

1. Purpose

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

The Learning Collaborative Pty Ltd (**TLC**) 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**). TLC 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 TLC 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

TLC 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.

TLC 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 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) TLC 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) TLC continuous improvement focus areas include, but are not limited to:
 - i. Training and assessment products and services;
 - ii. Training and assessment resources, tools and instruments;
 - iii. Facilities and equipment;
 - iv. Policies, procedures and practices;
 - v. Management / operational systems;
 - vi. Strategic / business plans;
 - vii. Staff performance, competencies and professional development;
 - viii. Third party arrangements.
- c) Continuous improvement is ongoing and may be planned or unplanned, occurring as often as identified and required.
- d) All members of Staff are encouraged to report any opportunities for improvement to their line Manager in writing as they identify them. All members of 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 TLC General Manager at 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 Register".
- h) TLC 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;
 - iii. Client feedback on assessment;
 - iv. Workplace / Client Management feedback;
 - v. RTO Management review;
 - vi. Candidate feedback (regarding Assessment);
 - vii. Client satisfaction surveys;
 - viii. Trainer feedback;
 - ix. Assessor feedback;
 - x. Staff feedback;
 - xi. RTO Auditing (internal and external) (See Audit Policy);
 - xii. Customer complaints and appeals (See Complaints and Appeals Policy);
 - xiii. Induction of staff and contractors;
 - xiv. Course reports;
 - xv. Legislative or regulatory changes;
 - xvi. Feedback or liaison from stakeholders;
 - xvii. Administrative processes / efficiencies (See Records Management Policy);
 - xviii. Performance Management/ Trainer Observations (See HR Policy);
 - xix. Validation and Moderation;
 - xx. Changes to Training Packages;
 - xxi. Industry consultation and feedback;



- xxii. Networking activities;
 - xxiii. Staff Professional Development;
 - xxiv. Quality indicators data, under “Data Provision Requirements”;
 - xxv. Development of Learning and Assessment Strategies and Resources;
 - xxvi. VET Regulator / Industry updates;
 - xxvii. Review of marketing practices;
 - xxviii. Industry licensing / regulatory bodies;
 - xxix. Industry Skills Councils (ISCs);
 - xxx. Annual Business planning;
 - xxxi. Business/Finance reviews.
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- i) TLC seeks feedback from clients regarding their satisfaction with services they have received. This feedback is collated and reviewed by TLC to identify areas of continuous improvement. (See Evaluation Policy)
 - j) TLC conducts internal auditing against quality standards (eg the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services (See Audit Policy).
 - k) TLC provides information and feedback regarding continuous improvement actions to all staff via:
 - i. Staff meetings
 - ii. Staff memos
 - iii. Training / coaching sessions
 - iv. Intranet
 - v. Email
 - vi. Noticeboards
 - l) All continuous improvement actions need to account for and maintain, consistency with other policies, procedures, practices, managerial systems and staff responsibilities.
 - m) TLC implements where possible the continuous improvement cycle from ISO9001:2008 indicated in the diagram below.

Cycle of Improvement as per ISO 9001:2015

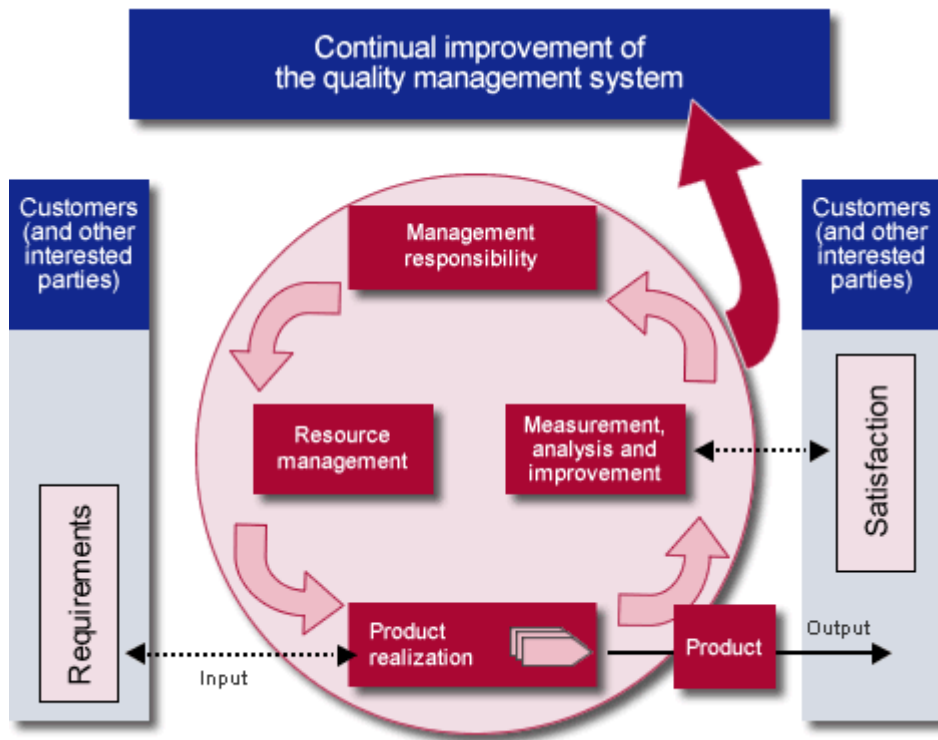


Diagram 1 – Continuous Improvement



4. TLC Responsibilities

The TLC General Manager is responsible for ensuring compliance with this policy.

The TLC Compliance Manager will process refund requests within 1 week from the day of receipt.

5. Access & Equity

The TLC 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 CEO of TLC and areas for improvement identified and acted upon. (See Continuous Improvement Policy)