Continuous Improvement Policy & Procedure

1. Policy

1.1 Gippsland Institute of Technology strives to continuously improve its service delivery by undertaking quality assurance and continuous improvement activities. Gippsland Institute of Technology aims to be learner-centered in all its functions. Client needs are the foremost consideration in the design and implementation of policy and procedures and courses.

1.2 When implementing the Continuous improvement policy and procedure on an ongoing basis Gippsland Institute of Technology, systematically reviews each area of operations, identifies areas for improvement, and implements corrective actions, monitors the effectiveness of actions taken and amends as appropriate.

1.3 Continuous improvement activities are planned as per the Continuous improvement schedule. Records of activities undertaken are stored.

1.4 Appropriate internal and external stakeholders contribute to activities.

1.5 This policy and procedure applies to all clients enrolled in Gippsland Institute of Technology courses, partnerships with other organisations, all areas of operations and all staff.

1.6 The CEO is responsible for implementing this policy and reviewing its effectiveness.

1.7 This policy and procedure is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015.

1.8 Continuous improvement processes include:

- systematically identifying and scheduling all areas of operations to be reviewed
- identifying the most appropriate methods for measuring performance
- identifying criteria against which to measure performance
- developing and implementing documents/ materials and forums to collect feedback
- seeking feedback from stakeholders
- analysing results including risk management considerations
- identifying areas for improvement/ non compliances
- identifying, considering and implementing improvement actions
- monitoring the effectiveness of improvement actions and making amendments where appropriate
- communicating the outcomes to stakeholders and seeking feedback
- considering and actioning relevant feedback
- collating and archiving evidence
- the process is repeated on a continuous cycle

1.9 This policy and procedure will contribute to Gippsland Institute of Technology complying with the requirements of:

- VET Quality Framework:
  - Standards for Registered Training Organisations (RTOs) 2015
  - Data Provision Requirements 2012
  - Fit & Proper Person Requirements 2011
  - Financial Viability Risk Assessment Requirements 2011
  - Australian Qualifications Framework
- ASQA regulatory/ compliance updates/ fact sheets
- Industry and Skills Advisory Committee (or its replacement's) directives
- National Vocational Education and Training Regulator Act 2011

- ➢ Equal opportunities and anti-discrimination legislation
- ➢ Occupational Health & safety legislation
- ➢ Privacy Act 2000
- ➢ Public Records Act 1973
- ➢ Electronic transactions Act 2000
- ➢ Workplace harassment legislation
- ➢ Industry legislation relevant to the Scope of Registration
- ➢ Copyright Act
- ➢ ATO directives on taxation
- ➢ Superannuation legislation

1.10 This policy and procedure is implemented in conjunction with the Risk management policy and procedure.

Procedure

2. Overview

2.1 Gippsland Institute of Technology employs a continuous improvement schedule and implements the processes identified in item 1.8 of this policy and procedure.

2.2 Each area of Gippsland Institute of Technology operations are systematically reviewed with improvements implemented and documented. Risk management considerations are identified and factored into subsequent decisions.

2.3 The effectiveness of all decisions/ actions is monitored and appropriate amendments implemented. Risk management considerations are identified and factored into subsequent decisions.

2.4 Gippsland Institute of Technology ensures all policies and procedures are circulated, explained, understood and implemented consistently.

2.5 To ensure effective dissemination of information and implementation of actions, Gippsland Institute of Technology utilises the following strategies:

- ➢ Publication of all policies and procedures in a policy & procedure manual
- ➢ All staff and clients are informed of the location and responsibilities in relation to appropriate policies and procedures
- ➢ Client pre enrolment material and orientation
- ➢ Staff induction, professional development and performance review activities
- ➢ Systematic review of legislation and practice
- ➢ Internal auditing
- ➢ E-mail communication with all stakeholders
- ➢ Client, management and staff meetings

2.6 Gippsland Institute of Technology aims to operate proactively to eliminate non-compliances and continuously improve quality. Continuous improvement actions identified through policy review and/or feedback about services delivered is used to implement improvement, preventative and/or corrective action.

2.7 Improvement, preventative and/or corrective action actions may include professional development opportunities for staff and/or amendments to processes and/ or materials. The process identified in clause 1.8 of this policy and procedure is implemented.

3. Training & assessment

3.1   Gippsland Institute of Technology seeks external review of the following once per year:

- ➢ learning & assessment strategies and practices
- ➢ learning and assessment materials,
- ➢ facilities and equipment,
- ➢ training and assessment staff
- ➢ assessment validation and moderation processes
- ➢ partnership monitoring arrangements (if appropriate)
- ➢ student support services
- ➢ learning outcomes
- ➢ policies and procedures

3.2   Gippsland Institute of Technology implements an internal validation and moderation schedule.

3.3   Gippsland Institute of Technology internally validates all units of competency on the scope of registration that are currently being delivered at least once every two years.

3.4   Gippsland Institute of Technology internally moderates all units of competency on our scope of registration that are currently being delivered at least once every two years.

3.5   Gippsland Institute of Technology validates all learning resources to ensure they meet training package requirements and facilitate learning and assessment. At least 50% of the units of competency on the RTO scope of registration will be validated within the first 3 years of every 5 year registration cycle.

3.6   The assessment moderation and validation processes are outlined in clause 7 of the Training and assessment policy and procedure.

3.7   Gippsland Institute of Technology interacts with relevant external stakeholders to ensure training and assessment maintains pace with industry and training package requirements.

3.8   Gippsland Institute of Technology staff provide students with the administrative, academic and personal/ welfare support necessary to achieve their individual goals and enhance their professionalism and course success.

3.9   Gippsland Institute of Technology will systematically review partnership arrangements (if employed) along with administrative, academic, and personal/ welfare support services provided to clients and implements improvement actions where appropriate.

3.10   The process identified in clause 1.8 of this policy and procedure is implemented when reviewing and implementing continuous improvement activities.

4. Management of operations

4.1   Gippsland Institute of Technology schedules and conducts regular meetings. The forums perform the following duties:

- ➢ Planning and coordination of activities
- ➢ Receiving feedback from stakeholders
- ➢ Communicating information to stakeholders
- ➢ Reviewing activities/ performance
- ➢ Dealing with business of the day
- ➢ Review compliance/ quality assurance and initiate action where required
- ➢ Review the effectiveness of previous action implemented and initiate changes where appropriate

The meeting forums include but are not limited to:

> ➢ Course Advisory Committees
> ➢ Fortnightly all staff and manager's meetings
> ➢ Weekly training staff meetings
> ➢ Scheduled moderation and validation meetings
> ➢ Supervision and support meetings with trainers
> ➢ Performance review meetings with trainers

4.2   Policies and procedures are reviewed at least annually via scheduled reviews and at audit time.

4.3   Staff and other stakeholders are encouraged to recommend reviews whenever they identify that improvements could be made.

4.4   The focus of reviews is the early identification of potential areas of non-compliance and quality improvement.

4.5   Recommended changes are documented and discussed at meetings where action is agreed upon and a timeline for implementation approved.

4.6   Improvement actions are communicated to staff and other stakeholders.

4.7   Gippsland Institute of Technology reviews legislation, Scope of registration, Training packages, VET regulations at least every 3 months to ensure currency of materials, operations and practices.

4.8   Gippsland Institute of Technology conducts internal audits on all operations as indicated in the continuous improvement schedule.

4.9   Gippsland Institute of Technology undertakes an annual review of organisational effectiveness.

4.10   Documentary evidence of meetings, agendas and minutes are maintained.

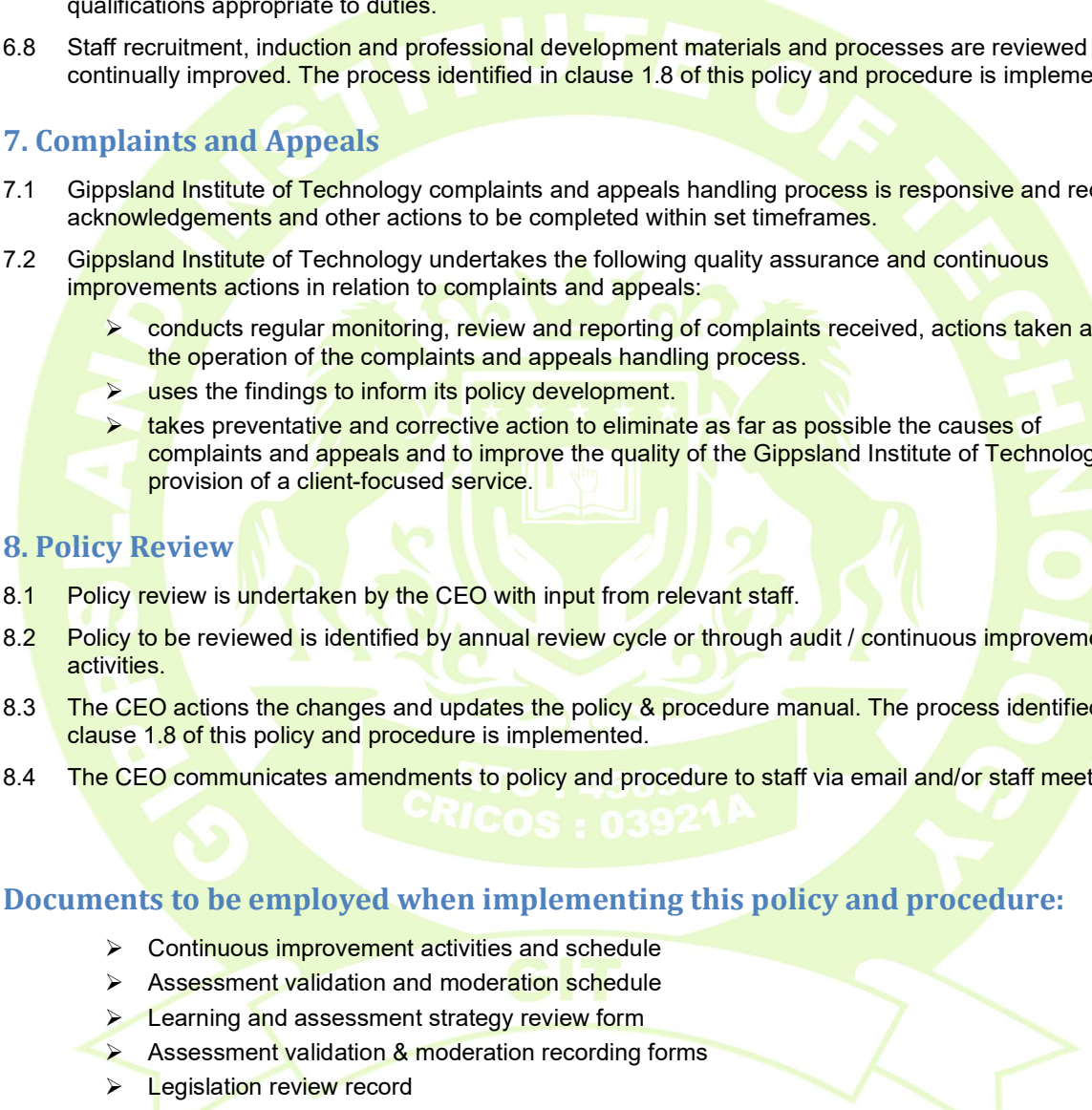4.11   The process identified in clause 1.8 of this policy and procedure is implemented.

5. Stakeholder feedback

5.1   Gippsland Institute of Technology systematically collects feedback from clients and employers by employing questionnaires.   AQTF employer and client questionnaires are employed. Gippsland Institute of Technology developed questionnaires are also implemented.

5.2   The feedback is collected, reviewed, recorded and action taken where appropriate.

5.3   The CEO/ Training Manager and Trainers/ assessors interact with external organisations and industry.

5.4   The feedback is collected, reviewed, recorded and action taken where appropriate.

5.5   Feedback is sought from clients and employers for all courses on the scope of registration throughout the year. Each term questionnaires are issued to samples of clients and employers from each course delivered.

5.6   Gippsland Institute of Technology reports client and employer satisfaction data each year.

5.7   Gippsland Institute of Technology calculates the competency completion data for all courses delivered in any one year.

5.8   Gippsland Institute of Technology reports competency completion data each year.

5.9   Gippsland Institute of Technology reviews all data and implements action as appropriate. The outcome of actions is reviewed and remedial action taken where appropriate. The process identified in clause 1.8 of this policy and procedure is implemented.

5.10   Stakeholder feedback received informally is also used for continuous improvement purposes.

5.11   A collaborative working and learning environment is to be maintained by adopting an effective, interactive and open consultative process for stakeholders of Gippsland Institute of Technology.

5.12   Marketing materials, procedures, selection criteria, admission processes and enrolment procedures are continuously improved in response to review and stakeholder feedback.

5.13 Administration materials, equipment and procedures are continuously improved in response to review and stakeholder feedback.

5.14 Finance materials, equipment and procedures are continuously improved in response to review and stakeholder feedback.

5.15 Student support services materials, equipment and procedures are continuously improved in response to review and stakeholder feedback.

5.16 All informal and formal complaints are logged and the information used for continuous improvement purposes.

5.17 Feedback is sought from stakeholders via the meetings identified in item 4.1 of this policy and procedure.

5.19 Gippsland Institute of Technology staff interacts with industry on a regular basis and receive formal and informal feedback. This is employed for quality assurance and continuous improvement purposes via the meetings identified in item 4.1 of this policy and procedure.

5.20 The RTO implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement (as per clause 1.8 of this policy and procedure) to ensure the industry relevance of:

> its training and assessment strategies, practices and resources; and

> the current industry skills of its trainers and assessors

> the learning and assessment strategies, facilities, equipment and resources

5.21 Industry engagement strategies include:

> Implementing a Course advisory committee for each course on the scope of registration

> Implementing AQTF and Gippsland Institute of Technology employer questionnaires

> Implementing AQTF and Gippsland Institute of Technology learner questionnaires. Often learners either are employed in the relevant industry or have industry exposure prior to or during their course.

> Gippsland Institute of Technology management and staff interacting with employers/ industry at conferences, meetings, networking events

> Gippsland Institute of Technology management and staff participating in the industries relevant to the Scope of registration

> Engaging VET and industry consultants to provide advice and support

> Interacting with other RTO's

> Gippsland Institute of Technology staff and management undertaking job/ role task activities related to the courses on the scope of registration. These activities may be paid or unpaid.

> Seeking feedback from graduates once they are in employment

> Management and staff undertaking research on VET and vocational industry practice and relevant course delivery/ content

5.22 Information gained is tabled at the relevant forum/s identified in this policy and procedure and processed in accordance with clause 1.8 of this policy and procedure.

6. Staff

6.1 All staff contribute to continuous improvement activities through participation in appropriate forums.

6.2 Training and assessment and Student support staff have planned professional development activities for the year relating to the training and assessment and student support duties.

6.3 Professional development activities are recorded with supporting documentation placed in staff member's files.

6.3 Staff performance reviews occur annually with documentation placed in the staff file.

6.4 Staff development activities are planned as a result of performance reviews.

6.6 The CEO plans and undertakes professional development activities as a result of stakeholder feedback, performance and future plans.

6.7 Staff files will be reviewed annually to ensure completeness and currency of experience and qualifications appropriate to duties.

6.8 Staff recruitment, induction and professional development materials and processes are reviewed and continually improved. The process identified in clause 1.8 of this policy and procedure is implemented.

7. Complaints and Appeals

7.1 Gippsland Institute of Technology complaints and appeals handling process is responsive and requires acknowledgements and other actions to be completed within set timeframes.

7.2 Gippsland Institute of Technology undertakes the following quality assurance and continuous improvements actions in relation to complaints and appeals:

> conducts regular monitoring, review and reporting of complaints received, actions taken and the operation of the complaints and appeals handling process.
> uses the findings to inform its policy development.
> takes preventative and corrective action to eliminate as far as possible the causes of complaints and appeals and to improve the quality of the Gippsland Institute of Technology provision of a client-focused service.

8. Policy Review

8.1 Policy review is undertaken by the CEO with input from relevant staff.

8.2 Policy to be reviewed is identified by annual review cycle or through audit / continuous improvement activities.

8.3 The CEO actions the changes and updates the policy & procedure manual. The process identified in clause 1.8 of this policy and procedure is implemented.

8.4 The CEO communicates amendments to policy and procedure to staff via email and/or staff meetings.

Documents to be employed when implementing this policy and procedure:

> Continuous improvement activities and schedule
> Assessment validation and moderation schedule
> Learning and assessment strategy review form
> Assessment validation & moderation recording forms
> Legislation review record
> Staff files
> Professional development log
> Performance review record
> Management meeting schedule, agenda and minutes
> Complaints and appeals form
> Client & employer questionnaires
> Competency completion records
> Continuous improvement log

- ➢ Risk Management policy
- ➢ AQTF & RTO questionnaires
- ➢ Internal and external audit templates
- ➢ Legislation & insurance policy and procedure
- ➢ Complaints and appeals policy and procedure
- ➢ Training and assessment policy and procedure

Revision history

Creation/ Revision Date	Comment	Created/ Revised by
21/8/20	Policy and procedure created	CEO