CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE

March 2024

PURPOSE

MiTraining uses a systematic and continuous improvement approach to the management of operations and is committed to providing high quality training and assessment services that are relevant to students, clients, employers and industry.

This policy outlines how MiTraining demonstrates this commitment through monitoring, evaluating and improving its training and assessment strategies and practices to continuously improve and ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015.

SCOPE

This policy applies to all aspects of MiTraining's operations as an RTO.

POLICY STATEMENT

Continuous improvement is an essential component of operating a training and assessment system that meets or exceeds defined quality standards. Continuous improvement facilitates growth and innovation, improves efficiency, boosts student satisfaction and improves employee morale.

MiTraining 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.

MiTraining will:

- implement and maintain strategies and practices to systematically monitor its compliance with the Standards for RTOs
- continuously review and evaluate its training and assessment strategies and practices (using various processes)
- utilise the outcomes of all monitoring and evaluative processes to inform and continually improve training and assessment strategies and practices

POLICY PRINCIPLES

Underpinning Principles

MiTraining's commitment to continuous improvement is formalised in the following processes relating to the areas of training and assessment, student or client services and management of operations systems including acting on any identified opportunities for improvement.
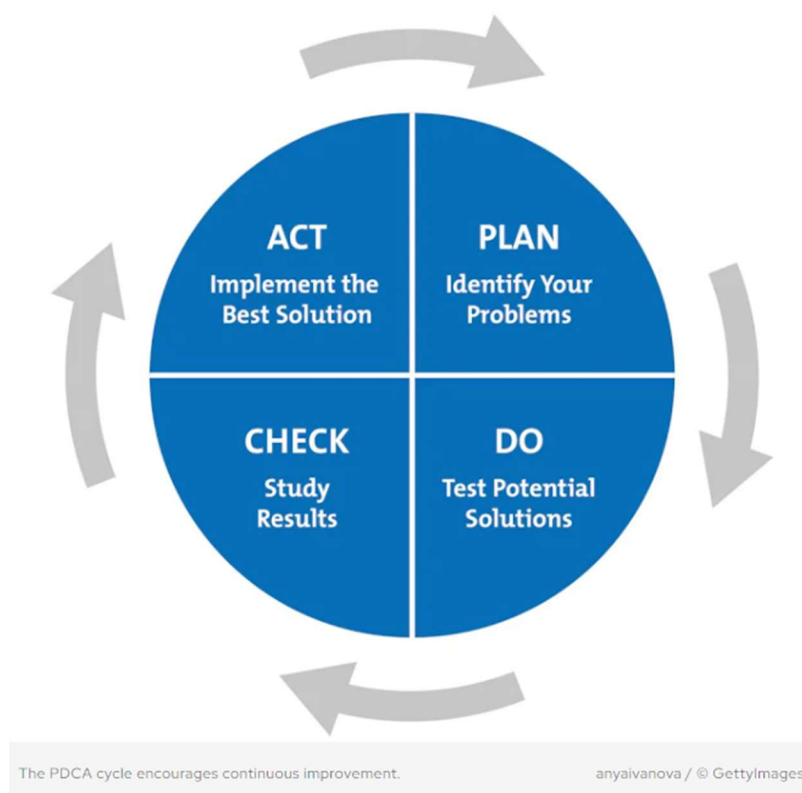
MiTraining's continuous improvement approach involves students, staff, clients, employers and other stakeholders. It is systematic and uses qualitative and quantitative data to determine the need for improvement to the RTO's services, operations, practices and systems

- MiTraining continuous improvement focus areas include, but are not limited to:
    - Training and assessment products and services
    - Training and assessment resources, tools and instruments
    - Facilities and equipment
    - Policies, procedures and practices
    - Management and operational systems
    - Strategic and business plans
    - Staff performance, competencies and professional development
    - Third party arrangements
- MiTraining identifies areas of continuous improvement for all areas of its operations through (but not limited to):
    - Training and assessment outcomes
    - Student or client feedback on training and assessment
    - Trainer and assessor feedback and observations
    - Staff feedback
    - Student or client satisfaction surveys
    - Competency completion rates
    - Validation and moderation outcomes
    - Complaints, feedback and appeals
    - Staff professional development
    - Administrative processes or efficiencies
    - Course reports
    - Legislative or regulatory changes (See Legislation Compliance Policy)
    - Changes to Training Packages (See Transition of Training Packages Policy)
    - VET Regulator / Industry updates
    - Industry licensing / regulatory bodies
    - Industry Skills Councils (ISCs)
    - Quality indicators data
    - Development of Training and Assessment Strategies and Resources
    - RTO Continuous Improvement meetings
    - Internal and external audits
    - Annual Business planning
    - Technology developments
- MiTraining seeks to improve its full range of operations, products and services through diligent documentation of quality improvements, and can evidence effective and systematic collection, analysis and application of improvement processes
- MiTraining provides information and feedback regarding continuous improvement actions to all staff via staff meetings and/or email
- 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, planned continuous improvement actions will be verified and implemented as follows:
    - Assess the affect the amendment may have on other policies, procedures, or systems
    - Communicate the details of the amendments throughout the organisation
    - Actively engage staff in continuous improvement and implementation processes
    - Consider undertaking a trial of the amendment to test its effectiveness and cause of results

CONTINUOUS IMPROVEMENT CYCLE

Where possible, MiTraining implements the Plan, Do, Check, Act continuous improvement cycle represented in Figure 1 below.

Figure 1: The Plan-Do-Check-Act Cycle

ACT
Implement the Best Solution

PLAN
Identify Your Problems

CHECK
Study Results

DO
Test Potential Solutions

The PDCA cycle encourages continuous improvement.   anyaivanova / © GettyImages

CONTINUOUS IMPROVEMENT PROCEDURES

Stakeholder Feedback

- Students, clients and employers are encouraged to provide feedback about the quality of MiTraining's programs and resources throughout the duration of the course. Upon completion of the course, students are issued with a Learner Questionnaire for final feedback
- Trainers and assessors are encouraged to provide feedback during scheduled meetings
- Student Support and administration staff are encouraged to provide feedback during regular staff meetings
- Feedback will be gathered and evaluated regarding:
    - Clarity and accuracy of information provided to students prior to enrolment
    - Processes for student selection, enrolment and induction
    - Effectiveness and assistance provided regarding language, literacy and numeracy
    - Level of satisfaction of training and assessment services received
    - Effectiveness and assistance provided regarding support services
    - Recognition of prior learning process
    - Complaints and appeals
    - Training and assessment resources provided

Validation and Moderation

- Systematic validation of assessment and Training and Assessment Strategies occurs as per the Validation Policy

Management Review

- MiTraining will conduct a Continuous Improvement Meeting (CIM) every two months. The purpose of the management meeting is to coordinate the service delivery and governance arrangements of MiTraining. The meeting will be led by the General Manager
- The meeting will follow the Continuous Improvement Meeting Agenda and discussions will be recorded on the Continuous Improvement Meeting Minutes
- The Continuous Improvement Register will be reviewed and updated at each meeting
- Staff members with responsibility for action items will be required to provide an update about their progress on completing the tasks at each meeting

Review and Implementation of Continuous Improvement

- A Continuous Improvement Form will be completed by staff members where a continuous improvement opportunity has been identified through student complaint, staff suggestion, trainer feedback or audit outcome
- The Continuous Improvement Form will be submitted to the General Manager
- The identified improvement will be raised at the next Continuous Improvement Meeting to discuss proposed actions and establish timeframes. Details will be entered into the Continuous Improvement Register. Items on the register can include:
  - Finalised projects
  - Small changes to procedures
  - Annual requirements such as submissions to regulators
- The process owner/administration will implement approved continuous improvement recommendations
- The improvement will be reviewed at the next Continuous Improvement Meeting. If all recommendations have been implemented:
  - The Continuous Improvement Register will be updated and marked as completed
  - The Continuous Improvement Form will be completed to close out all actions
  - A date will be set to review the effectiveness of changes to ensure that no further continuous improvement is required
- The General Manager is responsible for monitoring completion of items on the Register

RECORDS MANAGEMENT

All documentation from this policy and associated processes will be maintained in accordance with the Records Management Policy.

POLICY REVIEW

This policy and accompanying documents will be periodically reviewed in accordance with the Continuous Improvement Policy to identify areas for improvement.

POLICY PUBLICATION

Policies and procedures applicable to prospective and enrolled students, MiTraining staff and contractors are (where appropriate):

- Included in the student induction or staff orientation
- Available on the website
- Available on the student administration/management system or internal electronic system
- Available by request

NOTES

Related Policies/Procedures:	*Access and Equity Policy* *Compliance Policy* *Risk Management Policy* *Transition of Training Packages Policy and Procedure* *Validation Policy*
Related Documents/Forms:	*Continuous Improvement Meeting Agenda* *Continuous Improvement Meeting Minutes* *Continuous Improvement Register* *Continuous Improvement Request Form*
Related Legislation:	*Standards for Registered Training Organisations (RTOs) 2015*
Approved By:	*Chief Executive Officer*
Date of Next Review:	*18/03/2025*