CONTINUOUS IMPROVEMENT POLICY

1   Purpose

Continuous improvement is an essential component of operating a training and assessment system that meets or exceeds defined quality standards.

DGT is committed to providing high quality training and assessment that is relevant to clients, employers and industry and meets the requirements of the Standards for Registered Training Organisations (RTOs) 2015 (hereinafter referred to as 'the Standards'). DGT is required to systematically monitor, evaluate and improve its training and assessment practices through continuous improvement practices.

The object of this policy is to provide a mechanism for DGT to systematically and continually review and improve its systems and practices (including policies and procedures), as well as training and assessments products and services to meet compliance with the Standards.

2   Policy Statement

DGT is committed to the continuous improvement of its training and assessment system, strategies and practices, products and resources to ensure ongoing quality delivery and compliance with the Standards.

Downs Group Training will:

- implement and maintain strategies and practices to systematically monitor its compliance with the Standards;
- review and evaluate its training and assessment strategies and practices (using various processes) including those offered by a third party;
- utilise the outcomes of all monitoring and evaluative processes to inform and continually improve training and assessment strategies and practices.

3   Policy Principles

3.1   Underpinning Principles

a) Continuous improvement approach is systematic, involves staff, clients and other stakeholders, and uses qualitative and quantitative data to determine the need for improvement to the RTO's services, operations, practices and systems.
b) Continuous improvement focus areas include, but is not limited to:
    1) Training and assessment products and services;
    2) Training and assessment resources, tools and instruments;
    3) Facilities and equipment;
    4) Policies, procedures and practices;
    5) Management /operational systems;
    6) Strategic / business plans;
    7) Staff performance, competencies and professional development;
    8) Third party arrangements.

c) Continuous improvement is ongoing and may be planned or unplanned, occurring as often as identified and required.

d) All staff are encouraged to report any opportunities for improvement to the Training Operations Manager in writing as they identify them. Staff are to provide any information and data they have collected to support their recommendations so it can be analysed and acted on accordingly.

e) Staff recommendations are reviewed by the Training Operations Manager at the regular staff meetings.

f) Improvements may be implemented immediately or at an appropriate time, depending on the urgency and circumstances, action and subsequent affect to other operational systems and practices.

g) Continuous improvement actions are recorded and maintained on the "Continuous Improvement Database (ITA)".

h) Identifies areas of continuous improvement for all areas of its operations through (but not limited to):
   1) Training and assessment outcomes
   2) Client feedback on training
   3) Client feedback on assessment
   4) Workplace / Client management feedback
   5) RTO management review
   6) Candidate feedback (regarding Assessment);
   7) Client satisfaction surveys
   8) Trainer feedback
   9) Assessor feedback
   10) Staff feedback
   11) RTO Auditing (internal and external)
   12) Customer complaints
   13) Appeals
   14) Induction of staff and contractors
   15) Course reports
   16) Legislative or regulatory changes
   17) Feedback or liaison from stakeholders
   18) Administrative processes / efficiencies
   19) Performance management/ trainer observations
   20) Validation and moderation
   21) Changes to training packages
   22) Industry consultation and feedback
   23) Networking activities
   24) Staff professional development
   25) Quality indicators data, under "Data Provision Requirements"
   26) Development of learning and assessment strategies and resources
   27) VET regulator / industry updates
   28) Review of marketing practices
   29) Industry licensing / regulatory bodies
   30) Industry Skills Councils (ISCs)
   31) Annual business planning;
   32) Business/finance reviews.

i) Seeks feedback from clients regarding their satisfaction with services they have received. This feedback is collated and reviewed by DGT to identify areas of continuous improvement.

j) Conducts internal auditing against the Standards, all policies and procedures, and training and assessment products and services.

k) Provides information and feedback regarding continuous improvement actions to all staff via:

    i. Staff meetings

    ii. Training / coaching sessions

    iii. Email

    iv. Noticeboards

l) All continuous improvement actions need to account for, and maintain, consistency with other policies, procedures, practices, management systems and staff responsibilities. To ensure consistent implementation, all impending continuous improvement actions will be verified and implemented as follows:

    i. Checked against the affect the amendment may have on other policies, procedures, or systems;

    ii. Checked against the affect the amendment may have on the working or process of other written documents;

    iii. Communicating the details of the amendments throughout the organisation, and to third party providers;

    iv. Actively engaging staff in continuous improvement and implementation processes;

    v. Potentially undertaking a trial of the amendment to test its affectiveness and cause of results.

m) Implements where possible the continuous improvement cycle from ISO9001:2008 indicated in the diagram below.

Cycle of Improvement
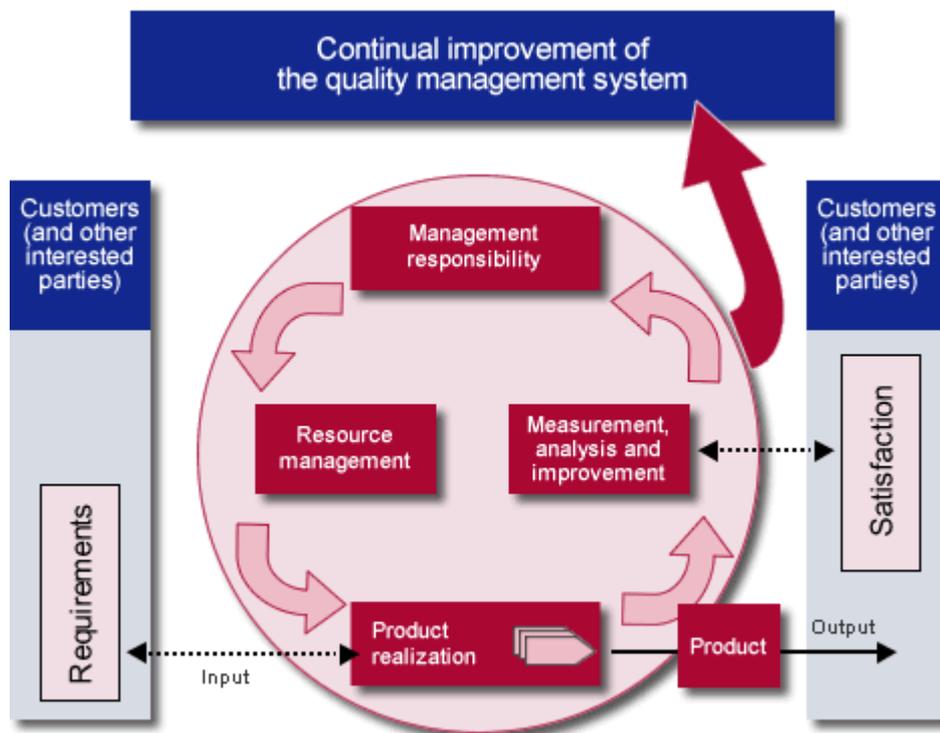
4   DGT Responsibilities

The Training Operations Manager is responsible for ensuring compliance with this policy.

5   Access & Equity

Refer to HB-009 Participants Handbook for DGT's commitment to access and equity

6   Records Management

All continuous improvement related documentation is recorded and maintained in accordance with records management processes (See Records Management Policy).

7   Monitoring and Improvement

All enrolment practices are monitored by the Training Operations Manager and areas for improvement identified and acted upon.