



POLICY NAME	Continuous Improvement Policy			POLICY NO.	2024.6
EFFECTIVE DATE	30/01/2024	DATE OF LAST REVISION	30/01/2024	VERSION NO.	1
ADMINISTRATOR RESPONSIBLE	Sarah Burnett		CONTACT INFORMATION	admin@aota.com.au	
APPLIES TO Apply group names to define applicable areas of staff.					
GROUP 1	Trainers and Assessors	GROUP 2	Administration Staff	GROUP 3	Directors and Managers
GROUP 4	Students	GROUP 5		GROUP 6	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Sarah Burnett		Initial publication	Sarah Burnett

APPROVAL AND REVIEW

ADDITIONAL NOTES

## SCOPE

This policy and procedure applies to people involved in any of the All High Risk Training Pty Ltd (AHRT) activities related to the delivery and assessment of any training products, and the continuous improvement of any and all training products on its scope.

## POLICY STATEMENT

AHRT is committed to the process of constantly improving the way in which its operations occur and its continuous compliance with the AQF 2013, NVR2011/ Standards for Registered Training Organisations (RTOs) 2015. Through this process AHRT will achieve further quality customer service and stay attuned to the current and future demands of the vocational education sector.

AHRT will progressively and actively seek out and eliminate all potential problems/threats and act upon all opportunities in a way that results in the continual improvement of its training and assessment system and customer service standards.

The RTO's approach to quality encompasses all its operations including training and assessment services, student services, financial operations, facilities, staff development and occupational health and safety.

AHRT's quality system is based on adherence to the following guiding principles:

- A commitment by all staff to continuous improvement/Quality Assurance of operational processes, training and assessment products and services;
- Input and involvement of all staff and students in identifying and assisting in the implementing of quality improvements;
- Systematic use of qualitative and quantitative feedback as the basis for identifying and prioritising improvement opportunities.

## TERMS AND DEFINITIONS

Define any acronyms, jargon, or terms that might have multiple meanings.

TERM	DEFINITION
Industry Engagement	<p>Industry engagement, for the purposes of Clauses 1.5 &amp; 1.6 of the Standards for Registered Training Organisations (RTOs) 2015, may include, but is not limited to, strategies such as:</p> <ul style="list-style-type: none"><li>• partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;</li><li>• involving employer nominees in industry advisory committees and/or reference groups;</li><li>• embedding staff within enterprises;</li><li>• networking in an ongoing way with industry networks, peak bodies and/or employers;</li><li>• developing networks of relevant employers and industry</li></ul>

	<ul style="list-style-type: none"> <li>representatives to participate in assessment validation; and</li> <li>exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.</li> </ul>
Industry Consultation	The process of seeking input and feedback from industry partners and stakeholders to inform the design, development, and review of training programs.
Assessment and validation	The process of reviewing and evaluating the effectiveness, relevance, and quality of training programs to ensure that they meet industry standards and requirements.
Learner/Student	An individual who is enrolled in one of AHRT's training products.
Industry currency and knowledge	The knowledge and skills that are required to maintain up-to-date knowledge of industry trends, developments, and practices. Trainers and assessors must maintain their industry currency and knowledge to ensure that they can provide relevant and effective training to learners.
Training Product	Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.
Unit of Competency	Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.
Course	The details of the training package being delivered
Training and Assessment Strategy	The training and assessment strategy comprises critical information, as it describes how an RTO will deliver and assess the training product for their learner cohort

## POLICY SECTIONS

### Continuous Improvement

To achieve the process of continuous improvement/Quality Assurance the Institute acknowledges that opportunities for continuous improvement/Quality Assurance can be identified from varied sources including:

Formal and ad hoc feedback from students, staff and stakeholders;

- Complaints from student, staff and other stakeholders;
- By undertaking self-assessment audits against the AQF 2013, NVR2011/Standards for Registered Training Organisations (RTOs) 2015,;
- By undertaking internal Assessment Validation sessions;
- By attending internal and external professional development workshops

### Feedback and Evaluation

Students and staff are encouraged to provide feedback about the quality of AHRT's programs, facilities and resources.

Students are encouraged to provide both verbal and written feedback throughout their training through a variety of Evaluation Forms which target different areas that are supplied at various stages during the course and via ad hoc feedback to their trainer or assessor:

- At the conclusion of the enrolment and orientation process, students complete the Student Enrolment and Orientation Feedback form
- Within two weeks of course commencement, students who have used an education agent are asked to complete the Feedback on Education Agents form.
- Every term Student Satisfaction Survey forms are distributed to all students
- At the end of their course, students complete the Student Exit Survey

Trainers and assessors are encouraged to provide feedback during staff meetings as well as through a formal feedback form that is supplied to them at the end of each unit.

For every unit Trainers' Course Feedback Forms are distributed to all trainers and assessors. Administration staff are encouraged to provide feedback to the Management during regular staff meetings and on an ad hoc basis.

All students will receive a paper based survey at the completion of their course, they will then receive an electronic survey via aXcelerate within a month of completing their course.

Employers will receive a survey via aXcelerate after the student has completed the training.

The feedback will be recorded in the feedback spreadsheet on a monthly basis by the Client Relationship Officer and reviewed by the Administration Manager on a monthly basis. Any concerning feedback will be reported to the CEO for action. This action will then be noted in the Continuous Improvement Register.

## Complaints

Once a complaint is resolved, any areas of improvement recommended will be acted upon and the outcome completed in the Complaints Register. If the action directly impacted the unit of competency this outcome will also be recorded in the Continuous Improvement Register.

## Internal and External Workshops

AHRT and other appropriate staff are sent to attend various relevant workshops run by such groups as the Department of Education and Training, ASQA, Safework NSW, Transport for NSW and Industry presentations.

AHRT conducts regular internal workshops in relation to professional development. These can be in the form of:

- Face to face meetings with external speakers
- Staff Development Days
- Staff meetings
- On line course delivered through aXcelerate

Attendance is recorded in trainers industry engagement books and placed on aXcelerate

## Validation Workshops

AHRT has a policy and procedure in place for undertaking assessment validation. Assessment Validation sessions occur as part of the internal professional development workshops. The validation is conducted as soon as practicable prior to and after the delivery of a unit the content is organised by the CEO. All improvements that identified are documented and actioned.

Each training product on the scope of registration at the Institute is validated at least once every five years, with at least 50% of the products validated within the first three years of each five year cycle.

All recommendations and changes to training products will be recorded on the Continuous Improvement Register.

## Professional Development

Professional development is how assessors acquire, develop and maintain the competencies required to carry out quality assessment in the VET sector. It also includes the ways in which assessors maintain knowledge of any changes in policy, practice and research that may impact on their assessment processes. AHRT's trainers and assessors undertake professional development in several ways which may include assessor networks, mentoring and coaching, internal validation activities, project teams, workplace visits, structured professional development activities, in-house training programs and formal/informal programs of further study and professional reading. If trainers or assessors recommend changes to the unit of competency it is discussed in the staff meeting and changes made. It is then recorded in the Continuous Improvement Register and aXcelerate.

## Policy Complaints and Enquiries

If you have any queries or complaints about our Enrolment Policy please contact us at:

613 Princes Highway, RUSSELL VALE NSW 2517

[admin@aota.com.au](mailto:admin@aota.com.au)

024 06 8378

## EXCEPTIONS

Describe exceptions here.

## RELATED POLICIES AND OTHER REFERENCES

National Vocational Education and Training Regulator Act 2011

<https://www.legislation.gov.au/C2011A00012/2021-09-01/text>

Standards for RTO's 2015 <https://www.asqa.gov.au/rtos/users-guide-standards-rtos-2015>

Professional Development Policy

Industry Engagement Policy
Continuous Improvement Register
Assessment and Validation Policy

**ROLES AND RESPONSIBILITIES**

List the job titles and business offices directly responsible for the policy.

ROLE	RESPONSIBILITY
CEO	Authoring and updating
CFO	Publishing on the internet
Administration Manager	Ensuring all personnel are informed

**CONTACTS**

List contacts in the table.

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