PP02 Continuous Improvement Policy

Scope
Applies to all staff and contractors.

Policy Statement
Our management systems will incorporate a continuous improvement model that suits <RTO NAME> 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 <RTO NAME> to adapt quickly to changing external environments and opportunities.

Our continuous improvement system will:

- Facilitate the Directors and staff 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 <RTO NAME>, 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 show how we do this.
• Ensure all operations are aligned to the VET Quality Framework as outlined in the Policy and Forms Register.

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 PP13 Human Resources Policy.

Procedures

Continuous Improvement of RTO Systems and Key Business Processes