

Continuous Improvement Policy

Policy Statement

This policy has been created to ensure that Certified Training Resources Australia 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 Organisation (SRTOs 2015). Certified Training Resources Australia systematically monitors, evaluates and improves its training and assessment practices through continuous improvement practices.

This policy outlines the mechanisms that Certified Training Resources Australia implements 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 for Registered Training Organisations 2015.

Policy Principles

Certified Training Resources Australia is committed to the continuous improvement of its training and assessment system, strategies, practices, products and resources to ensure ongoing quality delivery and compliance with the Standards for Registered Training Organisations 2015.

To ensure this, Certified Training Resources Australia will:

1. Implement and maintain strategies and practices to systematically monitor its compliance with the Standards for RTOs 2015;
 - a. Conduct self-assessment / internal audit or external audit of its training and assessment systems, policies and procedures across all of its operations and scope of registration.
 - b. Collect and analyse and feedback and satisfaction data from all stakeholders regarding its training and assessment strategies and practices.
2. Review and evaluate its training and assessment strategies and practices (using various processes) including those offered by a third party;
3. Utilise the outcomes of all monitoring and evaluative processes to inform and continually improve training and assessment strategies and practices.

Systematic Monitoring of Compliance

1. Certified Training Resources Australia's uses a systematic approach to continuous improvement that involves staff, clients and other stakeholders, and uses qualitative and quantitative data to determine the need for improvement to services, operations, practices and systems.
2. Continuous improvement is ongoing and may be planned, occurring as often as identified and required.
3. All staff are encouraged to report any opportunities for improvement 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. All staff will have access to the **Opportunity for Improvement Form** in order to lodge any continuous improvement opportunities.
4. Identified opportunities for improvement will be recorded in the Certified Training Resources Australia **Continuous Improvement Register** and entries will be reviewed during management meetings, and/or compliance and continuous improvement meetings conducted quarterly by the General Manager.

5. Staff recommendations are reviewed and prioritised by the General Manager. Improvements may be implemented immediately or at an appropriate time, depending on the urgency and circumstances, action and subsequent effect to other operational systems and practices. Critical items are actioned and assigned to stakeholders for implementation.
6. Certified Training Resources Australia implements where possible the continuous improvement cycle from ISO 9001:2008 found in the annex of this policy.

Internal Audit

1. Certified Training Resources Australia will regularly complete a self-assessment / audit against the Standards for Registered Training Organisations 2015 (SRTO 2015)
2. This self-check / audit will be conducted internally or with assistance from an external compliance consultant (if applicable) at least every 12 months. The schedule of the audit will consider the timing of audits by other parties such as the VET regulator, funding body (if applicable), etc.
3. This audit will be conducted in accordance with an audit schedule in compliance calendar.
4. This internal audit will examine all standards, policies, procedures, products across the scope of registration and scale of operations, including training and assessments delivered by a third-party partner (if applicable).
5. New projects and new third-party providers shall be audited within six months of commencement.
6. The self-check / audit will involve the examination of records and evidence gathered on Certified Training Resources Australia compliance, systems and practices.
7. A report on this audit will be documented and appropriate action will be taken to rectify any non-compliances. Certified Training Resources Australia will aim to correct identified non-compliances within 3 months from when it was identified.
8. Outcomes of all kinds of audit will feed into the Continuous Improvement Register.

External Audit

1. Certified Training Resources Australia cooperates with the VET Regulator in the conduct of audits and the monitoring of its operations.
2. Certified Training Resources Australia ensures all third-party providers (if applicable) are required, under written agreement, to cooperate with the VET Regulator:
 - a. By providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and\
 - b. In the conduct of audits and the monitoring of its operations.

Feedback Mechanism

1. Certified Training Resources Australia is committed to ensuring that stakeholder feedback is collected, analysed and utilized to ensure the provision of quality training and assessment services including services provided via third party providers (if applicable).
2. Information to be evaluated includes data collected from:
 - a. Quality/performance indicators
 - b. Validation outcomes

- c. Feedback from clients, trainers and assessors and staff, workplace clients, SMEs.
 - d. Industry Feedback
 - e. Complaints and Appeals
3. While feedback is requested and encouraged from all clients, it is not compulsory. Trainers and assessors provide students with the **Course Feedback Form** at the end of the training to determine student satisfaction with the services they have received.
4. Quality indicator data is collected through a **Learner and Employer Questionnaire** provided to the students and employers at the end of each training.
5. Certified Training Resources Australia requires all trainers and assessors to provide feedback through the **Trainer Course Feedback** to be completed for each qualification they are delivering training once bi-annually.
6. All feedback collected is collated and submitted to the General Manager for review during management meetings and/or compliance and continuous improvement meetings.
7. Certified Training Resources Australia uses other tools and instruments to gather feedback from relevant stakeholders. This includes, but is not limited to:
 - a. Email correspondence
 - b. Verbal Communication
 - c. Client and Staff Feedback Forms
 - d. Course reports
 - e. Complaints Lodgement Form
 - f. Appeals Lodgement Form
 - g. Validation Forms and Reports
 - h. Opportunity for Improvement Form

Complaints and Appeals

Whenever a complaint or an appeal is upheld, Certified Training Resources Australia immediately acts to address the finding and records the action within the framework of a continuous improvement action. Action is also taken if a complaint or an appeal highlights a need to improve Certified Training Resources Australia information or processes.

For further information, refer to Certified Training Resources Australia Complaints and Appeals Policy and Procedure.

Industry Engagement

Certified Training Resources Australia consults with relevant industry experts to improve the training and assessment process. All feedback and improvement opportunities identified during industry consultations feed into the Continuous Improvement Register to be reviewed, acted upon and evaluated. For further information, refer to Certified Training Resources Australia Industry Engagement Policy.

Validation of Outcomes

Certified Training Resources Australia implements a plan for ongoing systematic validation of assessment practices and judgements for each training product on its scope of registration. All feedback and improvement opportunities identified during validation activities feed into the Continuous Improvement Register to be reviewed, acted upon and evaluated. For further information, refer to the Validation Policy.

Third-Party Monitoring

1. Certified Training Resources Australia ensures that appropriate partnering arrangements are entered into and that these are monitored to ensure their effectiveness and compliance.
2. Certified Training Resources Australia is accountable for the quality of training and assessment and other services provided by the third-party provider. As such, Certified Training Resources Australia ensures that it:
 - a. develops and maintains written agreements with all third-party providers delivering training and assessments services and/or recruitment and other services on its behalf;
 - b. roles and responsibilities of the third-party provider and Certified Training Resources Australia are clearly specified in the written agreement;
 - c. types of and responsibilities of the third-party provider and Certified Training Resources Australia are clearly specified in the written agreement;
 - d. all parties sign and are provided with a copy of the written agreement.
3. Certified Training Resources Australia monitors the implementation of training and assessment products and services, recruitment or other services by third parties through, among others, regular meetings and reporting, including gathering student feedback, and/or third-party audit processes, third party activity, or output review/monitoring.
4. Certified Training Resources Australia follows the type of monitoring and schedule of monitoring written in the third-party agreement.
5. Certified Training Resources Australia shall, as soon as practicable and prior to the commencement of third-party arrangements, notify ASQA that arrangements are made for a third party to provide services on its behalf.

Review of Policies and Procedures

Certified Training Resources Australia will review all its policies and procedures annually to ensure that they are still current, relevant and accurate.

Amendments will be approved and noted in the Continuous Improvement Register.

Procedure

Identification of Opportunities for Improvement

No.	Person/s Responsible	Steps to take
1	Stakeholders / Certified Training Resources Australia Staff	<p>Client Feedback</p> <p>(1) Provide Course Feedback Form and Learner Questionnaire to all learners at the end of training sessions, requesting that they complete it. (Face to Face, emailed, as accessed in their training and assessment workbooks in the LMS)</p> <p>(2) Employers/workplace supervisors are provided with the Employer Questionnaire at the end of the training session.</p> <p>(3) Responses collected from course feedback forms will be recorded in the Continuous Improvement Register (Client Feedback).</p> <p>Trainer Feedback</p> <p>(4) Trainers are to complete the Trainer Course Feedback Form quarterly for every course they are delivering.</p> <p>(5) Responses collected will be recorded in the Continuous Improvement Register (Trainer Feedback).</p>

		<p>Staff and Third-Party Providers</p> <p>(6) Staff and third-party providers are to provide feedback using the Opportunity for Improvement Form to be completed as needed.</p> <p>(7) Responses collected will be recorded in the Continuous Improvement Register.</p> <p>(8) Other information to be evaluated includes data collected from:</p> <ol style="list-style-type: none"> validation outcomes; industry / SME feedback; complaints and appeals.
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Generating Feedback Report

No.	Person/s Responsible	Steps to take
1	Admin Staff	<ol style="list-style-type: none"> Consolidate all client feedback collected and recorded in the Continuous Improvement Register. Generate report as requested by the CEO. Send report to CEO for review.

Management Review of Opportunities for Improvement

No.	Person/s Responsible	Steps to take
1	CEO	<ol style="list-style-type: none"> Conduct a preliminary review of identified opportunities for improvement in the Continuous Improvement Register prior to the Continuous Improvement Meeting. Determine critical issues identified. Identify action items for critical issues and assign to relevant stakeholders, as required. Include critical and urgent issues in the Management Meeting and/or Compliance and Continuous Improvement Meeting agenda.
2	CEO / Managers	<ol style="list-style-type: none"> During the Management Meeting and/or Compliance and Continuous Improvement Meeting, discuss opportunities for improvement and issues identified from the Continuous Improvement review. <ol style="list-style-type: none"> Review action items, amendments to policies, procedures, systems, tools etc. Implications/effects on work processes, systems and practices. Modify/approve proposed action items generated from discussion. Assign relevant stakeholders for the implementation of the identified action items specifying timeframes. Record all continuous improvement discussion in the minutes of the meeting.

Implementation

No.	Person/s Responsible	Steps to take
1	Relevant Stakeholders	<ol style="list-style-type: none"> Make relevant changes, actions and updates, per the Management Meeting and Compliance Meeting action items. Update the Continuous Improvement Register to close out all action items implemented. Communicate details of the continuous improvement implementation through the organisation through: <ol style="list-style-type: none"> staff meetings; staff memos; training/coaching sessions;

		d. intranet; e. email; f. notice boards. (4) Schedule a review of the continuous improvement implementation.
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Evaluation and Review

No.	Person/s Responsible	Steps to take
1	CEO / Managers	(1) Conduct review of the continuous improvement implementation on the assigned date or during the next Management Meeting or Compliance and Continuous Improvement Meeting. (2) Update the Continuous Improvement Register. Make sure to note the outcome of the evaluation. (3) If further improvements are identified, return to Step 1.

Monitoring and Improvement

General Manager is responsible for all continuous improvement processes and ensuring that all staff, including those from third-party providers are complying with the provisions of this policy.

ANNEX A

Cycle of Improvement

