
Continuous Improvement Procedure

Procedure

The Greenwich English College Pty Ltd continuous improvement procedure is based on the following steps:

- Continuously seeking information on potential and implemented changes to compliance and legislative requirements
- Continuously seeking stakeholder input on current operations and on potential developments
- Conducting regular internal reviews on organisational procedures
- Conducting periodic external reviews
- Developing and implementing appropriate action plans based on the above mentioned analysis to ensure continuous improvement in line with strategic organisational goals and values and with industry, legislative and regulatory requirements
- Monitor and review all such change projects

Greenwich English College Pty Ltd follows and, if and when relevant, implements updated information provided from the following bodies:

- Australian Skills Quality Authority
- Training.gov.au
- Associated Industries

- Industries representative peak bodies

Greenwich English College Pty Ltd will continually look at the following areas to improve processes through the continuous improvement model:

- Training delivery and assessment
- Assessment validation processes;
- Formal and informal feedback from students, student representative agents, staff and other stakeholders
- Self-assessment audits against the VET QUALITY FRAMEWORK and National Code 2018 and findings
- External audits
- Industry engagement activities
- Staff performance appraisals
- Internal and external professional development workshops
- Business Review

Training and Delivery and Assessment

All training and assessment plans and materials use by Greenwich English College Pty Ltd are developed with input and feedback from:

- a. Relevant Industry Training Bodies
- b. Employers/enterprises within relevant industry sectors

At the end of each term, trainers consider the effectiveness of resources. Each trainer completes a "*Trainer Feedback on Training and Assessment*" form and forwards it to the Academic Manager for review or implementation as required. This assists Greenwich to continuously review and improve on the training and learning resources.

Assessment Validation Processes

Validation activities at Greenwich will be conducted after the assessment is complete. It will involve checking that assessment tools have produced valid, reliable, sufficient, current and authentic evidence.

All validation outcomes will be used for future improvements to the assessment tools and learning resources. All revised tools will be offered in future offerings.

Feedback from stakeholders

Learner Feedback

Students are provided with a '*Learner Feedback on Training*' from every term and asked to provide feedback on training and assessment resources and college facilities. Each student will review and evaluate all aspects of the program, i.e. content, delivery, assessment, materials used and equipment. Formal feedback is collected at the time of completion. The Academic Manager will review the feedback received on assessments and learning resources and ensure that action is taken. The unit/s in question will be prioritised for validation in the 5 year validation plan and reviewed before the next offering.

Marketing Agent Satisfaction

Online feedback surveys will be made available to student representative agents on improvement of college systems, processes, services and products.

The data collected will be analysed and reviewed by the Marketing Manager and General Manager and appropriate improvement suggestions will be developed. In all cases where improvements are decided, the information will be circulated to the appropriate personnel for implementation.

Trainer/Teacher feedback

At the end of each year every trainer/assessor will be provided with a 'Trainer Feedback on College' Form which will review and evaluate all aspects of their training and college facilities. The results of the above evaluations will be discussed at regular staff meetings at the beginning of term and any areas for improvement will be identified and actioned if and as appropriate.

Internal Audits

Internal Audits will be carried out by the Operations Manager or delegate annually. The outcome of the audit will form part of a report to the General Manager and will determine whether various elements of the operational management system are still effective in achieving stated objectives.

The audit will examine the adherence to the Standards 2015 to the requirements of the ESOS legislative framework, and to internal quality levels through examining records and evidence in the system and the policy and procedure documents.

Results of the audit once documented will be forwarded to the General Manager for information and evaluation.

Compliance and Non-Compliance will be documented and any rectification necessary will be planned and actioned without delay.

External Audits

In case of an external audit conducted by the governing body ASQA, all findings from the audit reports will be reviewed by the General Manager. The General Manager will have a meeting with the appropriate personnel and create an action plan for review and rectification.

Greenwich English College Pty Ltd will also consult with an independent consultant to assist in this process if required.

Industry Engagement

Greenwich English College Pty Ltd has a commitment to ensuring the training programs within its scope of registration have excellent industry input.

All feedback received via industry consultation processes will be documented and acted upon accordingly to ensure that Greenwich English College Pty Ltd qualifications are industry relevant and current.

Industry experts will be consulted to review proposed and current courses to ensure they meet current industry expectations and student needs. The feedback gathered from the consultation process will be used to develop and improve on the training and assessment strategy including resources, materials, content, trainers and assessors, facilities and equipment, training and assessment practices.

Records of industry consultation and documented and kept by Greenwich English College Pty Ltd and the outcomes recorded on each courses training and assessment strategy.

Staff Performance Appraisals

The purpose of the performance and development review is to provide a formal opportunity for communication and feedback between management and staff members. The **'Performance Objectives'** from reviews achievements over the previous 12 months, appraises potential for greater responsibility, as well as identifies activities to enhance performance and plan for the future. Moreover, it evaluates the effectiveness of actions taken to improve staff members' performance. All permanent staff members at Greenwich English College Pty Ltd are required to receive once PDR annually.

The form provided by management is used as a framework to discuss the staff member's performance, as well as a record of the review and development process.

Professional Development

Greenwich English College Pty will ensure that staff are appropriately suited to the roles that they are employed for and that they are effectively inducted into the organization and their role, and that they receive appropriate guidance and support for professional development throughout their tenure.

Greenwich English College Pty Ltd will ensure that all professional development will be planned and delivered by adequately qualified staff and/or contractors. This includes ensuring that all professional development for VET trainers and assessors will be planned, designed and delivered by suitable qualified VET trainers and assessors.

Business review

A formal business review is carried out by the General Manager annually which includes:

- Results of audits and reviews
- Compliance to the Australian Qualifications Framework
- Compliance to ASQA Standards for Registered Training Organisations 2015

including

- Financial Viability Risk Assessment Requirements
 - Fit and Proper Person Requirements
 - Data Provision Requirements – Quality Indicator and AVETMISS data will be used to identify and implement improvements where necessary
- Plan for Greenwich English College Pty Ltd for its business as an RTO
 - Organisational chart and position descriptions

- Quality systems
- Financial systems

The General Manager will ensure an appropriate follow up of actions is undertaken by appropriate staff. All areas for improvement will be identified and actioned if and as appropriate.

References

Policy

Complaints and Appeals - Policy and Procedure No. 1

Industry Reference Group - Policy and Procedure No. 16

Risk Management and Workplace Health and Safety - Policy and Procedure No. 18

Financial Management - Policy and Procedure No. 24

Forms

Student Services Evaluation Form

Student Evaluation Form

Trainer/Assessor Evaluation Form

Trainer/Assessor/Student feedback on Assessment Form

Other

ASQA Standards for Registered Training Organisations 2015

National Vocational Education and Training Regulator Act 2011

Australian Qualifications Framework (AQF)