ATAR | DESIGN

Continuous Improvement
Policy, Procedures, Forms and Registers

POLICY	
Purpose	Continuous improvement is an essential component of operating a training and assessment system that meets or exceeds defined quality standards. ATAR Design 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 (2015). ATAR Design is required to systematically monitor, evaluate and improve its training and assessment practices through continuous improvement practices. The objective of this policy is to provide a mechanism for ATAR Design 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.
Standard reference	2.1, 2.2, 2.4
Who is responsible	The CEO is responsible for ensuring compliance with this policy. Training Manager of ATAR Design will process refund requests within 1 week from the day of receipt.
Review date	Every 12 months
Definitions	NA
Policy	ATAR Design 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. ATAR Design 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

POLICY	
Policy principles	ATAR Design's 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. ATAR Design's 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 / operational systems; • Strategic / business plans; • Staff performance, competencies and professional development; • Third party arrangements. • Continuous improvement is ongoing and may be planned or unplanned, occurring as often as identified and required. • All staff are encouraged to report any opportunities for improvement to the CEO 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. • Staff recommendations are reviewed by the CEO at the regular staff meetings. • 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. • Continuous improvement actions are recorded and maintained on the 'Continuous Improvement Register'.

POLICY

ATAR Design identifies areas of continuous improvement for all areas of its operations through (but not limited to):

- Training and assessment outcomes;
- Client feedback on training (See Evaluation Policy);
- Client feedback on assessment (See Evaluation Policy);
- Workplace / Client Management feedback (See Evaluation Policy);
- RTO Management review;
- Candidate feedback (regarding Assessment); (See Evaluation Policy)
- Client satisfaction surveys; (See Management of RTO Policy)
- Trainer feedback (See Evaluation Policy);
- Assessor feedback (See Evaluation Policy);
- Staff feedback;
- RTO Auditing (internal and external) (See Audit Policy);
- Customer complaints (See Complaints Policy);
- Appeals (See Appeals Policy);
- Induction of staff and contractors;
- Course reports (See Training Delivery Policy);
- Legislative or regulatory changes (See Legislation Compliance Policy);
- Feedback or liaison from stakeholders;
- Administrative processes / efficiencies (See Records Management Policy);
- Performance Management/ Trainer Observations (See Staff Policy);
- Validation and Moderation (See Validation Policy);
- Changes to Training Packages (See Transition of Training Packages Policy);
- Industry consultation and feedback;
- Networking activities;
- Staff Professional Development;
- Quality indicators data, under 'Data Provision Requirements';
- Development of Learning and Assessment Strategies and Resources (See Policy Training and Assessment Strategies and Resources);
- VET Regulator / Industry updates;
- Review of marketing practices;
- Industry licensing / regulatory bodies;
- Industry Skills Councils (ISCs);
- Annual Business planning;
- Business/Finance reviews.

ATAR Design seeks feedback from clients regarding their satisfaction with services they have received. This feedback is collated and reviewed by ATAR Design to identify areas of continuous improvement. (See Evaluation Policy)

ATAR Design conducts internal auditing against quality standards (e.g. the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services (See Audit Policy).

ATAR Design provides information and feedback regarding continuous improvement actions to all staff via:

- Staff meetings
- Staff memos
- Training / coaching sessions
- Intranet
- Email
- Noticeboards

All continuous improvement actions need to account for, and maintain, consistency with other policies, procedures, practices, and management systems and staff responsibilities.

To ensure consistent implementation, all impending continuous improvement actions will be verified and implemented as follows:

- Checked against the affect the amendment may have on other policies, procedures, or systems;
- Checked against the affect the amendment may have on the working or process of other written documents;
- Communicating the details of the amendments throughout the organisation, and to third party providers;
- Actively engaging staff in continuous improvement and implementation processes;
- Potentially undertaking a trial of the amendment to test its effectiveness and cause of results.
- ATAR Design implements where possible the continuous improvement cycle from ISO9001:2008 indicated in the diagram below.
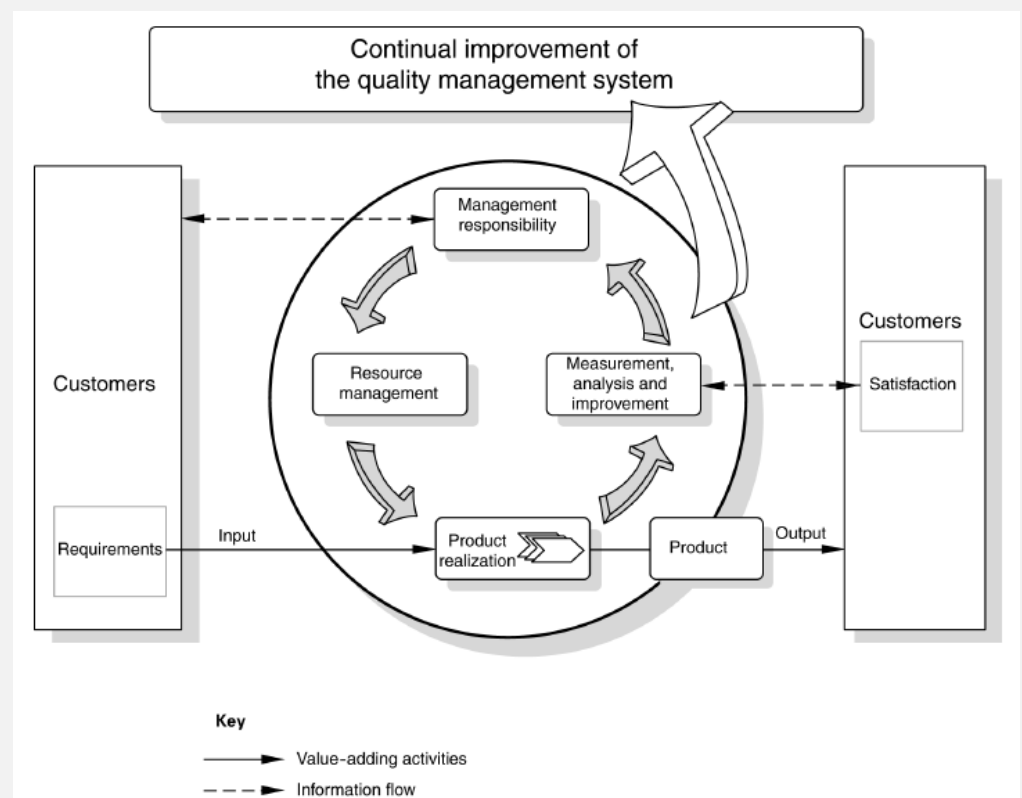
POLICY	
Records management	**Access and Equity** The Access and Equity Policy applies. (See Access and Equity Policy) **Records Management** All continuous improvement related documentation is recorded and maintained in accordance with the Records Management processes (See Records Management Policy). **Monitoring and Improvement** All enrolment practices are monitored by the CEO and areas for improvement identified and acted upon (See Continuous Improvement Policy).

PROCEDURE

Step	Who	Procedure
1. Submit CI request	All	• Complete 'Continuous Improvement Form', providing full detail of request. • Provide completed 'Continuous Improvement Form' to CEO.
2. CI Management review and approval	CEO	• Review the 'Continuous Improvement Form' request. • Consider all implications from the implementation of recommendations. • Approve/decline/modify recommendations, as applicable (and in accordance with compliance requirements as an RTO) making note on the 'Continuous Improvement Form'. • Provide completed 'Continuous Improvement Form' to relevant 'Process Owner/CEO for implementation.

3. Implement CI action	Process Owner	• Enter CI details into 'CI Register', make note of CI No. on 'Continuous Improvement Form'.
		• Check approved actions for:
		  – Amendments to other policies/ procedures/ forms/ systems not yet identified;
		  – Implications/effects on other work processes or documentation, not yet identified.
		  – Implement continuous improvement recommendations.
		  – Update all documentation, as relevant.
		  – Provide detail of all CI actions implemented, including updated documentation, to CEO for final review and approval.

4. Management approval of changes	CEO	• Review and approve/decline/modify CI actions and updates. • Provide approval/decline/modifications, feedback and all documentation back to Process Owner / CEO
5. Implementation and communication	Process Owner	• Make relevant changes as per CEO response/feedback. • When the document version changes, the version control in the document footer must be updated. The format used is V# • Update CI Register. • Complete the 'Continuous improvement form' to close out all actions and file in the continuous improvement file. Store in order of CI Request No. • Communicate details of the CI through the organisation.
6. Trial and review amendment / CI	All	• Implement changes. • Review effectiveness of changes and provide feedback. • Go to Step 1, if further continuous improvement is required.

CI REQUEST FORM

Section 1 – CI Lodgement Details

Date:		CI No	
Name			

Section 2 – CI Details

This request is a:

☐ Amendment   ☐ Deletion   ☐ Addition

This CI submission relates to a:

☐ Procedure   ☐ Policy
☐ Training Resource   ☐ Form
☐ Assessment Resource   ☐ Trainers / Assessors
☐ Legislation   ☐ Facility / Equipment
☐ System   ☐ Other:

This CI opportunity was identified through:

☐ Client Feedback / suggestion   ☐ Audit processes and outcomes
☐ Staff suggestion   ☐ Training / Assessment Outcome
☐ Legislative / Compliance change   ☐ Validation
☐ Safety & Health   ☐ Complaint / Appeal
☐ Process breakdown   ☐ Other:

Please outline the issue / cause which identified the CI opportunity:

Note: Please use Page 2 to record your recommendation for improvement

Signature		**Date:**	/	/

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CI REQUEST FORM

Admin Use only

CI Form Received (Admin)	Initial		Date:	/	/
CI Lodgement recorded (Register)	Initial		Date:	/	/
CI Forwarded to CEO	Initial		Date:	/	/
CI Closed	Initial		Date:	/	/

Section 3 – Recommendations

Section 4 – Management Approval

Approval is granted for the following recommendations

	Comments:
☐ All ☐ As selected	

Who:		Required by:	/ /
CEO Signature:		Date:	/ /

Section 5 – Actions Implemented

Agreed actions completed and effected

	Comments:
☐ All ☐ As selected	

CEO Signature:		Date:	/ /

CONTINUOUS IMPROVEMENT REGISTER

CI Action KEY:
C/G/A = Complaint / Grievance / Appeal | TA = Training or Assessment | OHS = Occupational Health and Safety | VAL = Validation
IC = Industry Consultation | Other = Undefined

CI Number	Date Raised	Raised By		Corrective Action Resulted From						Action Detail	Date Closed
		Student	Staff	C/G/A	TA	OHS	VAL	IC	Other		
0001		☐	☐	☐	☐	☐	☐	☐	☐		
0002		☐	☐	☐	☐	☐	☐	☐	☐		
0003		☐	☐	☐	☐	☐	☐	☐	☐		
0004		☐	☐	☐	☐	☐	☐	☐	☐		
0005		☐	☐	☐	☐	☐	☐	☐	☐		
0006		☐	☐	☐	☐	☐	☐	☒	☐		
0007		☐	☐	☐	☐	☐	☐	☐	☐		
0008		☐	☐	☐	☐	☐	☐	☐	☐		
0009		☐	☐	☐	☐	☐	☐	☐	☐		
0010		☐	☐	☐	☐	☐	☐	☐	☐		