

POLICY

Continuous improvement and quality assurance			
Standard 2	STD 2 Clause 2.1 – 2.2	Policy No.	RTO.S2-POL-001
		Related Procedure No.	RTO.S2-PRO-001
Policy Owner	Ferne Robinson, Compliance Manager		
Scope	This policy applies to clients, participants and employees of Risk Management Training Solutions and its associated entities.		
Date of approval	21.10.19	Review Date	30.09.21
Change Control	Review and update of policy		
Version No.	1.2 (Initial version)		
Related Policies	Internal Audit Policy Non-compliance Policy Complaints and Appeals Policy Validation – Assessment Judgement Policy Validation – Pre-assessment Policy Quality Indicator Policy		

1. Overview

Risk Management Training Solutions (RMTS) strive for excellence and considers continuous improvement processes integral to its ongoing success. Risk Management Training Solutions consider all business outcomes and processes to be an opportunity to learn, reflect and improve.

This policy ensures that RMTS:

- *Provides quality training and assessment across all of its operations*
- *Adheres to principals of access and equity and maximises outcomes for its clients; and*
- *Has management systems that are responsive to the needs of clients, staff and other stakeholders and the environment in which it operates.*

2. Policy

Quality Assurance

- 2.1 RMTS has a systematic approach to assuring quality in all aspects of the business – in training and assessments services, client's services and the management of its operations.
- 2.2 RMTS continuous improvement and quality assurance approach is based on the Approach, Deploy, Results and Improve (ADRI) methodology. The key components to this methodology are:
- The requirements of regulatory bodies, industry and customers are first understood, and an approach is developed by the organisation to meet those requirements
 - The plans are implemented, and services are provided
 - Feedback and results are collected and analysed
 - Improvements are made based on the outcomes of the results
 - The cycle is then repeated to implement improvements
- 2.3 The following mechanisms are in place to ensure quality within RMTS:
- A total quality management system including documented policies, procedures, systems and plans on which all staff are trained and given access to.
 - Business processes that ensure feedback is collected from a wide range of stakeholders. Feedback is collated and analysed to measure performance and identify areas for improvement.
 - An internal audit cycle that ensures RMTS systematically checks that it meets the requirements of legislation, regulatory frameworks, and client service expectations.
 - Regular pre-validation and post validation sessions that ensure the training and assessment practices used by RMTS are of high quality, meet the needs of industry and regulatory requirements.
 - A management team that meets regularly to ensure effective organisational governance, discusses performance and provide direction on the operations of the business.
- 2.4 Where RMTS is a preferred supplier or otherwise in relation to training and assessment or other service, compliance with Contract or Agreement terms and conditions will be strictly adhered to.

Continuous improvement

- 2.5 Self-reflection and evaluation play a key role in the Organisation's quality assurance system and all managers and staff are encouraged to regularly reflect and evaluate performance and make recommendations for improvement.
- 2.6 Feedback is at all times encouraged and can be provided in person, over the phone or in writing. All feedback received will be used in RMTS continuous improvement cycle.
- 2.7 RMTS collects formal and informal feedback in the following ways and uses findings to gauge performance and identify opportunities for improvement:
- Satisfaction surveys to gauge student engagement or stakeholder's experience of their course, training session, assessment, enrolment or with the organisation in general
 - About a client's experience with the services provided by RMTS
 - Feedback provided informally through written or verbal correspondence

- Evaluation surveys completed at the end of an audit
- Industry consultation feedback
- Findings of internal and external audits
- Feedback provided by staff during class observation, performance reviews and exit interview
- Staff meetings
- Evaluation surveys completed in relation to our training and assessment products and resources
- VET Quality Framework reporting
- Quality Indicator Surveys mandated by the National Regulator – Australian Skills Quality Authority

2.8 Continuous improvement opportunities provide for internal and external monitoring of our activities. Systematic monitoring and review will be conducted on all training and assessment systems, strategies, practice and operations using a range of methods and information as described below:

- review of resources, systems and processes including policies and procedures and documentation;
- review of internal/external audit outcomes to determine adherence to Contracts and Standards for RTO's in the day to day operations of all areas;
- review of industry consultation and engagement activities
- regular monitoring of delivery, progression and complete data
- annual review and evaluation of Quality Indicator performance data
- ongoing monitoring of formal and informal feedback from learners, trainers and assessors, staff, industry and external stakeholders
- annual review of validation outcomes as per the Validation Schedule; and
- monitoring of information from complaints and appeals

2.9 RMTS senior management team will consider all recommendations for improvement made by any stakeholder. Recommendations, or an alternative strategy for improving the business area, will be implemented if the improvement is considered viable and where the recommendation is considered to be an improvement to current practices or outcomes.

2.10 A Register of RMTS continuous improvement suggestions, plans and achievements is maintained in the Compliance folder.

Stakeholder feedback

2.11 The following groups are considered indicative of RMTS stakeholders of business:

- Participants and persons seeking to enroll (prospective participants).
- Employers or prospective employers of participants.
- Staff, both permanent and contractors.
- Industry bodies and employer groups of the industries to which training, and assessment is delivered by RMTS
- Governmental agencies related to our core business.
- Suppliers.

Staff participation



- 2.12 Feedback provided by staff plays an integral role in organisational self-assessment and performance evaluation.
- 2.13 Trainers and assessors are likely to receive formal and informal feedback during their regular face-to face interactions with participants. Trainers and assessors are expected to participate in the organisation's continuous improvement strategy by providing all feedback, whether formal or informal, that they receive during their work.
- 2.14 Trainers and assessors are also expected to provide their own feedback to the organisation on a regular basis so that their experiences as a trainer and/or assessor can provide valuable input to the business decisions and operations of RMTS.
- 2.15 All staff are expected to share their feedback, recommendations, and advice on any aspect of the organisation's products and services to the organisation as it is acquired.
- 2.16 Staff are provided with the following opportunities to provide their feedback or pass on feedback received from others:
- In Class Observation.
 - Trainer/Assessor evaluation forms.
 - Validation sessions.
 - Staff meetings.
 - Staff surveys and questionnaires.
- 2.17 In addition, staff can provide their comments and feedback or pass on feedback from others by contacting their manager at any time.
- 2.18 RMTS ensures that decision making of senior management is informed by the experiences of its trainers and assessors by recording all feedback received from trainers and assessors and contributing it to the continuous improvement and quality assurance cycle.

Quality Indicators

- 2.19 In line with the requirements of the VET Quality Framework and the Data Provision Requirements, RMTS collects and uses data the Quality Indicators to gauge its own performance. The three indicators are:
- Learner Engagement
 - Employer Satisfaction
- 2.20 Reports from the Quality Indicator feedback collection tools will be used by RMTS to monitor and benchmark its performance at regular intervals. This allows identification of:
- areas that need improvement
 - areas where performance is getting weaker
 - improvement targets
 - whether the improvement plan is working

Benchmarking



2.21 RMTS will endeavour to benchmark its performance with other Registered Training Organisations (RTOs) and Industry at regular intervals to monitor its position in the marketplace.

3. Definition

Continuous improvement means to consistently strive to improve your products or service according to the highest standards. It is a process which, in the long term, achieves:

- Customer focus
- Enhanced quality of service delivery
- Simplified processes and procedures
- Attitudinal change
- Recognition of customers, both internal and external

Through the continuous assessment and enhancement of products, processes, procedures and attitudes, an environment can be developed where all team members strive for greater levels of quality and customer service.

Quality Assurance

Quality controls and methods are fully documented to ensure that products and services:

- Are fit for their designated purpose
- Will meet the customers' needs and expectations every time

Total Quality Management

Commitment to excellence by all levels of the organisation:

- Incorporates all aspects of control and assurance measures
- Continuous improvement is the cornerstone of the business
- There is no endpoint to continuous improvement

4. References

Standards for Registered Training Organisations (RTOs) 2015
Standard 2 – Clause 2.1