Australian Pacific International College
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Continuous Improvement Policy and Associated Procedures

Purpose of the policy

This policy and associated outline Australian Pacific International College's approach to encourages continual improvement of the quality management system, policies, procedures and processes based on objective measurement in order to enhance its organisational effectiveness and efficiency, as well as to improve the satisfaction of students and its other stakeholders.

Scope

This policy and procedure apply to all staffs of Australian Pacific International College.

Policy

- For the achievement of ongoing improvement, procedures are in place to measure and monitor the satisfaction of staff, students and other stakeholders to assure conformity high to standards to better meet the needs of students and clients and to create a benchmark of quality services.
- The use of process improvement strategies involves the process of internal and external monitoring, reviews and any performance measurement in the areas of training and assessment services, client satisfaction and management systems.
- Various opportunities for improvement processes are used to discuss and record data and information is collected from the Student Feedback Forms and Quality Indicator Student Satisfaction Surveys, Employer Satisfaction Surveys, internal monitoring, external audits, and the assessment processes.
- The Continuous Improvement Register is maintained and the information used in planning and in the implementation of process improvement activities.
- Management also encourages every employee to "own" their respective position and the relevant responsibilities involved, to examine the instructions included in the duty statements and advise where improvements could be made.
- This information can be transmitted by way of formal meetings, internal audits and management system reviews and is expected to point to ways of improvement.

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Procedures

1 Collecting, analysing and acting on student Feedback

1.1 Student feedback is collected to gauge student's satisfaction and gain an overview of their opinions of the course. Student Feedback Forms will be used at various stages of the course. Student Satisfaction Surveys will also be used as required under the Standards for Registered Training Organisations.

1.2 The trainer is responsible for collecting each student's feedback and reviewing the responses and comments.

1.3 The trainer will review each form and note positive feedback as well as identify areas of opportunity concern that need to be raised at the next management meeting. All student surveys/ feedback forms are to be forwarded to the CEO, or their delegate once reviewed. Serious issues must be brought to the immediate attention of the CEO and discussed as soon as possible.

1.4 All areas of concern should be discussed and a determination should be made regarding what items need to be recorded on the Continuous Improvement Register. Any items recorded on the register need to be actioned by the person nominated on the register.

1.5 The CEO, or their delegate, is responsible for overseeing the process and ensuring any actions identified are actioned.

2 Collecting, analysing and acting on Trainer Feedback

2.1 Trainer feedback is collected to gauge the Trainer's satisfaction and gain an overview of their opinions on the course. Trainer Feedback Forms are used as required and are filled in by the trainer.

2.2 The trainer is responsible for providing this feedback to the CEO for review during the next management meeting. Serious issues must be brought to the immediate attention of the CEO and discussed as soon as possible.

2.3 All areas of concern should be discussed and a determination should be made what items need to be recorded on the Continuous Improvement Register. Any items recorded on the register; need to be actioned by the person nominated on the register.

2.4 The CEO, or their delegate, is responsible for overseeing the process and ensuring any actions identified are actioned.

3 Management Meetings

3.1 The CEO or their delegate, will hold meetings regularly to involve any trainers, administrators and other staff to ensure all aspects of APIC are functioning well.

3.2 The CEO, or their delegate, will set aside a period of time as required or will call a meeting as required to discuss various issues relating the operations of APIC.

3.3 A Management Meeting Agenda will be used to formally discuss various activities and any relevant actions identified during the meeting will be recorded on the agenda which will then form the meeting minutes for future reference.

3.4 All meeting minutes must be filed for future reference and audit purposes.

4 Validation of Assessment Activities

4.1 Assessment validation activities should be undertaken as per the Assessment Validation plan which is based on the Assessment Validation policy and procedure

4.2 Validation includes the process of reviewing, comparing and evaluating assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same standards and ensuring assessment tools meet the requirements of the unit of competency, training package and industry.

4.3 Validation strategies may be an internal processes undertaken with stakeholder involvement or external validations undertaken with other providers and/ or stakeholders.

4.4 A review of each training and assessment strategy must also be undertaken at least annually to ensure the structure, content and delivery approach are in line with industry needs and the qualification structure.

4.5 Update assessments/reassess students based on validation findings and Record findings on the Continuous Improvement Register.

Internal Review

Internal reviews are conducted as required. Refer to the Internal Quality Review Process for more information.

Complaints and appeals

Whenever a complaint or an appeal is upheld, the RTO Manager must immediately act to address the finding and record the action within the framework of a continuous improvement action. Action is also taken if a complaint or an appeal highlight a need to improve APIC's information or processes.

Responsibilities

The CEO is responsible for overseeing the implementation of this policy and approving changes to this policy. The RTO Manager is responsible for implementation and monitoring of this policy.

Trainer and Assessor is responsible to participate in the management meeting and be part of the Post- Assessment Validation.

Admin staffs are responsible for maintaining records of the continuous improvement related files.

Approvals and document control

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