

1.03.810 CONTINUOUS IMPROVEMENT

This policy is applicable to: All IRT Academy Students, IRT Academy employees and Third Parties acting on behalf of IRT Academy.

DISCLAIMER

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DOCUMENT CONTROL

Policy Number: 1.03.810	Policy Owner: General Manager IRT Academy	Version: 2.3
Contact position: General Manager IRT Academy	Approved for circulation: Group Leadership Team	TRIM classification reference:
Date approved: February 2015	Review due to: Legislative change	Next review due: February 2016
Procedure Manual reference: Continuous Improvement	Compliance/Accreditation/ Standards reference: Standards for Registered Training Organisations 2015 Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses. 1.9, 1.0, 1.11 Standard 2. The Operations of the RTO are quality assured	

REVISION RECORD

Date	Version	Revision description
April 12	1.0	IRT Academy major review of all policies and procedures against Standards for NVR Registered Training Organisations 2011- Essential Standards for Continuing Registration
Jan 15	2.0	Previous Policy to be superseded
Jan 15	2.2	19/8/2014 Reference to Learner substituted with Student. Full title of ACER included.
Jan 15	2.3	Updated to align to Standards for RTOs 2015

1. TITLE

1.03.810 Continuous Improvement

2. POLICY STATEMENT

At IRT Academy we are committed to the continuous improvement of our training and assessment services, student services and our administrative management systems.

Central to this commitment is this policy which outlines our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

3. PURPOSE

To meet the requirements of:

- National Vocational Education and Training Regulator Act 2011;and
- Standards for Registered Training Organisations 2015

4. SCOPE

The scope of this policy covers all IRT Academy students, employees and/or third parties acting on behalf of IRT Academy.

5. OBJECTIVE

The purpose of this policy is to:

To ensure that IRT Academy systematically undertakes continuous improvement activities across it's span of operations aligning to regulatory, legislative and best practice requirements.

6. POLICY DETAILS

6.1 Systematic Approach

IRT Academy applies a systematic approach to support continuous improvement.

This approach includes:

- Selection of Data
- Collection of Data
- Reception of Data
- Evaluation of Data
- Implementation of Improvements
- Validation of Improvements

6.2 Systematic Approach to Continuous Improvements

6.2.1 Selection

Data collected by IRT Academy has been selected on the basis of its relevance to the Standards for RTOs and Quality Indicators. Most important, is the collection of data from students and employers relating to their expectation and experience of our services.

Data sources have been selected to provide a balance of qualitative and quantitative information. The following data is identified for collection and for input into our continuous improvement system:

- Student satisfaction rates
- Employer satisfaction rates
- Competency completion rates
- Outcomes of complaints and appeals processes
- Opportunities for improvement reported by staff or other stakeholders
- Outcomes of validation and moderation processes
- Outcomes of industry consultation
- Information from ASQA or Industry Skills Council
- Outcomes of management processes
- Outcomes of internal and external quality audits

6.2.2 Collection

Data will be collected using a range of methods to enable sufficient data on which valid judgments may be made. Data collection methods will provide maximum opportunity for IRT Academy to engage with students and employers and to seek and obtain input from our staff and other stakeholders.

6.2.3 Quantitative Data Collection

The primary method of collecting quantitative data is via written survey of both students and employers. This is achieved using the Quality Indicator Resources. Specifically, the methods of collection are the Learner Engagement and Employer Satisfaction and the collection of competency completion data.

- The Learner Engagement and the Employer Satisfaction Questionnaires can be accessed at the following link:
http://www.nssc.natese.gov.au/vet_standards/quality_indicators_for_rtos

6.2.4 Qualitative Data Collection

Qualitative data will be collected from our internal processes. These internal processes include complaints and appeals, moderation, validation and quality auditing. These processes produce outcomes such as recommendations and opportunities for improvement. In addition to these, we also seek input directly from our staff or other stakeholders (contractors, students, members of the public).

Any employee can receive a customer complaint.

7. ROLES AND RESPONSIBILITIES

All employees are required to comply with this Policy. There are no specific roles or responsibilities other than those outlined in the table below.

Specific roles and responsibilities of employees and management are outlined in Section 6 of this policy.

Specific roles and responsibilities of areas/departments/functions are outlined in the table below.

Role	Responsibility
Policy Owner – General Manager IRT Academy	Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.
Policy Monitor – Operations Coordinator	Ensure day to day implementation and compliance with policy.
Policy Implementation- All IRT Academy employees and Third Parties acting on behalf of IRT Academy	Implement procedure as per IRT Academy Procedure Manual

8. EDUCATION AND STAFF DEVELOPMENT

This is a Standard Policy.

Education and Staff development relevant to this policy will occur via:

- Via IRT Academy On-Boarding procedure
- Via IRT Academy quarterly meetings
- This is a standard policy – specific education is not required, employees are expected to be familiar with this policy.

9. MONITORING, EVALUATION AND REVIEW

Feedback regarding this policy can be referred to:

- Operations Coordinator
- General Manager

The policy will be reviewed every 2 years by the General Manager. Triggers for review outside of the usual cycle include:

- Changes to the business activity relating to this policy
- New business activities impacting on this policy
- Changes to internal controls relating to this policy
- Changes to legislative and/or regulatory requirements

10. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
RTO	Registered Training Organisation
ASQA	Australian Skills Quality Authority
AQTF	Australian Quality Training Framework

11. ASSOCIATED PROCEDURES AND FORMS

Name and number of document
IRT Academy Administration Process Handbook
IRT Academy Management Manual
IRT Academy Procedure Manual
Complaints, Incidents and Appeals Register
Complaint Form
Assessment Decision Appeal Application
Student Handbook
Self Assessment Tool
Continuous Improvement Register
AQTF Learner Engagement Questionnaire
AQTF Employer Satisfaction Questionnaire
Student Feedback Full Qualifications
Student Feedback Short Course
Employer Feedback
Trainer/Assessor Feedback

12. REFERENCES – COMPLIANCE AND BEST PRACTICE

Legislative references
National Vocational Education and Training Regulator Act 2011
Best Practice references
Standards for RTOs 2015
Standard 1
Standard 2

If a business unit's compliance plan makes reference to this policy as a control for a particular compliance risk, the relevant compliance plan should be referred to here.

13. LINKS TO OTHER POLICIES

Policy 1.03.829 Complaints Incidents and Appeals
Policy 1.03.825 Version Control
Policy 1.03.803 Code of Practice
Policy 2.07 Grievance Procedures