



4.12 Continuous Improvement Policy

Healesville Living and Learning Centre is committed to ensuring that it complies with the Australian Quality Training Framework and Victorian Registration and Quality Authority Standards.

As part of that commitment we will ensure that our processes will be continually reviewed to improve the standards of our operations.

Purpose

This policy relates to identification of improvement opportunities and application of continuous improvement.

Relevant standard from Australian Quality Training Framework

AQTF Standard 1.1

Training and assessment is continuously improved by collecting, analysing and acting on relevant data.

AQTF Standard 2.1

Client services are continuously improved by collecting, analysing and acting on relevant data.

AQTF Standard 3.1

A systematic and continuous improvement approach to the management of operations is used.

Principles

The RTO is committed to the following principles for the purposes of developing and maintaining a culture of continuous improvement across the organisation.

Principle 1: A commitment by the Board of Directors to effective Continuous Improvement that permeates the whole organisation

Principle 2: The Continuous Improvement Policy is aligned to the organisation's strategy and business objectives.

Principle 3: Appropriate resources are allocated to develop, implement, maintain and improve the Continuous Improvement program.

Principle 4: The objectives and strategy of the Continuous Improvement program are endorsed by the Board of Directors, CEO and top management.

Principle 5: Continuous Improvement obligations are identified and assessed.

Principle 6: Responsibility for continuous improvement outcomes is clearly articulated and assigned.

Principle 7: Competence and training needs are identified and addressed to enable employees to fulfil their Continuous Improvement obligations.

Principle 8: Behaviours that create and support Continuous Improvement are encouraged and behaviours that compromise Continuous Improvement are not tolerated.

Principle 9: Controls are in place to manage the identified Continuous Improvement expectations and achieve desired behaviours.

Principle 10: Performance of the Continuous Improvement program is monitored, measured and reported.

Principle 11: The organisation is able to demonstrate its Continuous Improvement program through both documentation and practice.

Principle 12: The Continuous Improvement program is regularly reviewed and continually improved.

Compliance Evidence

The RTO's commitment to continuous improvement is formalized in the following written procedures relating to the continuous improvement of the RTO's training and assessment, client services and management of operations systems including acting on any identified opportunities for improvement.

Examples of evidence of continuous improvement:

- Student and staff surveys together with analysis and follow up action;
- Continuous improvement plans/procedures, annual internal audit/self-assessment plans and reports;
- Signs/posters encouraging feedback and detailing how to provide it;
- Trainer's encouraged to contribute feedback for improvement.