DELLA INTERNATIONAL COLLEGE

Continuous Improvement Policy and Procedure

CONTENTS

1   PURPOSE

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

Della International College (DIC) 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 (SRTOs 2015). DIC is required to systematically monitor, evaluate and improve its training and assessment practices through continuous improvement practices.

To object of this policy is to provide a mechanism for DIC 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.

2   SCOPE

2.1   This policy applies to all staff, students, stakeholders and interested parties in the delivery, assessment and operation of Della International College.

3   POLICY STATEMENT

3.1   DIC 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.

3.2   DIC will:

Created: November 2016   **Document Owner**: CM
Modified: March 2021   **Version**: 1.0
Review Date: **Page** 1 of 11
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- 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 (if applicable).

- utilise the outcomes of all monitoring and evaluative processes to inform and continually improve training and assessment strategies and practices.

3.3   Underpinning Principles

a) DIC 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.

b) DIC 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 Campus/Compliance 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 the Campus/Compliance Manager.

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

    i.   Training and assessment outcomes.

    ii.   Surveys

    iii.   Student feedback.

    iv.   Trainer and Assessor feedback.

Created: November 2016   **Document Owner**: CM
Modified: March 2021   **Version**: 1.0
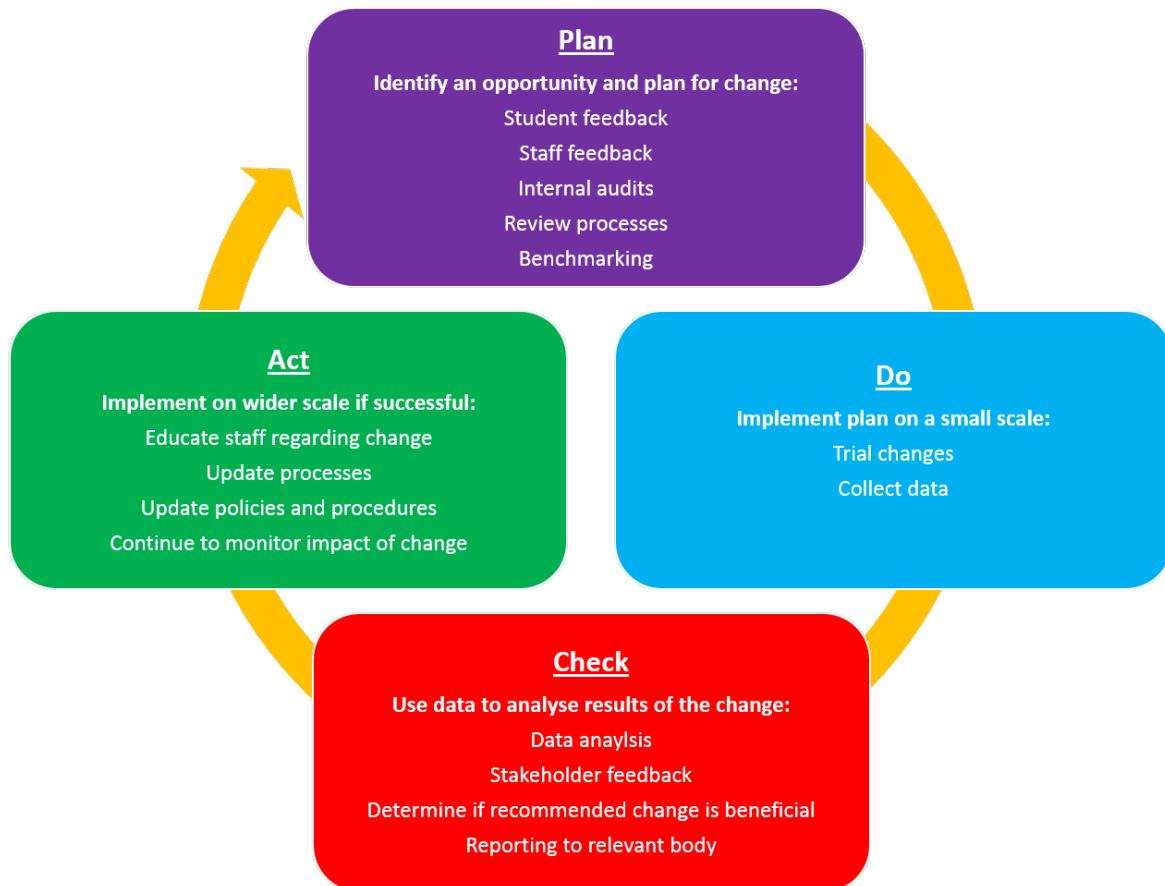**Review Date**:   **Page** 2 of 11

v.   Staff feedback.

vi.   RTO Auditing (internal and external).

vii.   complaints.

viii. Appeals.

ix.   Legislative or regulatory changes.

x.   Administrative processes / efficiencies.

xi.   Performance Management/ Trainer Observations.

xii.   Validation and Calibration.

xiii. Changes to Training Packages.

xiv.   Industry consultation and feedback.

xv.   Quality indicators data, under.

xvi.   Development of Training and Assessment Strategies.

xvii. VET Regulator / Industry updates.

xviii. Review of marketing practices.

xix.   Industry licensing / regulatory bodies (where applicable) ;

xx.   Industry Skills Councils (ISCs).

xxi.   Annual Business planning.

xxii. Business/Finance reviews.

i) DIC seeks feedback from staff and students regarding their satisfaction with services they have received. This feedback is collated and reviewed by DIC to identify areas of continuous improvement.

j) DIC conducts internal auditing against quality standards (e.g., the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services.

k) DIC provides information and feedback regarding continuous improvement actions to all staff via:

i.   Staff meetings

ii.   Training sessions

iii. Email

l) DIC embraces the role of continuous improvement to increase productivity, reduce redundant processes and improve efficiency and quality across all aspects of its operations.

Suggestions for continuous improvement are proposed by stakeholder feedback, internal audits, reviews of policy and procedure, student data analysis. A plan is then put in place to correct or improve the issues that arise and, depending on the degree of change proposed, is cleared by the Campus/Compliance Manager.

The changes are then developed, checked and then finally implemented for measurement. The change is reviewed based on the feedback. Then the cycle recommenced once again. The figure (Figure 1) below details the systemic function of continuous improvement within DIC.

Created: November 2016   **Document Owner**: CM
Modified: March 2021   **Version**: 1.0
Review Date: **Page** 3 of 11

Continuous Improvement Policy and Procedure

Plan

Identify an opportunity and plan for change:

Student feedback

Staff feedback

Internal audits

Review processes

Benchmarking

Do

Implement plan on a small scale:

Trial changes

Collect data

Check

Use data to analyse results of the change:

Data anaylsis

Stakeholder feedback

Determine if recommended change is beneficial

Reporting to relevant body

Act

Implement on wider scale if successful:

Educate staff regarding change

Update processes

Update policies and procedures

Continue to monitor impact of change

Created: November 2016   **Document Owner**: CM
Modified: March 2021   **Version**: 1.0
Review Date: **Page** 4 of 11

4 PROCEDURE

4.1 [

Continuous Improvement (CI) Procedures

STEP 1 – Submit CI Request		
No.	**Who**	**Actions**
1.1	**All**	a) Complete '**Continuous Improvement Form'**, providing full detail of request. b) Provide completed '**Continuous Improvement Form'** to Campus/Compliance Manager**.**

STEP 2 – CI Management Review and Approval		
No.	**Who**	**Actions**
2.1	**Campus/Compliance Manager**	a) Review the '**Continuous Improvement Form'** request. b) Consider all implications from the implementation of recommendations. c) Approve/decline/modify recommendations, as applicable (and in accordance with compliance requirements as an RTO) making note on the '**Continuous Improvement Form'**. d) Provide completed '**Continuous Improvement Form'** to relevant Campus/Compliance Manager for implementation.

STEP 3 – Implement CI Action		
No.	**Who**	**Actions**

3.1	**Campus/Compliance Manager**	a) Enter CI details into '**CI Register'**, make note of CI No. on '**Continuous Improvement Form'**.
		
		b) Check approved actions for:
		
		    i. Amendments to other policies/ procedures/ forms/ systems not yet identified.
		
		    ii. Implications/effects on other work processes or documentation, not yet identified.
		
		c) Implement continuous improvement recommendations.
		
		d) Update all documentation, as relevant.
		
		e) Provide detail of all CI actions implemented, including updated documentation, to Campus/Compliance Manager for final review and approval.

STEP 4 – Management Approval of Changes		
No.	**Who**	**Actions**
4.1	**Campus/Compliance Manager**	a) Review and approve/decline/modify CI actions and updates. b) Provide approval/decline/modifications, feedback and all documentation back to Campus/Compliance Manager.

STEP 5 – Implementation and Communication		
No.	**Who**	**Actions**

Created: November 2016
Modified: March 2021
Review Date:

Document Owner: CM
Version: 1.0
Page 5 of 11

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RTO Code 21738 | CRICOS Code: 02716C | ABN 59 117 032 416

Continuous Improvement (CI) Procedures

5.1	Campus/Compliance Manager	a) Make relevant changes as per Campus/Compliance Manager response/feedback.
		b) Update **CI Register**.
		c) Complete the '**Continuous improvement form'** to close out all actions and file in the continuous improvement file. Store in order of CI Request No.
		d) Communicate details of the CI through the organisation.

STEP 6 – Trial and Review Amendment / CI		
No.	**Who**	**Actions**
6.1	**All**	a) Implement changes.
		b) Review effectiveness of changes and provide feedback.
		c) Go to Step 1, if further continuous improvement is required.

5 Della International College Responsibilities

The Campus/Compliance Manager is responsible for ensuring compliance with this policy.

6 Access & Equity

The DIC Access & Equity Policy applies. (See Access & Equity Policy)

7 Records Management

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

8 RESPONSIBILITIES

Compliance, monitoring and review

8.1 All enrolment practices are monitored by the Campus/Compliance Manager and areas for improvement identified and acted upon.

9 RELATED LEGISLATION AND DOCUMENTS

9.1 Continuous Improvement Form

9.2 Continuous Improvement Register

Legislation

Created: November 2016
Modified: March 2021
Review Date:

Document Owner: CM
Version: 1.0
Page 6 of 11

Once PRINTED, this is an UNCONTROLLED DOCUMENT
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RTO Code 21738 | CRICOS Code: 02716C | ABN 59 117 032 416

Clause 1.5

The RTO's training and assessment practices are relevant to the needs of industry and informed by industry engagement.

Clause 1.6

The RTO implements a range of strategies for industry engagement and systematically uses the outcome of that industry

engagement to ensure the industry relevance of:

a) its training and assessment strategies, practices and resources

b) the current industry skills of its trainers and assessors.

Clause 1.9

The RTO implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the RTO's scope of registration:

when assessment validation will occur

which training products will be the focus of the validation

who will lead and participate in validation activities?

how the outcomes of these activities will be documented and acted upon.

Clause 1.8

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

complies with the assessment requirements of the relevant training package or VET accredited course

is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Clause 1.10

For the purposes of clause 1.9, each training product is validated at least once every five years, with at least 50 per cent of products validated within the first three years of each five-year cycle, taking into account the relative risks of all of the training products on the RTO's scope of registration, including those risks identified by the VET regulator.

Clause 1.11

For the purposes of Clause 1.9, systematic validation of an RTO's assessment practices and judgements is undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

i) vocational competencies and current industry skills relevant to the assessment being validated

ii) current knowledge and skills in vocational teaching and learning

iii) the training and assessment credential specified in Item 2, or Item 5 of Schedule 1.

Clause 1.12

The RTO offers recognition of prior learning to individual learners.

10   FEEDBACK

10.1   College staff and students may provide feedback about this document by emailing compliance@dellainternational.edu.au

Created: November 2016
Modified: March 2021
Review Date:

Document Owner: CM
Version: 1.0
Page 7 of 11

Continuous Improvement Policy and Procedure

Approval	Details
Approval Authority	CEO
Administrator	Compliance Manager
Version	1.0

Approval and Amendment History	Details of Approving Authority	Date of Approval
Original Approval Authority and Date	CEO	23/01/2021
Amendment Authority and Date	Compliance Manager	23/01/2021

Created: November 2016   **Document Owner**: CM
Modified: March 2021   **Version**: 1.0
Review Date: **Page** 8 of 11

11   APPENDICES

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

This CI opportunity was identified through:

☐ Complaint / Appeal	☐ Staff and Student / suggestion	☐ Staff suggestion
☐ Training / Assessment Outcome	☐ Audit processes and outcomes	☐ Legislative / Compliance change
☐ Validation	☐ Safety & Health	☐ 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:**	/ /

Admin Use Only				
☐ CI Form Received (Admin)	**Initial**		**Date:**	/ /
☐ CI Lodgement recorded (Register)	**Initial**		**Date:**	/ /
☐ CI Forwarded to Campus/Compliance Manager	**Initial**		**Date:**	/ /

Created: November 2016
Modified: March 2021
Review Date:

Document Owner: CM
Version: 1.0
Page 9 of 11

CI Request Form

☐ 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:**	/	/
Campus/Compliance Manager Signature:		**Date:**	/	/

SECTION 5 – Actions Implemented

Agreed actions completed and effected:

Comments:

☐ All
☐ As selected

Signature:		**Date:**	/	/

Created: November 2016
Modified: March 2021
Review Date:

Document Owner: CM
Version: 1.0
Page 10 of 11

Continuious Improvement Policy and Procedure

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 | SRTOs = Standards RTOs|

Continuous Improvement Register

CAF Number	Date Raised	Raised By		Corrective Action Resulted From:						SRTOs	Action Detail	Date Closed
		Student	Staff	C/G/A	TA	OHS	VAL	IC	Other			
0001		☐	☐	☐	☐	☐	☐	☐	☐			
0002		☐	☐	☐	☐	☐	☐	☐	☐			
0003		☐	☐	☐	☐	☐	☐	☐	☐			
0004		☐	☐	☐	☐	☐	☐	☐	☐			
0005		☐	☐	☐	☐	☐	☐	☐	☐			
0006		☐	☐	☐	☐	☐	☐	☐	☐			
0007		☐	☐	☐	☐	☐	☐	☐	☐			
0008		☐	☐	☐	☐	☐	☐	☐	☐			
0009		☐	☐	☐	☐	☐	☐	☐	☐			
0010		☐	☐	☐	☐	☐	☐	☐	☐			
0011		☐	☐	☐	☐	☐	☐	☐	☐			
0012		☐	☐	☐	☐	☐	☐	☐	☐			
0013		☐	☐	☐	☐	☐	☐	☐	☐			
0014		☐	☐	☐	☐	☐	☐	☐	☐			
0015		☐	☐	☐	☐	☐	☐	☐	☐			