POLICY & PROCEDURE

CONTINUOUS IMPROVEMENT

![Allens Training Pty Ltd]

Contents

1. Purpose

1.1   Allens Training Pty Ltd Registered Training Organisation 90909 (the RTO) is committed to operating efficiently and effectively in order to meet the needs of clients and stakeholders, especially students who enrol with the RTO to undertake study.

1.2   Continuous improvement in all activities is vital for the RTOs continued success.   The RTO undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectation of its stakeholders and regulatory and licensing authorities where relevant.

2. Scope

2.1   This policy relates to Allens Training Pty Ltd RTO 90909, its VET trainers and assessors and employed staff including training and assessors engaged through third party arrangements, delivering VET training products on behalf of Allens Training Pty Ltd.

3. Policy Statement

3.1   This Policy is part of the RTOs continuous improvement processes to deliver quality services and products. The effectiveness and quality of operations is continually monitored for the purpose of identifying and implementing improvements.

3.2   The RTO is committed to:

   a.   Complying with its requirements and continually improving its effectiveness.

   b.   Working toward improvement of customer satisfaction and business performance.

   c.   Developing and maintaining documentation and records that communicates the required standard of output from regulators, all other stakeholders including students and key business processes.

d.   Continuous improvement through strong leadership, active participation of all management, staff and approved third party providers in the improvement process.

3.3   All RTO staff and associated third party providers delivering training and assessment on behalf of the RTO play an important role in the RTOs continuous improvement. Feedback and actions are vital to ensuring our RTOs ongoing success.   The Quality Management System is based on adhering to the following principles:

- A commitment by all staff and third parties to continuous improvement processes, courses, products and services;
- Input and involvement of all staff, third party providers and students in identifying and implementing quality improvements; and
- Systematic use of quantitative feedback as a basis for identify and prioritising improvement opportunities.

3.4   At a minimum, the following type of feedback is monitored and reviewed as part of the Continuous Improvement strategy:

- Industry consultation and engagement feedback;
- Student survey feedback;
- Complaints;
- Compliance monitoring activities;
- Student and employer satisfaction records;
- Quality Indicators;
- Staff feedback;
- Trainer feedback;
- Validation processes;
- Internal and external audit processes and outcomes.

4. Procedures
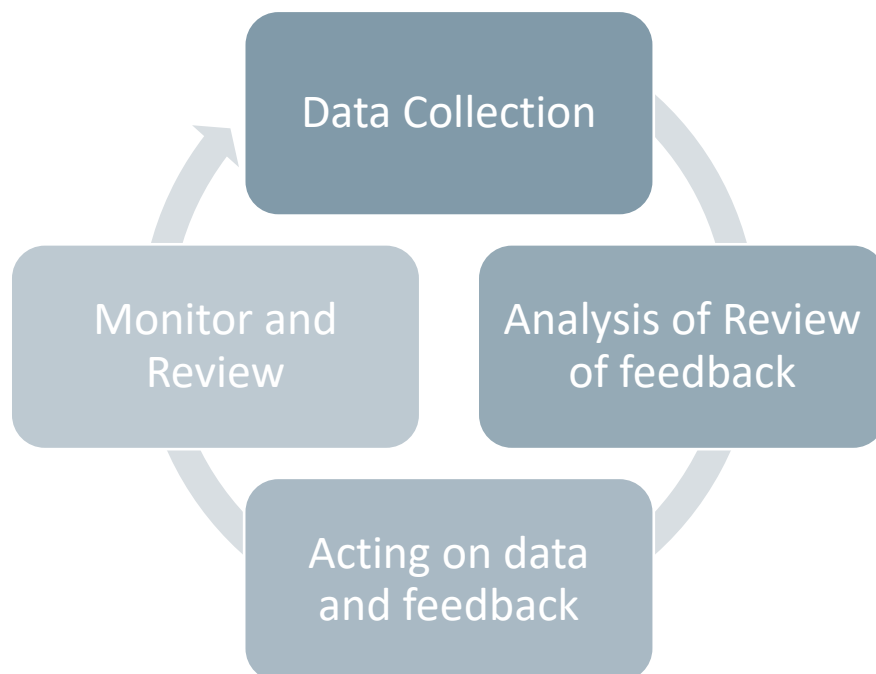
a.   **Data Collection:** The RTO has a planned approach to data collection, using a range of survey tools, documents and other forms of stakeholder engagement and feedback, such as industry consultation projects and complaints processes.

b.   **Analysis and review of feedback:** Once data is collected, analysis and review is to identify and address issues that require immediate attention for the purpose of future planning and delivery.

c. **Action on data and feedback:** Action is undertaken on feedback by a relevant individual or team and records of meetings held, reviews undertaken, and future actions or tasks recorded in Training Desk. All records are tagged "Continuous Improvement" and form part of the Continuous Improvement Register in Training Desk.

d. **Monitor and review:** Final phases of the process, whereby improvement actions that have been implemented are checked to confirm they are addressing the issue and if further action is necessary.

4.1 Staff and approved third parties delivering training on behalf of the RTO are required to act on feedback within their relevant areas. Where continuous improvement suggestions cannot be resolved by the team or the third party either through capacity/capability to resolve, or where the resolution sits outside of the scope of responsibility of the team or third party, the improvement suggestion must be redirected to an appropriate person or party for resolution. General Managers are responsible for following through on identified improvements and feeding information back to the relevant staff or third party in relation to actions taken.

4.2 Continuous improvement is facilitated through our Quality Management System. This system complies with the VET Quality Framework. The implementation of these standards is supported by policies, procedures, templates and Training Desk to assist staff in carrying out their roles. These documents provide an agreed strategy concerning how the RTO is conducted and are developed primarily by, or in consultation with staff that carry out the process.

4.3 The General Manager Regulatory Compliance plays a role in coordinating the formalising of processes into the organisation's policies, procedures and templates, providing advice to staff in relation to systemic processes and regulatory compliance, monitoring implementation through conduct of audits against the VET Quality Framework (VQF) and associated procedural requirements. Staff feedback and business improvement requests may be raised within Training Desk by raising a Ticket where the staff have identified an area for improvement.

5. Responsibilities

5.1 The General Manager Regulatory Compliance is responsible for the implementation and management of the continuous improvement strategies resulting from data collected is responsible for monitoring the Continuous Improvement Register. The CEO will be fully informed throughout the process.

Compliance, monitoring and review

5.2 The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring, and ensuring compliance with this policy.

Reporting

5.3 Regulatory reporting to ASQA in relation to Quality Indicator data is submitted by 30th June each year.

5.4 Student survey results are recorded, analysed and reported to the General Manager Regulatory Compliance quarterly.

5.5 Validation records are maintained and reported on as per the Validation Policy and Procedure.

5.6 Complaints and managed and reported on as per the Complaints Policy and Appeals Policy.

Records management

5.7 Employees must maintain all records in Training Desk relevant to administering this policy securely.

6. Definitions

Terms and definitions

Industry: The bodies that have a stake in the training, assessment and client services provided by vocational education providers.

Student: A person being training and/or assesses by the RTO for the purpose of issuing AQF certification documentation.

Student satisfaction and feedback: student's personal assessment of their education experience, service and facilities provided by the RTO.   Student provides feedback verbally or in writing.

Validation: 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.

VET Quality Framework: A set of standards and conditions used by the Regulator to assess whether a registered training organisation meets the requirement for registration:

The VET Quality Framework comprises:

- the Standards for Registered Training Organisations 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework.

7. Related Legislation & Documents

Standards for Registered Training Organisations (RTOs) 2015

National Vocational Education and Training Regulator Act 2011

8. Feedback

8.1   Feedback about this document can be emailed to compliance@allenstraining.com.au.

9. Approval and Review Details

Approval Authority			Next Review Date	
CEO			June and December of each year	
Version	**Effective Date**	**Author(s)**	**Description**	
Draft	11.10.2022	Ferne Robinson	Initial draft for review and approval by Senior Management	
V1	01.03.2023	Ferne Robinson	Version 1.0	