



Australian Alpine Training Institute

# **CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE**

# **Continuous Improvement Policy and Procedure**

## **Purpose**

This policy describes the process by which the Australian Alpine Training Institute will develop and implement written procedures relating to continuous improvement of its systems as they relate to compliance with the Standards for Registered Training Organisations and act on opportunities to improve their systems.

## **Scope**

This procedure applies to all persons employed by or contracted to the Australian Alpine Training Institute.

## **Responsible parties**

The CEO is responsible for the control and issue of this procedure.

## **Definitions**

Continuous improvement is the process by which the Australian Alpine Training Institute ensures that the quality of the training services provided are continually monitored and reviewed and where appropriate, improved.

The Quality Assurance committee will be composed of the CEO and two of the following people:

- Representative of Trainer/Assessors
- Training Manager

Feedback is information provided by Employer, Students, Trainer/Assessors or administrative staff in response to specifically designed satisfaction survey questions.

Unsolicited feedback may come from a variety of sources and because of its unstructured nature may rise beyond the control of Australian Alpine Training Institute.

## Policy

The CEO will conduct an internal audit of Australian Alpine Training Institute compliance with the AQTF Standards and government funding agreements annually or earlier.

The CEO will analyse the internal audit outcomes and all/any non-compliances with the AQTF Standards and government funding agreements and will devise a strategy and time frame to correct any/all non-conformances found. *Refer: Corrective Actions Record*

The CEO will conduct Management Review Reports every 6 months to ensure the Australian Alpine Training Institute continues to meet and outperform the needs of the client/stakeholder group. This also involves reviewing Australian Alpine Training Institute operations to ensure services detailed in agreement with client are provided. *Refer: Management Review Report and Planning Review Schedule*

The Training Manager will collect and analyse stakeholder and client feedback and satisfaction data on the services provided by Australian Alpine Training Institute.

Monthly meetings of Trainers and Assessors are documented and moderations (sample of student academic files) are also completed during the meeting. Industry advisers are also invited to trainers meetings to ensure updates are provided in regards industry changes.

Trainers and Assessors must maintain current industry knowledge and so they are required to attend a minimum of 40 hours industry placement relevant to the training assessment being undertaken each year. *Training Manager ensures this is completed*

Staff is also required to complete 30 hours of professional development each year, which is related to their role in the Australian Alpine Training Institute. *Training Manager ensures this is completed. Refer to Professional Development Log and Staff Development Policy*

The Quality Assurance committee will consider all information received from clients and stakeholders and review its policies and procedures in the light of the information received.

## Procedures

### Development of Client Satisfaction Survey and Feedback Tools

The Client Satisfaction Survey and other Feedback/Evaluation Tools will be developed by the CEO and Training Manager.

The Training Manager will collect and analyse all feedback received on the services provided by the Australian Alpine Training Institute.

The agreed Surveys and Feedback Tools will be documented and disseminated in an agreed upon frequency or in line with State Performance Agreement or AQTF requirements.

### Quality Indicator Surveys

Other quality indicator surveys are provided by ACER -

<http://www.acer.edu.au/aqtf> and the data must be submitted back to regulatory body by set dates, for more information also refer to

<http://www.training.com.au> about quality indicator reporting.

Quality Indicators form part of the AQTF 2010 *Essential Standards for Continuing Registration*. The AQTF 2010 Quality Indicators have been designed to help Registered Training Organisations (Australian Alpine Training Institutes) conduct evidence-based and outcomes-focused continuous quality improvement, and assist Registering Bodies assess the risk of an Australian Alpine Training Institute's operations.

Under AQTF 2010, Australian Alpine Training Institutes are required to collect and use data on three quality indicators which have been endorsed by the National Quality Council (NQC):

- Learner Engagement
- Employer Satisfaction
- Competency Completion

### Client and Stakeholder Feedback

Employers, Students, Trainer/Assessors, Administration staff and other stakeholders are to be asked to complete satisfaction surveys as follows:

#### Students

- Students will complete a satisfaction survey at the halfway mark of each certificate that he/she is enrolled in with Australian Alpine Training Institute. (Roughly 6-8 months after the commencement of each certificate). Forms IX & PS6mth.

### **Trainer/Assessors**

- Trainer/Assessors will complete a satisfaction survey Form IXX every six months, prior to their performance appraisal. Form PRW.

### **Client**

- Clients will complete a satisfaction survey every six months. Form IY.

## **Collection of Student/Client Satisfaction Surveys**

### **Student Satisfaction Surveys**

Students will be asked to complete the survey in their own time and submit the survey anonymously. Once they have done this, the student is then requested to contact Australian Alpine Training Institute to confirm that they have completed the survey so the administrative staff can document it on their file. Students who do not have internet access will receive a satisfaction survey via mail with a self addressed envelope enclosed.

The feedback is to be summarised on a "response template" as follows:

- Student feedback reviewed by the CEO and is made available to Trainer/Assessors
- Client feedback is summarised by CEO and attached to the original satisfaction surveys
- Unsolicited feedback received by any member of staff is to be referred to CEO who will compile a list of any such feedback
- The CEO will convene regular meetings of the Quality Assurance committee to review Australian Alpine Training Institutes policies and procedures in the light of all feedback received
- The CEOs will advise all Students, Trainer/Assessors of any/all changes to policy and procedures as agreed by the Quality Assurance committee and endorsed by the CEO.

## **Use, Collection and Security of Client Feedback**

- Australian Alpine Training Institute will ensure that feedback is used for the appraisal of training conducted and guides future training and assessment
- Feedback shall be sought from Trainer/Assessors, Students, and Employers at regular intervals during the studentship training.
- Feedback shall be provided to Trainer/Assessors to guide future training processes by seeking responses on the degree of program success through the Quality Assurance Committee
- Feedback which indicates discrimination, anti-equal opportunity practices shall be acted upon by the CEO immediately
- Feedback shall be maintained in a secure database and hard copies kept in an appropriate and secure Feedback Folder specific to the particular group's feedback
- The CEO shall use feedback from the particular groups to enhance training delivery and the quality of the training resources.

## **Client Feedback Survey**

Australian Alpine Training Institute will maintain records of Client Feedback on Training Delivery, Training and Assessment Resources and Administrative Procedures:

Clients will be asked to complete and submit the survey. Clients who do not have internet access will receive a satisfaction survey via mail with a self addressed envelope enclosed.

- Client feedback on the suitability of training to meet client and Australian Alpine Training Institute's needs shall be sought and maintained by the CEO during and at the completion of program
- Records of client feedback shall be maintained for the use of the CEOs in guiding training resources and process development

## Internal Audits

- To ensure that the Australian Alpine Training Institute continues to improve its services we systematically check our processes to actual outcomes, this is completed via a half yearly Management Review Report and
- Systematic validation of assessment including RPL is ongoing and occurs on a monthly basis at trainer/assessor meetings.
- A complete validation of assessment including RPL is completed on all qualifications each year
- The CEO will also organise the conduct of an internal audit of Australian Alpine Training Institute every 12 months as a minimum or more regularly as required, to ensure compliance with the AQTF standards – this may involve retaining a qualified auditor (someone who has previously been retained by regulators)
- The CEO will report compliance and non compliance issues and steps to be taken to ensure compliance
- The Training Manager is to conduct random AQTF audits
- The CEO will implement the Australian Alpine Training Institute audit checklist based on the requirements of the AQTF and the performance agreements associated with State government funded training
- The CEO will advise all personnel of the date and purpose of the audit to ensure that all necessary documentation is available for audit
- Where policies and procedures are not being adhered to, the CEO will take appropriate action to ensure those policies and procedures are followed in the future
- Where policies and procedures are lacking or are no longer appropriate to Australian Alpine Training Institute operations, the audit report recommendations are referred to the Quality Assurance committee for review

A Corrective Action Record (Form CG) will be raised and actioned, then filed in the Quality Compliance Folder for future reference. Results from audits, reviews of feedback are analysed by training manager in collaboration with CEO and senior management and a member of training staff to identify areas for improvement.