

# Continuous Improvement Procedure



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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

Australian Polytechnic Institute is committed to providing 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 Procedure serves as the guide and reference document for the continuous improvement review and evaluation process of Australian Polytechnic Institute.

Changes to this Procedure must only be made upon approval of the CEO or Nominee.

## SCOPE

This Procedure 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.

## PROCEDURES

### 1. Identification of Opportunities for Improvement

Person Responsible	Step	Resources / References
Stakeholder (s) / Australian Polytechnic Institute staff	<p><b>Client Feedback</b> Provide Continuous Improvement Form and Learner Questionnaire to all learners at the end of training sessions, requesting that they complete it. (Face to Face, emailed, as accessed in their training and assessment workbooks in the LMS)</p> <p>Employers/workplace supervisors are provided with the Employer Questionnaire at the end of the training session.</p> <p>Responses collected from Continuous Improvement forms will be recorded in the</p>	<p>Learner Questionnaire Employer Questionnaire Continuous Improvement Form Continuous Improvement Register Validation Mapping Tool TAS Industry Consultation Form Complaints and Appeals Form SRTOs 2015 Audit Tool Quality Indicator Annual Summary Report Third Party Agreement</p>

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	<p>Continuous Improvement Register (Client Feedback).</p> <p><b>Trainer Feedback</b> Trainers are to complete the Continuous Improvement Form quarterly for every course they are delivering.</p> <p>Responses collected will be recorded in the Continuous Improvement Register (Trainer Feedback).</p> <p><b>Staff and Third Party Providers</b> Staff and third party providers are to provide feedback using the Continuous Improvement Form to be completed as needed.</p> <p>Responses collected will be recorded in the Continuous Improvement Register.</p> <p>Other information to be evaluated includes data collected from:</p> <ul style="list-style-type: none"> <li>• validation outcomes;</li> <li>• industry / SME feedback (industry consultation);</li> <li>• complaints and appeals.</li> </ul>	
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## 2. Generating Feedback Report

Person Responsible	Step	Resources / References
Administrative staff	<p>Consolidate all client feedback collected and recorded in the Continuous Improvement Register.</p> <p>Generate report as requested by the CEO.</p> <p>Send report to CEO for review.</p>	Continuous Improvement Register

## 3. Management Review of Opportunities for Improvement

Person Responsible	Step	Resources / References
CEO or Nominee	<p>Conduct a preliminary review of identified opportunities for improvement in the Continuous Improvement Register prior to the Continuous Improvement meeting.</p> <p>Determine critical issues identified.</p> <p>Identify action items for critical issues and assign to relevant stakeholders, as required.</p> <p>Include critical and urgent issues in the Management meeting and/or compliance and Continuous Improvement meeting agenda.</p>	Continuous Improvement Register

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CEO / Managers	<p>During the Management meeting and/or compliance and Continuous Improvement meeting, discuss opportunities for improvement and issues identified from the Continuous Improvement review.</p> <p>Review action items, amendments to policies, procedures, systems, tools etc.</p> <p>Implications/effects on work processes, systems and practices.</p> <p>Modify/approve proposed action items generated from discussion.</p> <p>Assign relevant stakeholders for the implementation of the identified action items specifying timeframes.</p> <p>Record all continuous improvement discussion in the minutes of the meeting.</p>	
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## 4. Implementation

Person Responsible	Step	Resources / References
Administrative staff	<p>Make relevant changes, actions and updates, per the Management meeting and compliance meeting action items.</p> <p>Update the Continuous Improvement Register to close out all action items implemented.</p> <p>Communicate details of the continuous improvement implementation through the organisation through:</p> <ul style="list-style-type: none"> <li>• staff meetings;</li> <li>• staff memos;</li> <li>• training/coaching sessions;</li> <li>• intranet;</li> <li>• email;</li> <li>• notice boards.</li> </ul> <p>Schedule a review of the continuous improvement implementation.</p>	Continuous Improvement Register

## 5. Evaluation and Review

Person Responsible	Step	Resources / References
CEO / Managers	Conduct review of the continuous improvement implementation on the assigned date or during the next Management meeting or compliance and Continuous Improvement meeting.	Continuous Improvement Register

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	<p>Update the Continuous Improvement Register. Make sure to note the outcome of the evaluation.</p> <p>If further improvements are identified, return to Step 1.</p>	
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