Australian Ideal College

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Educating for Excellence

Continuous Improvement Policy and Procedure

PURPOSE:
To ensure Australian Ideal College (AIC) continually reviews and improves its policies, procedures, training products and training services to meet compliance with the NVR, by collecting feedback from client/stakeholder/program participants, analysing the data and acting upon any opportunities for improvement or enhancement.

PROCEDURE:

Whenever a student undertakes a training or assessment service provided by AIC, he/she will be provided a feedback form to complete. If the form contains a complaint, the Director of Studies (VET) of AIC shall attempt to undertake a resolution process and identify the root cause.

Training and Delivery

At the conclusion of every training program, the trainer will consider the effectiveness of resources. If there is a deficiency, or an improvement to be made, the trainer will provide feedback to the Director of Studies (VET) during trainers meeting for review or implementation as required.

At the conclusion of every training program or independent training module, students will complete a Learner Questionnaire. The Director of Studies (VET) will enter the data into the relevant database application. An analysis of the data will be conducted to review or implement improvement suggestions as required.

Where appropriate and where the students provides permission, a discussion regarding either their evaluation rate or their comments will take place.

Opportunities for improvement or enhancement that are identified through this process will be discussed at trainers meeting and implemented if applicable.

Outcomes will be recorded in the meeting minutes and inform the CEO.

In all cases, where improvements or enhancements are decided, the information will be circulated to the appropriate personnel in writing for implementation. The person delegated to implement the change must have the task completed and signed off by the Director of Studies (VET) within the agreed time frame.

The Director of Studies (VET) will review the Course Evaluation Action Plan on a regular basis to ensure opportunities for improvement are acted upon.

Assessment Validation
AIC has a policy and procedure for undertaking assessment validation regularly and any improvements identified are documented and actioned. Old assessments that do not meet current standards are removed from the subject files. AIC validates all the assessments of all units during the training package life period.

Areas of Feedback

The College will gather feedback from but not limited to the following areas;

a. Clients satisfaction,
b. Course delivery
c. Training and assessment process,
d. Facilities and resources,
e. Internal and external audits,
f. Staff performance appraisals,

Update Information

Australian Ideal College implements updated information provided from the following bodies:

a. Department of Education and Department of Employment
b. Australian Skills Quality Authority
c. Training.gov.au
d. Associated Industries

Areas Subject to Continuous Improvement

Australian Ideal College will continually look at the following areas to improve processes.

a. Analysis of Trainer/Assessor and client feedback,
b. Review of national VET developments through website searches,
c. Participation in forums which focus on VET issues,
d. Consultation with Industry,
e. Review of marketing practices,
f. Review of policies procedures,
g. Evaluation of registration scope,
h. RTO self audit, and
i. Quality Indicators for Training.

Internal Audits

Internal Audits will be carried out by the Director of Studies (VET) or delegate, at the commencement of each New Year. The outcome of the audit will form part of the Management Review to determine whether various elements of the operational management system are effective in achieving stated objectives.

The audit will examine the adherence to the NVR and documented control procedures through examining records and evidence provided by the system.

Compliance and Non-Compliance will be documented.

If corrective action or investigation is required, recommendations will be made for corrective and preventative actions as required. Results of the audit once documented will be forwarded to the Director of Studies (VET) for information and evaluation.

Non-compliances will be corrected within 3 months of the identification from the date of the audit. The Director of Studies (VET) will delegate the responsibility of the rectifying the Non-compliance as required. The Director of Studies (VET), on completion of any issues being rectified, will conduct a follow up audit.

External Assistance

Australian Ideal College will maintain contact with an independent consultant to assist in conducting internal self-audits as required by the NVR.

Record Keeping

A Continuous Improvement File is maintained and includes:

a. A copy of the Continuous Improvement Policy and Procedure
b. A copy of the Course Evaluation Ation Plan
c. Agendas and minutes of Continuous Improvement meetings
d. Records of all continuous improvement activity shall be maintained for a period of at least two years after the continuous improvement action has been completed to allow review by the Continuous Improvement Committee, for the purposes of self-assessment and for review by external auditors.