

P.03.04

CONTINUOUS IMPROVEMENT POLICY

1.0 INTRODUCTION

1.1 In line with Standards for Registered Training Organisation (RTOs) 2015 and the ESOS act, National Code 2018, AVETA has taken a quality approach to the implementation of these standards by unpacking each "Standard" separately and incorporating it into AVETA's policies and procedures so that overall AVETA's is compliant with all of its operations as a quality education provider to the VET Sector.

1.2 The principles of continuous improvement are embedded in all facets of AVETA's operations and involve all AVETA employees and Education Agents, so that AVETA, is in a position to continually improve the educational products and services it provides to its students at all stages of their educational journey with AVETA; namely at Pre-Enrolment, at Enrolment, During delivery of Training and Assessment, as well as Post-Delivery of Training and Assessment.

2.0 THE PROCEDURES

2.1 When an AVETA employee (such as but not limited to Academic, Administrative or Marketing staff) identifies a need for change that effects their job, that employee will bring this to the notice of AVETA's Compliance Manager, who will consider the requested change, and if deemed appropriate implement the changes for all relevant policies, procedures, systems and/or forms; and will ensure that all employees are advised of the new process and implementation date for any approved changes.

2.2 In addition to the above, with regards to RTO Standards 2015, Clause 2.2 AVETA will systematically monitor the training and assessment strategies and practices (for all qualifications on its scope of ASQA & CRICOS scope of registration) to ensure ongoing compliance with Standard 1 (Clause 1.4 - The RTO meets all requirements specified in the relevant training package) – this is undertaken, but not limited to AVETA's Academic staff, and through Industry Engagement with the outcomes of this process being documented and actioned upon as required. AVETA's Compliance Manger will ensure that all employees affected by these changes are advised of the new process and implementation date for any approved changes.

2.3 Furthermore, AVETA systematically evaluates and uses the outcomes of these evaluations to continually improve the AVETA's training and assessment strategies and practices. The responsibility for this identification is the responsibility of the relevant Training Co-ordinator or Compliance Manager who will ensure that all Trainers/Assessors are advised of the new training and assessment strategies and practices and the implementation date for any changes.

3.0 THE OUTCOME

3.1 All the elements outlined in this policy, will be conducted in a planned and controlled way, in order to bring continual improvement to all of AVETA's processes through constant review.

4.0 INDUSTRY ENGAGEMENT

In line with Standards for Registered Training Organisations 2015 specifically Standard 1.5-1.6 AVETA will engage Industry representatives to provide their input into specific Academic areas for courses on AVETA's scope of registration. AVETA's BOS will arrange, monitor and review their performance on an ongoing basis. Please refer to P.10.01 Industry Engagement Policy.

5.0 QUALITY INDICATORS

AVETA will arrange for the collection, analysis and provision of data according to the Data Provision Requirements of the VET Quality Framework.

6.0 STAFF

- a) AVETA will conduct an Annual Staff Review of all staff members, which is designed to:
 - i. Identify performance development requirements of all staff
 - ii. Identify individual performance development requirements for individual staff
 - iii. Identify areas for improvement (immediate and medium/long term as part of AVETA business planning processes)
 - iv. Identify major achievements by individual staff, by academic areas, by administrative areas, and by support services sections in order to recognise and reward effort.
- b) AVETA holds regular staff meetings. At these meetings, all staff members are encouraged to identify and suggest solutions for areas which require continuous improvement. These meetings will be used to review practice and plan for future programs when necessary.
- c) During the aforementioned meetings, AVETA's Senior Management, as part of the general business agenda item, will seek feedback from its Trainers relating to their experiences so that senior management are kept up to date and informed so that they can take this into account when making decisions that affect any part of AVETA's operations.
- d) AVETA Trainers will be required to undertake and provide evidence that they have completed professional development activities every year. AVETA's Administration Manager will maintain this evidence on the individual staff file.
- e) AVETA Trainers will be required to provide evidence that they have industry competencies at the level that they are training/assessing. Note – for Commercial Cookery Units of Competency Trainers are also required to hold a Certificate III in Commercial Cookery or a Certificate IV in Commercial Cookery which will be reviewed by the relevant Industry representative. AVETA's Administration Manager will maintain this evidence on the individual staff file.
- f) AVETA's Administration, Finance and Compliance staff will be required to undertake and provide evidence that they have completed professional development activities every year. AVETA's Administration Manager will maintain this evidence on the individual staff file.

7.0 INTERNAL AUDITS

- a) AVETA will ensure that the following range of internal audits are conducted on AVETA's operations by AVETA'S Compliance Manager. These will include but not limited to:
 - ASQA VET Internal Audit
 - CRICOS Internal Audit
- b) During these audits if an outcome requires continuous improvement of any of AVETA's operations AVETA's Compliance Manger will manage this process to the implementation stage and will include a follow-on review to ensure ongoing compliance.

8.0 DOCUMENT CONTROL

- a) AVETA's Compliance Manger is responsible for overseeing the currency of documentation held within AVETA's Quality Management System (QMS). This includes continuously improving the effectiveness of this system through the use of quality policy, quality objectives, audit results, analysis of data, corrective actions and ongoing management and system reviews.
- b) Any additions or changes can only be implemented following approval by AVETA's Compliance Manager.
- c) All policies and procedures within QMS shall be reviewed on a needs basis by the Compliance Manager. Any staff member, at any time, may request the Compliance Manager to review a policy or procedure where they believe that it no longer meets required standard or operational need.

9.0 VERSION CONTROL

- a) Any policies or forms, once version controlled, can only modified following approval by AVETA's Compliance Manager.