

CONTINUOUS IMPROVEMENT POLICY

SCOPE

Applies to all staff and contractors.

POLICY STATEMENT

Our management systems will incorporate a continuous improvement model that suits LIBERTY INSTITUTE OF HEALTH AND EDUCATION and complies with the VET Quality Framework.

PURPOSE

The purpose of this policy is to:

- Ensure the organisation complies with the Standards for Registered Training Organisations, 2015: Standards 1.9, 1.10, 1.26, 1.27, 2.1, 2.2, 2.4, 7.5, 8.1
- Outline the RTO's approach to systematic continuous improvement

PRINCIPLES AND DEFINITIONS

Management has a responsibility to build a continuous improvement approach within our business and its staff.

The VET Quality Framework does not specify detailed processes for continuous improvement but explains the outcomes to be achieved through the application of each Standard. The RTO must be able to demonstrate that it has the capacity to implement a systematic approach to continuous improvement and that it is focused on improving its outcomes in relation to each Standard. Data from the quality indicators provides a key tool for continuous improvement.

The value of adopting a continuous improvement cycle is in its potential to create a stronger, more sustainable business that meets the needs of clients and stakeholders. Such a cycle also enables LIBERTY INSTITUTE OF HEALTH AND EDUCATION to adapt quickly to changing external environments and opportunities.

Our continuous improvement system will:

- Facilitate the Directors, staff and contractors to work towards achieving our business goals as outlined in the RTO's Business plan.
- Ensure monitoring and review of all aspects of operation according to a Continuous Improvement Schedule that is based around the business planning cycle.

- Include an effective process for planning, implementation and review of our courses products and services
- Focus on the skills and development of the key people working with LIBERTY INSTITUTE OF HEALTH AND EDUCATION, who will achieve these goals and improve our administration systems and marketing.
- Be open to feedback from employers, students and other stakeholders by regularly gathering data and other forms of feedback to review, improve and grow our business. We must act on this feedback and demonstrate how we do this.
- Ensure all operations are aligned to the VET Quality Framework, SRT0 2015 and any other relevant legislation and regulations etc.

We also recognise that continuous improvement involves management of compliance and risk. Risk management involves the development, implementation and review of a risk management process for the organization. This includes a review of compliance risks. Compliance evaluation involves identification, analysis and evaluation of an RTO's compliance responsibilities and implementation of a process to ensure currency and ongoing compliance.

CONSEQUENCES OF NON COMPLIANCE WITH POLICY

Any breach of this policy could impact on the RTO's registration and will be managed in accordance with Human Resources Policy.

PROCEDURES

CONTINUOUS IMPROVEMENT OF RTO SYSTEMS AND KEY BUSINESS PROCESSES

**Chief
Executive
Officer/ Senior
Management
Team**

1. Review all operational and management systems and processes according to the Continuous Improvement Schedule in conjunction with administrative and training staff
We will use a systematic process to collect data and review our systems based on analysis of the following types of questions:
 - *How do we generate, follow up and convert client enquiries?*
 - *How do we respond to course demand?*
 - *How do we respond to enquiries by location / region?*
 - *How do we engage and support LIBERTY INSTITUTE OF HEALTH AND EDUCATION trainers and assessors?*
 - *How do we provide learning and assessment resources to trainers and participants?*
 - *How do we provide learning and assessment resources to trainers and participants?*

**Chief
Executive
Officer/ Senior
Management
Team**

**CEO/Training
Manager**

- *How do we track and process course and student files and results?*
 - *How efficient is our administration system and forms and flow charts?*
 - *How do we manage time and workloads for staff?*
 - *How do we maintain data and ensure the integrity of databases?*
 - *How do we process, follow up and analyse learner / employer feedback?*
 - *How do we process, follow up and analyse complaints / appeals?*
 - *How do we follow through on improvement suggestions?*
2. Clearly state LIBERTY INSTITUTE OF HEALTH AND EDUCATION vision and mission in a business plan.
 3. Ensure all strategies align with VET Quality Framework and other required standards by:
 - Managing against finance and enrolment targets
 - Marketing strategy continually monitored
 - Administration systems & policy and procedures
 4. Map all policies and procedures to Standards for Registered Training Organisations 2015
 5. Develop, maintain and analyse a series of measures to gather results, including feedback processes, quality indicator data and internal and external audits
 6. Develop and maintain a communication strategy for RTO staff and contractors. This includes induction for new staff, ongoing staff meetings and other updates and communication.
 7. Provide the appropriate resources (human, finance and other) to operate the RTO in compliance with VET Quality Framework
 8. Conduct ongoing planning and resourcing of RTO.
 9. Minimise risk by conducting regular risk assessments and implementing risk reduction measures.
 10. Provide quality training and assessment resources
 11. Seek learner, trainer and employer feedback etc. to ensure the training meets stakeholders needs. Collect the feedback at the end of the course.
 12. Collect information and feedback about the RTO and the quality of the training and assessment through:
 - Course feedback
 - Quality indicator data
 - Complaints

**CEO/Training
Manager**

**CEO/Training
Manager &
Administration
staff**

- Validation activities
- Trainer feedback
- Internal and/or external (if any) audits
- 13. Gather data and feedback and report on RTO performance through analysis of feedback, complaints, quality indicators, financial performance, enrolments etc.
- 14. Assess RTO against predetermined measures such as business targets, quality indicator data
- 15. Evaluate and reflect on the results and identify trends
- 16. Benchmark RTO against similar RTOs by using industry data and stakeholder feedback
- 17. Monitor trainer and assessor competencies and provide ongoing professional development
- 18. Review and improve all systems, documents, policies and processes
- 19. Solicit improvement suggestions from all staff, contractors and students
- 20. Attend VET conference, webinars etc. and courses to identify opportunities for improvement
- 21. Conduct annual internal audits and implement improvements as identified

CONTINUOUS IMPROVEMENT OF RTO QUALITY PROCESSES AND DOCUMENTS

**Chief
Executive
Officer/
Senior
Management
Team**

1. Review the overall performance of the business operation and against targets and financial information, according to the Continuous Improvement Schedule
2. Review changes required through internal and external audits, changes to legislation, marketing trends or other external factors
3. Ensure the Continuous Improvement Schedule is implemented across all aspects of the RTO in conjunction with relevant stakeholders including key staff and contractors.
4. Ensure all identified issues are addressed and improvements implemented.
5. Record improvements in the Continuous Improvement Register and as minutes in management/staff meeting as appropriate

<p>CONTINUOUS BUSINESS</p> <p>Directors/Chief Executive Officer/ Senior Management Team</p> <p>Accountant</p>	<p>IMPROVEMENT OF BUSINESS PLAN, FINANCIAL AND PERFORMANCE</p> <ol style="list-style-type: none"> 1. Maintain business plan and monitor financial projections 2. Use financial reports to monitor viability and planned growth performance 3. Liaise with accountant regarding financial reporting 4. Comply with Regulatory requests for financial information 5. Participate in financial audits as required under regulatory body guidelines and legislation 6. Hold an AGM annually to review the performance of the company in the previous year and consider plans for the future that impact on the business plan 7. Prepare ATO financial reports and other financial documents as requested by the Director/s
<p>CONTINUOUS</p> <p>Chief Executive Officer/ Senior Management Team</p>	<p>IMPROVEMENT OF TRAINING/ ASSESSMENT</p> <ol style="list-style-type: none"> 1. Ensure training and assessment quality is reviewed by implementing a systematic plan for monitoring of training and assessment and validation of assessment. 2. Monitor the following sources of information and incorporate improvements as identified: <ul style="list-style-type: none"> • <i>Learner feedback – end of the course</i> • <i>Employer feedback</i> • <i>Complaints and appeals</i> • <i>Validation / moderation / meetings held as required if there are changes to training packages or legislation</i> • <i>RPL applications</i> • <i>Trainer feedback</i> 3. Record major improvements in the Continuous Improvement Register 4. Systematically monitor any training or assessment services delivered under partnership arrangements (if any).

CONTINUOUS IMPROVEMENT OF COMPLAINTS AND APPEALS PROCESSES

All staff	1. Record all complaints in the Complaints Register
Chief Executive Officer/ Senior Management Team	2. Review complaints and appeals as part of the Continuous Improvement Schedule

CONTINUOUS IMPROVEMENT OF RISK MANAGEMENT AND COMPLIANCE EVALUATION

All staff	1. Comply with all aspects of the Risk and Compliance Management policy
Chief Executive Officer/ Senior Management Team	2. Manage risk and compliance 3. Maintain business insurance. e.g. public liability 4. Monitor compliance with: <ul style="list-style-type: none"> • The Standards for Registered Training Organisations 2015 • Legislation and codes of practice • RTO operations

TRANSITION MANAGEMENT

Training Manager/ CEO	1. Subscribe to training.gov.au updates to stay informed about changes to training packages. 2. Subscribe to ASQA newsletters to stay informed about changes to the General Direction on Transition and Teach-out. 3. Manage scope of registration to ensure only currently endorsed qualifications and units of competency are delivered. 4. When changes are made to Training Packages, apply to ASQA to have new Training Package qualifications or units of competency added to the scope of registration. 5. Maintain currency of RTO listing on training.gov.au 6. Prepare a transition plan for any superseded or amended courses that includes the following: <ul style="list-style-type: none"> • Teach out processes • Transition of students to new courses • Updating of all teaching and assessment resources
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RELATED POLICIES & DOCUMENTS

- Governance and Management Policy
- Industry Consultation and Customer Satisfaction Policy
- Risk and Compliance Management Policy
- Course Delivery and Assessment
- Student Complaints & Appeals Form
- Continuous Improvement Schedule
- Continuous Improvement Register
- Complaints Register
- Management Meeting Agenda
- Validation Report

