - Staff memos
  - Training / coaching sessions
  - Intranet
  - Email
  - Noticeboards;
- l) 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 affect the amendment may have on other policies, procedures, or systems;
  - Check against the affect 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;
- m) MiTraining implements where possible the continuous improvement cycle from ISO9001:2008 indicated in the diagram below.

## CYCLE OF IMPROVEMENT

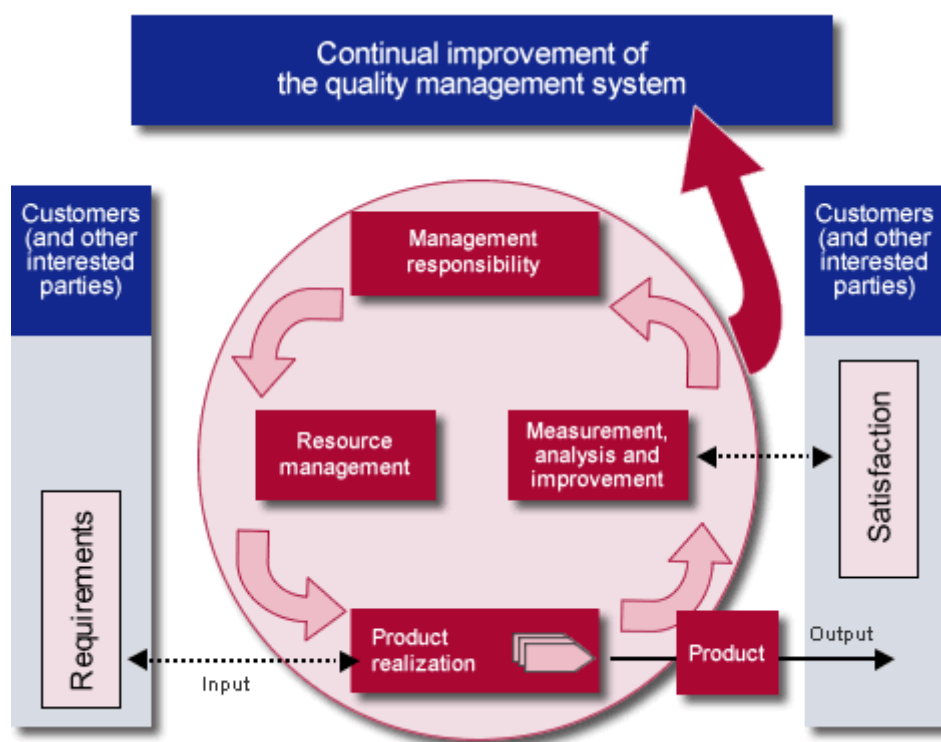


Diagram 1 – Continuous Improvement

## ORGANISATIONAL PROCEDURES AND RESPONSIBILITIES

- The CEO and RTO Training Manager have continuous improvement formally specified as part of their role in managing the company;
- The CEO will undertake operational responsibility for the implementation of this policy and all procedures, projects and processes flowing from it;
- The CEO and all other staff members will implement continuous improvement issues across the RTO and will follow the Continuous Improvement Schedule;
- A commitment to continuous improvement is included in all position descriptions.
- Responsibility for various aspects of the RTO's implementation of continuous improvement is formally assigned to individuals on an annual basis;
- All staff are engaged in ongoing continuous improvement training consistent with annual Continuous Improvement Schedule;
- Data is regularly and consistently gathered, analysed and acted upon in relation to all aspect of MiTraining operations.

### Access & Equity

The MiTraining Access & Equity Policy applies. (See Access & Equity Policy).

### Records Management

All documentation from Continuous Improvement processes are maintained in accordance with Records Management Policy. (See Records Management Policy).

## Monitoring and Improvement

All Continuous Improvement practices are monitored by the CEO of MiTraining and areas for improvement identified and acted upon. (See Continuous Improvement Policy).

## Continuous Improvement and Review of Policy

The Continuous Improvement Policy and accompanying procedures will be continuously implemented and assessed for areas of improvement and will be formally reviewed annually as part of the general continuous improvement process.

## POLICY PUBLICATION

All policies and procedures that are applicable to prospective students/trainees and enrolled students/trainees and all relevant organisation staff/contractors are made available on request at all times, and form part of the induction and orientation for staff and students and are made available, via the website (where appropriate), student administration/management system and internal electronic systems.

## NOTES

<i>Related Policies/Procedures:</i>	<i>Evaluation Policy Management of RTO Policy Risk Management Policy Audit Policy Validation Policy Access and Equity Policy</i>
<i>Related Documents/Forms:</i>	<i>Continuous Improvement Request Form Continuous Improvement Register Continuous Improvement Procedures Continuous Improvement Schedule</i>
<i>Related Legislation:</i>	<i>N/A</i>
<i>Guidelines:</i>	<i>N/A</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	