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.

ACAS 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 (SRTOs 2015).ACAS is required to systematically monitor, evaluate and improve its training and assessment practices through continuous improvement practices.

To object of this policy is to provide a mechanism forACAS to systematically and continually review and improve its systems and practices (including policies and practices), as well as training and assessments products and services to meet compliance with the Standards Registered Training Organisations.

2. Policy Statement

ACAS 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 for RTOs.

ACAS will:

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

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3. Policy Principles

3.1 Underpinning Principles

a) ACAS' 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) ACAS' continuous improvement focus areas include, but is not limited to:
   i. Training and assessment products and services;
   ii. Training and assessment resources, tools and instruments;
   iii. Policies, procedures and practices;
   iv. Management / operational systems;
   v. Strategic / business plans;
   vi. Staff performance, competencies and professional development;
   vii. 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 Principal 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 Principal of ACAS.

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 Register".

h) ACAS identifies areas of continuous improvement for all areas of its operations through (but not limited to):
   i. Training and assessment outcomes;
   ii. Client feedback on training (See Evaluation Policy);
   iii. Client feedback on assessment (See Evaluation Policy);
   iv. Workplace / Client Management feedback (See Evaluation Policy);
   v. RTO Management review;
   vi. Candidate feedback (regarding Assessment); (See Evaluation Policy)
   vii. Client satisfaction surveys; (See Management of RTO Policy)
   viii. Trainer feedback (See Evaluation Policy);
   ix. Assessor feedback (See Evaluation Policy);
   x. Staff feedback;
   xi. RTO Auditing (internal and external) (See Audit Policy) ;
   xii. Customer complaints (See Complaints Policy);
   xiii. Appeals (See Appeals Policy);
   xiv. Induction of staff and contractors;
   xv. Course reports (See Course Delivery Policy) ;
   xvi. Legislative or regulatory changes (See Legislation Compliance Policy) ;
   xvii. Feedback or liaison from stakeholders ;
   xviii. Administrative processes / efficiencies (See Records Management Policy) ;

xix.	Performance Management/ Trainer Observations (See HR Policy) ;
xx.	Validation and Moderation (See Validation Policy) ;
xxi.	Changes to Training Packages (See Transition of Training Packages Policy) ;
xxii.	Industry consultation and feedback ;
xxiii.	Networking activities;
xxiv.	Staff Professional Development ;
xxv.	Quality indicators data, under "Data Provision Requirements" ;
xxvi.	Development of Learning and Assessment Strategies and Resources (See Policy);
xxvii.	VET Regulator / Industry updates;
xxviii.	Review of marketing practices ;
xxix.	Industry licensing / regulatory bodies ;
xxx.	Industry Skills Councils (ISCs) ;
xxxi.	Business/Finance reviews.

i) ACAS member colleges seeks feedback from clients regarding their satisfaction with services they have received. This feedback is collated and reviewed by the member colleges to identify areas of continuous improvement. (See Evaluation Policy)

j) ACAS conducts internal auditing against quality standards (e.g. the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services (See Audit Policy).

k) ACAS provides information and feedback regarding continuous improvement actions to all member colleges via :
   i. Staff memos
   ii. Email
   iii. 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. Check 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 including member colleges;

m) ACAS implements where possible the continuous improvement cycle from ISO9001:2008 indicated in the diagram below.
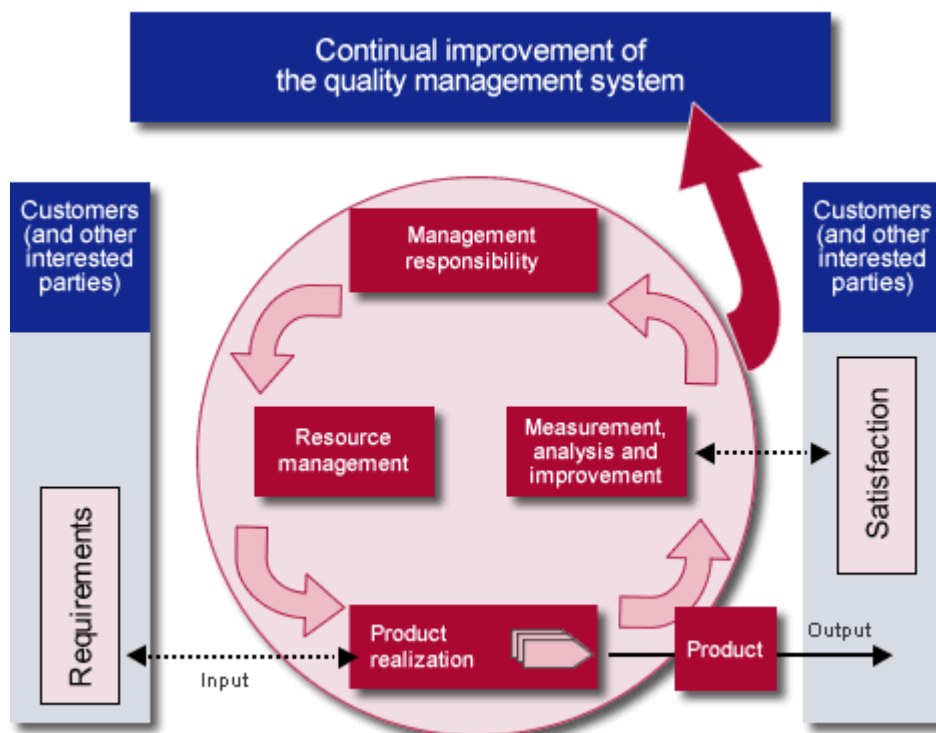
Cycle of Improvement

Diagram 1 – Continuous Improvement

4. ACAS Responsibilities

The Principal of ACAS is responsible for ensuring compliance with this policy.

5. Access & Equity

The ACAS Access & Equity Policy applies. (See Access & Equity Policy)

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 Principal of ACAS and areas for improvement identified and acted upon. (See Continuous Improvement Policy)