

Continous Improvement Policy & Procedure

Policy

Continual improvement is an essential part of Strategix management system with the aims of ensuring compliance, preventing problems and identifying ways to continually improve the standard of delivery of training and the organisational structures supporting the delivery of training and assessment.

Strategix uses a systematic approach to gather both qualitative and quantitative feedback as the basis for identifying and prioritising improvement opportunities. A continual improvement approach is used by Strategix to address the requirements of RTO Standards for Registration.

Strategix collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Strategix continual improvement process applies across all sections of the organisation's operations.

Continuous improvement is the responsibility of the Managing Director who will:

- Promote awareness and encourage all staff to have a commitment to continuous improvement across all areas of the business operation including all training and assessment services and the administrative support behind those services.
- Provide mechanisms for input and involvement of all staff and clients in identifying and implementing opportunities for improvement
- Act on information gathered both formally and informally.

Data Collection

Strategix uses the following data and strategies to identify continuous improvement opportunities and feed those into the process:

- Completion of Learner Surveys by all VET Students
- Completion of Employer Questionnaires
- Student and Employer Feedback forms
- Trainer/assessor validation and assessment moderation meetings
- Internal and external audits
- Feedback from industry - used during industry consultation
- Industry/enterprise organisations newsletters, journals, papers and/or PD workshops/training
- Management reviews
- Staff performance appraisal and exit interviews
- Unsolicited feedback
- Staff meetings
- Records of risk identification and assessment
- Record of complaints

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Data Analysis

Data analysis will inform:

- Quality indicators reporting
- Improvements to training and assessment services
- Training venues, work placement sites, workplaces and their facilities for training and assessment
- Staff recruitment, induction, performance appraisal and professional development
- Budget allocations and expenditure

Continuous Improvement

Strategix will use a systematic approach to address continuous improvement opportunities by following a Continuous Improvement Cycle.

Continuous improvement focus areas include:

- Training and assessment services
- Teaching and learning materials
- Assessment processes, tasks and tools
- Facilities and resources
- Organisational planning, policies, systems, capital infrastructure and financial management
- Staff performance and professional development
- Interaction with industry, the VET Sector and other RTOs

Continuous Improvement Cycle

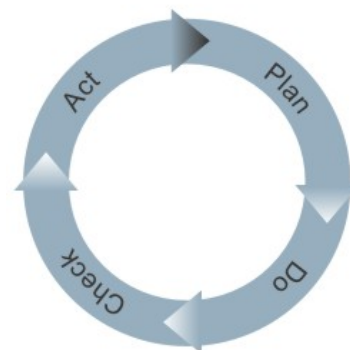
Continuous improvement aims to improve organisational performance over time. The continuous improvement cycle on which the Strategix continual improvement process is based has four interrelated phases, often referred to as the Plan, Do, Check, Act cycle:

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



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Procedure

When a continuous improvement opportunity is identified the following process should be followed:

- Provide feedback, verbal or written, about the improvement recommendation to the relevant Department Manager.
- The Department Manager will then add this recommendation to fortnightly Senior Management meeting agenda.
- The Senior Management Team will consider the implications for other management systems and consults with relevant staff about the improvement.
- A risk analysis approach will be undertaken to determine the urgency of the improvement.
- Management responsibility for further action will be allocated depending on the level of risk assigned to each report.
- All staff are informed of the change by email and the changed policy, procedure, teaching and/or assessment resource is added to the website.
- The improvement is trialled and reported back to the Senior Management Team within the agreed timeline
- The trial outcome is reviewed for effectiveness and if necessary the process is amended and re-trialled.

Related Documents

- OFI Register
- SNR 2.2, 6

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Appendix A

Formal processes

Item	How	When	Action
Internal Audits	<ul style="list-style-type: none"> • SNR Audit • STG Procedures 	<ul style="list-style-type: none"> • Annually 	<ul style="list-style-type: none"> • Audit Report
External Audits	<ul style="list-style-type: none"> • Audit documentation 	<ul style="list-style-type: none"> • As scheduled 	<ul style="list-style-type: none"> • Audit documentation
Customer Feedback	<ul style="list-style-type: none"> • Student Feedback Survey 	<ul style="list-style-type: none"> • During training • At completion of training 	<ul style="list-style-type: none"> • Reported in management meeting, action identified and taken
Customer Complaints	<ul style="list-style-type: none"> • Customer complaints are managed by Senior Management and Department Managers • Details of complaint are recorded in Student Management System • Follow-up tasks are set for relevant persons • Actions are finalised in 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Action as per: <ul style="list-style-type: none"> ○ Client Services procedure ○ Complaints procedure ○ Communication procedure
Material Endorsement	<ul style="list-style-type: none"> • Completed by persons who <ul style="list-style-type: none"> • Vocational competencies and current industry skills relevant to the assessment being validated; • Current knowledge and skills in vocational teaching and learning; and • Training and assessment qualification or assessor skill set • Industry experts may be involved in validation to ensure there is the combination of expertise set • As per validation procedure 	<ul style="list-style-type: none"> • Each training product is endorsed at least once every five years, with at least 50% of products validated within the first three years of each five year cycle • High risk training products are endorsed every 2 years 	<ul style="list-style-type: none"> • As per validation procedure

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Item	How	When	Action
Validation and Moderation	<ul style="list-style-type: none"> • Systematic validation of assessment • Completed by persons who <ul style="list-style-type: none"> ○ Vocational competencies and current industry skills relevant to the assessment being validated; ○ Current knowledge and skills in vocational teaching and learning; and ○ Training and assessment qualification or assessor skill set ○ Industry experts may be involved in validation to ensure there is the combination of expertise set • As per validation procedure 	<ul style="list-style-type: none"> • Each trainer has 5 completed assessments validated per annum 	<ul style="list-style-type: none"> • Feedback is provided to the trainer, trainer manager and compliance/curriculum team for review and actioning
Departmental Review	<ul style="list-style-type: none"> • Joint departmental audits over performance and requirements relating to the individual department activities and processes 	<ul style="list-style-type: none"> • As required by Senior Management 	<ul style="list-style-type: none"> • Audit documentation created to include all relevant requirements or concerns • Feedback is provided to the Departmental Manager for review and actioning
Market research	<ul style="list-style-type: none"> • Investigate market trends and requirements • Evaluate the usefulness and effectiveness of researched market practices • Implement changes according to implementation strategy 	<ul style="list-style-type: none"> • As required by Senior Management 	<ul style="list-style-type: none"> • Feedback is provided to the Departmental for review and actioning

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Informal processes

Item	How	When	Action
Management reviews	<ul style="list-style-type: none"> Departmental Manager reports to Senior Management team 	<ul style="list-style-type: none"> Monthly 	<ul style="list-style-type: none"> Discussions and actions formulated Departmental Manager implements actions as requested
Feedback from staff	<ul style="list-style-type: none"> Gathered during problem solving, at meetings and during audits 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Discussions and actions formulated Departmental Manager implements actions as requested
Feedback from clients	<ul style="list-style-type: none"> Gathered through client reporting processes 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Discussions and actions formulated Departmental Manager implements actions as requested
Feedback from students	<ul style="list-style-type: none"> Gathered through feedback sheets 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Discussions and actions formulated Departmental Manager implements actions as requested
Feedback from other RTOs	<ul style="list-style-type: none"> Gathered during networking and other meetings 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Discussions and actions formulated Departmental Manager implements actions as requested