

# Continuous Improvement Policy



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<b>Authority</b>	Chief Executive Officer or Nominee
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<b>Related policies</b>	<ul style="list-style-type: none"> <li>▪ Industry Engagement Policy</li> <li>▪ Complaints and Appeals Policy</li> <li>▪ Records Management Policy</li> </ul>
<b>Related procedures</b>	<ul style="list-style-type: none"> <li>▪ Industry Engagement Procedure</li> <li>▪ Complaints Procedure</li> <li>▪ Appeals Procedure</li> <li>▪ Records Management Procedure</li> </ul>
<b>Forms and supporting documents</b>	<ul style="list-style-type: none"> <li>▪ Learner Questionnaire</li> <li>▪ Employer Questionnaire</li> <li>▪ Continuous Improvement Form</li> <li>▪ Continuous Improvement Register</li> <li>▪ Validation Mapping Tool</li> <li>▪ TAS Industry Consultation Form</li> <li>▪ Complaints and Appeals Form</li> <li>▪ SRTOs 2015 Audit Tool</li> <li>▪ Quality Indicator Annual Summary Report</li> <li>▪ Third Party Agreement</li> </ul>

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## PURPOSE

This policy has been created to ensure that Australian Polytechnic Institute is committed to providing high quality training and assessment that is relevant to clients, employers and industry and meets the requirements of the Standards for Registered Training Organisation (SRTOs 2015). Australian Polytechnic Institute systematically monitors, evaluates and improves its training and assessment practices through continuous improvement practices.

This policy outlines the mechanisms that Australian Polytechnic Institute implements to systematically and continually review and improve its systems and practices (including policies and practices), as well as training and assessments products and services to meet compliance with the Standards for Registered Training Organisations 2015.

**RELEVANT STANDARD(S):** Standards for Registered Training Organisations (RTOs) 2015 Standard 2.1, 2.2 and 8.6

## SCOPE

This policy applies to all Australian Polytechnic Institute systems and practices. Australian Polytechnic Institute is committed to the continuous improvement of its training and assessment system, strategies, practices, products and resources to ensure ongoing quality delivery and compliance with the Standards for Registered Training Organisations 2015.

To ensure this, Australian Polytechnic Institute will:

- a. Implement and maintain strategies and practices to systematically monitor its compliance with the Standards for RTOs 2015;
  - i. Conduct self-assessment / internal audit or external audit of its training and assessment systems, policies and procedures across all of its operations and scope of registration.
  - ii. Collect and analyse feedback and satisfaction data from all stakeholders regarding its training and assessment strategies and practices.
- b. Review and evaluate its training and assessment strategies and practices (using various processes) including those offered by a third party;
- c. Utilise the outcomes of all monitoring and evaluative processes to inform and continually improve training and assessment strategies and practices.

## POLICY PRINCIPLES

### 1. Systematic Monitoring of Compliance

- 1.1 Australian Polytechnic Institute's uses a systematic approach to continuous improvement that involves staff, clients and other stakeholders, and uses qualitative and quantitative data to determine the need for improvement to services, operations, practices and systems.
- 1.2 Continuous improvement is ongoing and may be planned, occurring as often as identified and required.
- 1.3 All staff are encouraged to report any opportunities for improvement in writing as they identify them. Staff are to provide any information and data they have collected to support their



recommendations, so it can be analysed and acted on accordingly. All staff will have access to the Continuous Improvement Form in order to lodge any continuous improvement opportunities.

- 1.4 Identified opportunities for improvement will be recorded in the Australian Polytechnic Institute Continuous Improvement Register and entries will be reviewed during Management meetings, and/or Compliance and continuous improvement meetings conducted quarterly by the CEO or Nominee.
- 1.5 Staff recommendations are reviewed and prioritised by the CEO or Nominee. Improvements may be implemented immediately or at an appropriate time, depending on the urgency and circumstances, action and subsequent effect to other operational systems and practices. Critical items are actioned and assigned to stakeholders for implementation.
- 1.6 Australian Polytechnic Institute implements where possible the continuous improvement cycle from ISO 9001:2008 (found in the annex of this policy).

## 2. Internal Audit

- 2.1 Australian Polytechnic Institute will regularly complete a self-assessment / audit against the Standards for Registered Training Organisations 2015 (SRTOs 2015)
- 2.2 This self-check / audit will be conducted internally or with assistance from an external compliance consultant (if applicable) at least every 12 months. The schedule of the audit will consider the timing of audits by other parties such as the VET regulator, funding body (if applicable), etc.
- 2.3 This audit will be conducted in accordance with an audit schedule in compliance calendar.
- 2.4 This internal audit will examine all standards, policies, procedures, products across the scope of registration and scale of operations, including training and assessments delivered by a third-party partner (if applicable).
- 2.5 New projects and new third-party providers shall be audited within six months of commencement.
- 2.6 The self-check / audit will involve the examination of records and evidence gathered on Australian Polytechnic Institute compliance, systems and practices.
- 2.7 A report on this audit will be documented and appropriate action will be taken to rectify any non-compliances. Australian Polytechnic Institute will aim to correct identified non-compliances within 3 months from when it was identified.
- 2.8 Outcomes of all kinds of audit will feed into the Continuous Improvement Register.

## 3. External Audit

- 3.1 Australian Polytechnic Institute cooperates with the VET Regulator in the conduct of audits and the monitoring of its operations.
- 3.2 Australian Polytechnic Institute ensures all third-party providers (if applicable) are required, under written agreement, to cooperate with the VET Regulator:



- 3.2.1 By providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
- 3.2.2 In the conduct of audits and the monitoring of its operations.

## 4. Feedback Mechanism

- 4.1 Australian Polytechnic Institute is committed to ensuring that stakeholder feedback is collected, analysed and utilised to ensure the provision of quality training and assessment services including services provided via third party providers (if applicable).
- 4.2 Information to be evaluated includes data collected from:
  - 4.2.1 Quality/performance indicators
  - 4.2.2 Validation outcomes
  - 4.2.3 Feedback from clients, trainers and assessors and staff, workplace clients, SMEs.
  - 4.2.4 Industry Feedback
  - 4.2.5 Complaints and Appeals
- 4.3 While feedback is requested and encouraged from all clients, it is not compulsory. Trainers and assessors provide students with the Continuous Improvement Form at the end of the training to determine student satisfaction with the services they have received.
- 4.4 Quality indicator data is collected through a Learner and Employer Questionnaire provided to the students and employers at the end of each training.
- 4.5 Australian Polytechnic Institute requires all trainers and assessors to provide feedback to be completed for each qualification they are delivering training once bi-annually.
- 4.6 All feedback collected is collated and submitted to the CEO or Nominee for review during Management meetings and/or Compliance and continuous improvement meetings.
- 4.7 Australian Polytechnic Institute uses other tools and instruments to gather feedback from relevant stakeholders. This includes, but is not limited to:
  - 4.7.1 Email correspondence
  - 4.7.2 Verbal Communication
  - 4.7.3 Client and Staff Feedback Forms
  - 4.7.4 Course reports
  - 4.7.5 Complaints and Appeals Form
  - 4.7.6 Validation Forms and Reports
  - 4.7.7 Continuous Improvement Form

## 5. Complaints and Appeals

- 5.1 Whenever a complaint or an appeal is upheld, Australian Polytechnic Institute immediately acts to address the finding and records the action within the framework of a continuous improvement action. Action is also taken if a complaint or an appeal highlights a need to improve Australian Polytechnic Institute information or processes.
- 5.2 For further information, refer to Australian Polytechnic Institute Complaints and Appeals Policy and Procedure.



## 6. Industry Engagement

6.1 Australian Polytechnic Institute consults with relevant industry experts to improve the training and assessment process. All feedback and improvement opportunities identified during industry consultations feed into the Continuous Improvement Register to be reviewed, acted upon and evaluated. For further information, refer to Australian Polytechnic Institute Industry Engagement Policy.

## 7. Validation Outcomes

7.1 Australian Polytechnic Institute implements a plan for ongoing systematic validation of assessment practices and judgments for each training product on its scope of registration. All feedback and improvement opportunities identified during validation activities feed into the Continuous Improvement Register to be reviewed, acted upon and evaluated.

## 8. Third Party Monitoring

8.1 Australian Polytechnic Institute ensures that appropriate partnering arrangements are entered into and that these are monitored to ensure their effectiveness and compliance.

8.2 Australian Polytechnic Institute is accountable for the quality of training and assessment and other services provided by the third-party provider. As such, Australian Polytechnic Institute ensures that it:

- 8.2.1 develops and maintains written agreements with all third-party providers delivering training and assessments services and/or recruitment and other services on its behalf;
- 8.2.2 roles and responsibilities of the third-party provider and Australian Polytechnic Institute are clearly specified in the written agreement;
- 8.2.3 types of and responsibilities of the third-party provider and Australian Polytechnic Institute are clearly specified in the written agreement;
- 8.2.4 all parties sign and are provided with a copy of the written agreement.

8.3 Australian Polytechnic Institute monitors the implementation of training and assessment products and services, recruitment or other services by third parties through, among others, regular meetings and reporting, including gathering student feedback, and/or third-party audit processes, third party activity, or output review/monitoring.

8.4 Australian Polytechnic Institute follows the type of monitoring and schedule of monitoring written in the third-party agreement.

8.5 Australian Polytechnic Institute shall, as soon as practicable and prior to the commencement of third party arrangements, notify ASQA that arrangements are made for a third party to provide services on its behalf.

## 9. Review of Policies and Procedures

9.1 Australian Polytechnic Institute will review all its policies and procedures annually to ensure that they are still current, relevant and accurate.

9.2 Amendments will be approved and noted in the Continuous Improvement Register.

# Continuous Improvement Policy



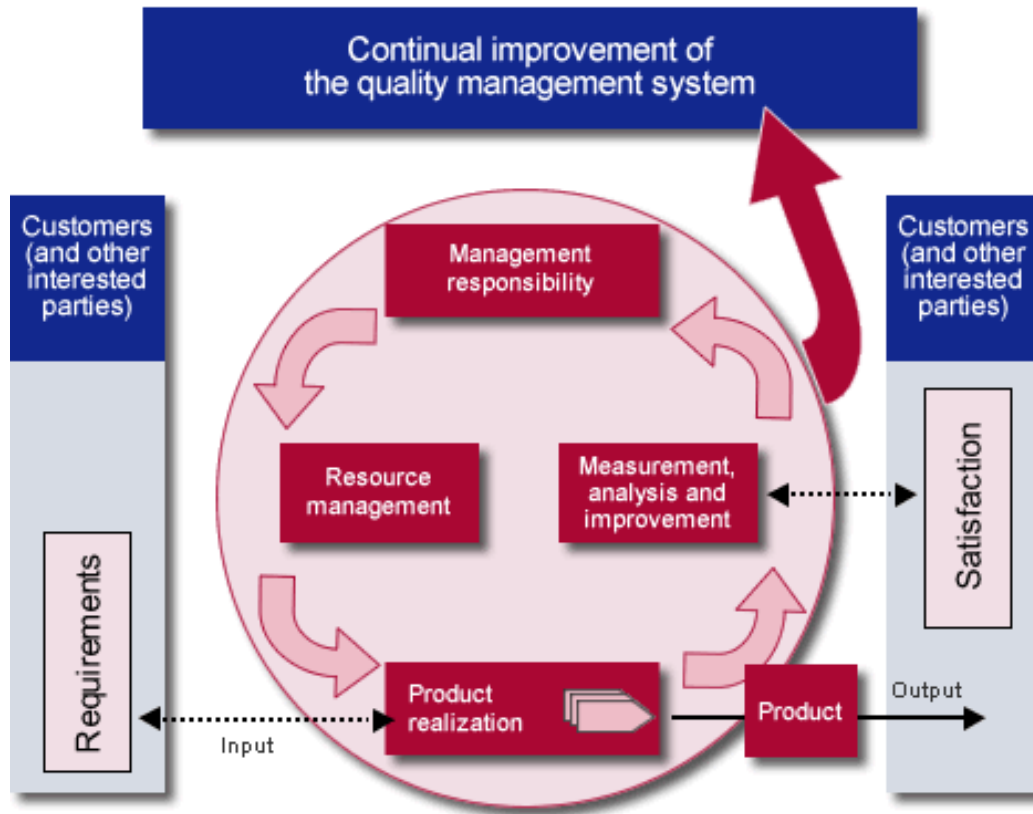
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## MONITORING AND IMPROVEMENT

The CEO is responsible for all continuous improvement processes and ensuring that all staff, including those from third-party providers are complying with the provisions of this policy.

## ANNEX A

### 1. Cycle of Improvement



# Continuous Improvement Policy



## REVISION HISTORY

Date / Version no.	Revision details	Person Responsible	Status	Comments
1.1	First version provided by the registration consultant was reviewed. Minor changes were made	Dr Ehsan Ahmed	Reviewed	
1.2	Version 1.1 was reviewed and minor changes were made	Dr Ehsan Ahmed	Reviewed and uploaded to the AUPI website	Next review due 26 December 2023