



## Continuous Improvement

### Organisational Area

RTO  
Organisation

### Authorisation

This procedure was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on the 25<sup>th</sup> October 2023.

### Review Date

This Procedure will be reviewed annually or sooner if required.

### Scope

This procedure applies to POCH&LCI Board of Management, Manager, Staff, Trainers and Assessors at Park Orchards Community House & Learning Centre Inc. (POCH&LCI)

This procedure also applies to Students who are enrolled in courses at POCH&LCI.

### Objective

The purpose of this procedure is to outline the process for the management of continuous improvement through the collection and analysis of relevant data, and implementing the changes required.

This procedure applies to all data collected by the organisation that is relevant to the quality of training and assessment, client services and the RTO management system.

This data consists of but is not limited to client satisfaction surveys, interviews with clients/industry, complaints, appeals, staff meetings, internal audits, external audits, course reviews, moderation and validation and staff performance appraisals.

Trainers, assessors and staff members are responsible for the collection and analysis of data and having input into continuous improvement register.

### Procedure

A summary of POCH&LCI continuous improvement process, co-coordinated by the VET Coordinator and overseen by the Manager is outlined below:

#### Internal Audit- registration

- In accordance with the ASQA compliance checklist, the VET Coordinator and Manager will conduct an internal audit each year.
- They record evidence of compliance with each standard.
- Areas of non-compliance are identified and an action plan for rectification is prepared.
- Areas of audit actions are recorded in the Continuous Improvement Record.



## Internal Audit- Funding

- In accordance with the RTO funding contract, the VET Coordinator and Manager will conduct an internal funding audit each year.
- They record evidence of compliance with each audited requirement.
- Areas of non-compliance are identified and an action plan for rectification is prepared.
- Areas of audit actions are recorded in the Continuous Improvement Record.

## Student Surveys

- A survey of all participants will be conducted midway through and upon the completion of each course.
- Students will complete the POCH&LCI survey and the AQTF Learner Satisfaction Survey.
- The results of these surveys will be analysed and documented by the VET Coordinator and recommendations made.
- Any actions for change are recorded in the Continuous Improvement Register.

## Industry Surveys

- On the completion of each work placement POCH&LCI will survey employers and workplaces who have participated with training, seeking information on the quality of delivery and assessment and the adequacy of the training their work placement student received.
- The results of these surveys will be analyzed and documented by the VET Coordinator and recommendations implemented.
- Any actions for change are recorded in the Continuous Improvement Record.

## Review of Policy and Procedures

- At least every three years, POCH&LCI will review its policies and procedures, including student records systems to ensure that they are still current, relevant and accurate.
- This review will be co-coordinated by the Manager who will update policies and procedures as appropriate.
- This review will be conducted on a continuous basis over the three-year period.

## Staff meetings

- Administration staff meetings will be held every term and any issues or concerns regarding the RTO will be discussed and documented
- Items identified as requiring change will be actioned and documented in the continuous improvement register
- The VET Coordinator shall co-ordinate a meeting of all trainers, assessors and other RTO staff involved in the delivery of programs at the completion of each accredited course year.
- These meetings will involve a discussion of all aspects of the RTO operations, including:
  - Policies and Procedures
  - Participant and industry surveys
  - Delivery issues
  - Validation and moderation of assessment
  - Customer complaints and appeals
- These meetings may be held in whatever form is appropriate. The VET Coordinator will ensure that minutes of these meetings are maintained.

## Monitoring of Staff Performance and Professional Development

- Once a year the Manager or VET Coordinator will conduct staff and Trainer/Assessor performance review to ensure competency in the delivery of accredited courses.
- The VET Coordinator will document any professional development undertaken by Trainers/Assessors



and identify any future professional Development (PD) requirements.

- Each year the VET Coordinator will check Trainer/Assessor files and ensure all relevant documents are on file and that the trainer qualifications and vocational experience continue to be current and relevant to training.
- Trainers/Assessors feedback will be sought at the end of each Course. Suggestions and recommendations will be documented and changes required will be implemented and listed on the continuous improvement register.

## Complaints and Appeals

POCH&LCI has a Complaints and Appeals Policy and Procedure to ensure that student complaints are dealt with fairly, consistently and promptly. POCH&LCI views student complaints as not only providing insight into student levels of satisfaction but also as an opportunity to review and improve its policies and practices.

- Issues identified through any of the above methods or by POCH&LCI staff members are to be written up on the Continuous Improvement Register when actions have been completed.
- If actions for change are not approved and implemented, feedback will be given to the person initiating the request or complaint, wherever possible.

## Continuance Improvement Register

The VET Coordinator

- Records feedback received from staff, students, or industry in the register.
- Identify areas of action from register.
- Record any areas of audit actions in the Continuous Improvement Record.

## Industry Consultation

- Delivery and Assessment plans are prepared by the VET Coordinator in accordance with the training package requirements.
- Delivery and Assessment plans are to be reviewed annually by POCH&LCI staff who have an industry background.
- Any recommendations arising from the review are to be discussed and included in the continuous improvement record for action.

## Network membership

- Administration and training staff are members of a range of VET industry professional networks and feedback from these meetings also feeds into POCH&LCI continuous improvement actions.

## Informal feedback/discussions

- Administration and training staff are encouraged to offer new areas for improvement or development throughout the year. This is an informal way for new ideas, resources, feedback, improvements to be investigated and possibility adopted.
- This will be recorded in the Continuous Improvement register.

## Related Documents

Continuous Improvement Policy  
Complaints and Appeals Policy  
Complaints and Appeals Procedure  
Student Welfare Policy  
Student Feedback Policy  
Student Feedback Procedure



Date reviewed	Version	Details of changes (if any)	Date of next review
September 2015	1	Original document	September 2016
28/06/2017	2	Update VET Coordinator Title and modified review to 3 years.	28/06/2018
24/06/2020	3	General review – minor corrections to grammar and abbreviations Added updated and approved by in version control Added Internal Audit- Funding Added Network membership	24/06/2021
17/02/2022	4	Updated to ASQA	17/02/2023
25/10/2023	5	Added informal suggestions to improvements	25/10/2024

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