Continuous Improvement Policy

Introduction

By establishing this policy and procedure, the ILLOURA COLLEGE assures fairness, consistency, and accuracy in all enrolment and post enrolment activities. All enrolment related activities are conducted in accordance with the Australian Consumer Law.

ILLOURA COLLEGE ensures its international students enrolled in courses are treated fairly and equitably, and they are clearly informed about the enrolment process, the conditions, details regarding their chosen course, their rights, and obligations.

 provides its international students with advice regarding relevant training products to meet their needs, taking into account their individual existing skills and competencies.

Purpose

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

ILLOURA COLLEGE is committed to providing high quality training and assessment that is relevant to students, employers and industry and meets the requirements of the Standards for Registered Training Organisations (SRTOs 2015). ILLOURA COLLEGE 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 ILLOURA COLLEGE 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.

1. Policy Statement

ILLOURA COLLEGE 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.

ILLOURA COLLEGE 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.

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2. Policy Principles

2.1 Underpinning Principles

A) ILLOURA COLLEGE continuous improvement approach is systematic, involves staff, students 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) ILLOURA COLLEGE continuous improvement focus areas include, but is 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 staff are encouraged to report any opportunities for improvement to the Chief Executive Officer (CEO) and Compliance/Academic Manager 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.

E) Staff recommendations are reviewed by CEO and Compliance/Academic Manager ILLOURA COLLEGE at the 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) ILLOURA COLLEGE identifies areas of continuous improvement for all areas of its operations through (but are not limited to):

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- Training and assessment outcomes;

- Student feedback on training (See Evaluation Policy);

- Student feedback on assessment (See Evaluation Policy);

- Workplace / Student Management feedback (See Evaluation Policy);

- RTO Management review;

- Student feedback (regarding Assessment) (See Evaluation Policy);

- Student 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 Course Delivery Policy;

- Feedback or liaison from stakeholders;

- Administrative processes / efficiencies (See Records Management 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 Training and Assessment Policy);

- VET Regulator / Industry updates;

- Review of marketing practices;

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- Industry licensing / regulatory bodies;

- Industry Skills Councils (ISCs);

- Annual Business planning;

- Business/Finance reviews.

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

J) ILLOURA COLLEGE 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 Internal Audit Policy).

K) ILLOURA COLLEGE provides information and feedback regarding continuous improvement actions to all staff via :

- Staff meetings

- Staff memos

- Training / coaching sessions

- Intranet

- Email

- Noticeboards

L) 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, all impending continuous improvement actions will be verified and implemented as follows:

- Checked against the effect of the amendment may have on other policies, procedures, or systems;

- Check against the effect of 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;

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- Potentially undertaking a trial of the amendment to test its effectiveness and cause of results.

M) ILLOURA COLLEGE implements where possible the continuous improvement cycle from ISO9001:2008 indicated in the diagram below.

Cycle of Improvement
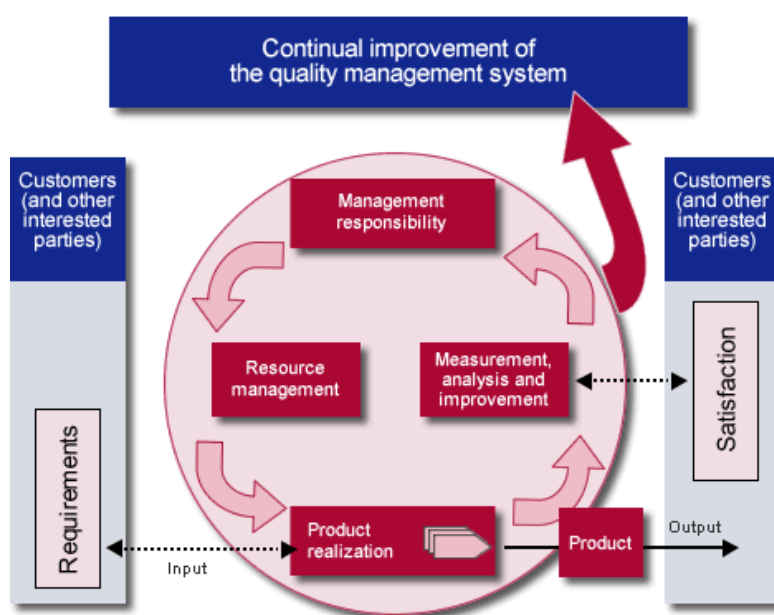
Diagram 1 – Continuous Improvement

3. ILLOURA COLLEGE Responsibilities

- The Compliance/Academic Manager, ILLOURA COLLEGE is responsible for ensuring compliance with this policy.
- Details concerning this policy are to be clearly displayed throughout the organisation and contained with the staff induction Process and Student Handbook.

4. Access & Equity

The ILLOURA COLLEGE Access & Equity Policy applies. (See Access & Equity Policy)

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5. Records Management

All continuous improvement related documentation is recorded and maintained in accordance with records management processes (See Records Management Policy).

6. Monitoring and Improvement

All enrolment practices are monitored by the CEO and Academic/Compliance manager of ILLOURA COLLEGE and areas for improvement identified and acted upon. (See Continuous Improvement Policy).

Document Version Control History			
Version	Date	Author	Change Description
1.0	2021		Document Created
2.0	2023	Dos /Compliance	Policy Review
2.1	2024	DOO/DOS	Policy Review

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