

Continuous Improvement Policy

PURPOSE:

1. To ensure AIST continually reviews and improves its policies, procedures, training products and training services to meet compliance with the Standards for NVR Registered Training Organisations, by collecting feedback from clients, analysing the data and acting upon any opportunities for improvement or enhancement.

SCOPE:

2. This policy details AIST continuous improvement process for the collection and use of feedback to provide best possible services.

PROCEDURE:

3. Clients in AIST training and/or assessment services are to be provided feedback forms to provide the opportunity to comment on services received. All completed feedback forms are to be reviewed by the Trainer/Assessor and Director and the relevant actions directed in this policy are to be implemented as required.

Training and Delivery

4. During our market research we consult industry on training and assessment strategies, as per the Training and Assessment Strategies policy.

Through consultation we identify the types of assessment best suited to the industry sector, including specific needs, i.e. location, timing of assessments, type and style of assessment, etc.

Findings are recorded on an Industry Consultation form, which are summarised and incorporated into the Training and Assessment Strategies for that course.

5. At the conclusion of every training program, the trainer will consider the effectiveness of resources. If there is a deficiency, or an improvement to be made, the trainer will complete a Training Resource Feedback Form and forward to the Administration officer for review or implementation as required.
6. Concluding every training program clients will be provided the opportunity to complete a Learner Questionnaire. The trainer will forward complete Learner Questionnaires to the Principal for data entry into the relevant database application. An analysis of the data will be conducted by the RTO Manager to review and implement improvement suggestions as required.
7. If the form contains a complaint, and the client has put their name on the form, the administration officer of AIST shall attempt to contact and undertake a resolution process and identify the root cause.
8. Opportunities for improvement or enhancement that are identified through this process will be discussed at staff and moderation meetings and implemented if applicable, except in the case of conflict with another policy.
9. Opportunities for continuous improvement will be documented in a Corrective Actions Form and reviewed by AIST management. Corrective Action Forms will be recorded in the Corrective Actions Register and be reviewed at management meetings.
10. In all cases where continuous improvement is achieved and quality documents or training materials are amended, the changes will be advertised through AIST bulletin to AIST staff.
11. The RTO Manager will review the Corrective Actions Register on a regular basis to ensure opportunities for improvement are acted upon.

Assessment

12. All written assessments tools will provide an area for the client to provide feedback.
13. All practical based assessment tools will provide for an area for the client to provide feedback.
14. On completion of all program and module assessments the Assessor will analyse feedback and submit the relevant information to the RTO Manager for review.

Areas of Feedback

15. AIST will gather feedback from but not limited to the following areas;
 - a. Client Satisfaction,
 - b. Training Participant Satisfaction,
 - c. Products and delivery of service,
 - d. Training and assessment process,
 - e. Facilities and resources,
 - f. Internal and external audits,
 - g. Staff performance appraisals,
 - h. Monthly reports.

Transition from Superseded Training Packages

16. When Training Packages are reviewed and new version is endorsed AIST will manage the transition within 12 months utilising the Continuous Improvement model at Diagram 1, to update and maintain high quality training products. AIST will follow requirements of the ASQA teach out policy to ensure the best outcome is provided to clients.
17. Training Package currency will be regularly reviewed through interaction with relevant industry Skills Councils and monitoring of training.gov.au Current Training Packages on AIST scope will be filed in AIST CMS for access by AIST staff.

Areas Subject to Continuous Improvement

18. AIST will continually monitor the following areas to improve processes through the continuous Improvement Model at Diagram 1:
 - a. Analysis of Trainer/Assessor and client feedback,
 - b. Review of national VET developments through website searches,
 - c. Legislation Log
 - d. Participation in forums which focus on VET issues,
 - e. Consultation with Industry,
 - f. Review of marketing practices,
 - g. Review of policies procedures,
 - h. Evaluation of registration scope through Scope Management,
 - i. RTO self audit, and
 - j. Quality Indicators for Training.

Internal Audits

19. Internal Audits will be conducted by the Principal of AIST or delegate, at the commencement of each New Year or as required by the internal review process established within the AIST CMS. The outcome of the audit will form part of the Management Review to determine whether various elements of the operational management system are effective in achieving stated objectives.
20. The audit will examine the adherence to the SNR and documented control procedures through examining records and evidence provided by the system.
21. Compliance and Non-Compliance will be documented.
22. If corrective action or investigation is required, recommendations will be made for corrective and preventative actions as required. Results of the audit once documented will be forwarded to the administration officer of AIST for information and evaluation.
23. Non-compliances will be corrected within 3 months of the identification from the date of the audit. The administration officer of AIST will delegate the responsibility of the rectifying the Non-compliance as required. The administration officer of AIST, on completion of any issues being rectified, will conduct a follow up audit.

External Assistance

- 24. AIST will maintain contact with an independent consultant to assist in conducting internal self-audits as required by the SNR.

Cycle of Improvement

- 25. AIST implements where possible the continuous improvement cycle from ISO9001:2008 indicated in the diagram below.

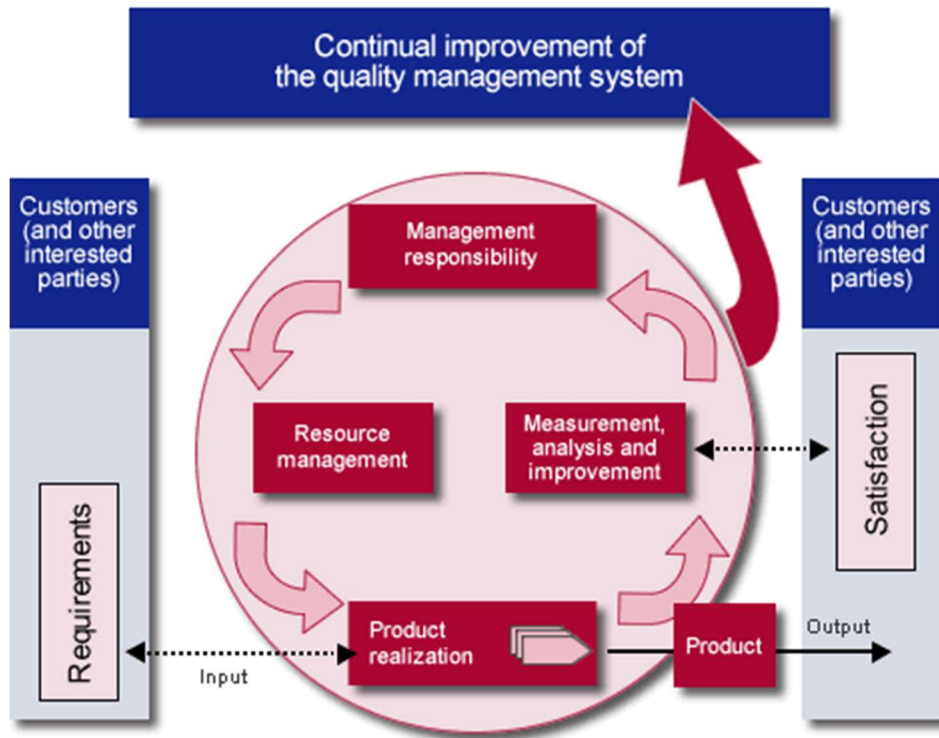


Diagram 1 – Continuous Improvement