



1. Purpose and Scope

This policy is to establish a structured approach for Axial to consistently enhance the quality, relevance, and compliance of its training and assessment services. This policy ensures that Axial systematically reviews and refines its practices, responding proactively to feedback from students, clients, staff, and industry stakeholders. By embedding continuous improvement into its operations, Axial can maintain alignment with regulatory standards, meet evolving industry needs, and support student success through high-quality, industry-relevant training.

2. Policy

Axial is committed to is dedicated to continuously improving its training, assessment, resources, and overall operational practices to ensure they meet industry standards and regulatory compliance. This commitment involves regularly reviewing practices, gathering feedback, and making data-driven improvements.

Axial will:

- Implement and maintain practices for systematic monitoring of compliance with SRTOs and other relevant standards.
- Review and refine training and assessment strategies, including those managed by third-party providers.
- Use outcomes from evaluations to drive ongoing improvements in training, assessment, and operational practices.

Principles

1. Underpinning Principles

- Continuous improvement is systematic, involving contributions from staff, students, clients, and industry stakeholders.
- Improvements are driven by both quantitative and qualitative data to enhance Axial's services, systems, and practices.
- Focus areas for continuous improvement include but not limited to:



- Training and assessment products, resources, and methodologies
- Staff competencies, performance, and professional development
- Operational systems, including compliance and administrative processes
- Strategic planning and response to industry, regulatory, and legislative updates

2. Encouragement of Staff Participation

- All staff are encouraged to submit written improvement recommendations to the Chief Executive Officer, including supporting data or information for review.
- Recommendations are discussed at regular staff meetings, and improvements are actioned based on urgency, impact, and alignment with Axial's goals.

3. Implementation Process

- Immediate or planned improvements are recorded in the "Continuous Improvement Register" and implemented with oversight from the Chief Executive Officer.
- Staff receive regular updates on improvement actions through emails, meetings, mentoring sessions, and Axial's internal systems.

4. Verification of Continuous Improvement Actions

- Each action is reviewed for its impact on existing policies, procedures, and systems.
- Changes are communicated across the organisation and to any affected third-party providers.
- Staff are actively involved in implementation processes, and new actions may be trailed to assess effectiveness.

5. Continuous Improvement Sources

Axial uses a variety of data sources to identify and implement improvements:

- **Training and Assessment Outcomes:** Feedback from trainers, students, and workplace supervisors to measure effectiveness and identify gaps.
- **Client and Candidate Feedback:** Satisfaction surveys, training and assessment feedback, and client meetings to gather insights on service quality.
- **Internal and External Audits:** Regular audits ensuring alignment with quality standard (the 2025 Standards for Registered Training Organisations (RTOs)), all policies and



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procedures, training and assessment products and services are compliant with regulatory requirements.

- **Industry Consultation:** Engagement with industry bodies, networking activities, and updates from licensing organisations to align with current industry standards.
- **Regulatory and Legislative Changes:** Ongoing review of legislative and regulatory updates to integrate into Axial's practices.
- **VET Sector Updates:** Implement updates from industry licensing, regulatory bodies like ASQA and DESBT, ensuring Axial's operations align with current training sector standards.
- **Professional Development:** Staff training, networking activities and observations to improve trainer capabilities and instructional quality. Axial provides information and feedback regarding continuous improvement actions to all staff via meetings, workshops, emails, training/mentoring sessions, intranet etc.

6. Implementation and Record-Keeping

- **Responsibilities:** The Chief Executive Officer is responsible for overseeing continuous improvement practices and ensuring compliance with this policy.
- **Documentation:** All improvement actions are recorded in Axial's Continuous Improvement Register, stored in compliance with record-keeping protocols.
- **Monitoring:** The Chief Executive Officer regularly monitors enrolment practices, staff performance, and operational processes to identify and act on improvement opportunities.

7. Access & Equity

Axial's Access & Equity Policy applies, ensuring all staff and students have equal opportunities to participate in continuous improvement efforts.

8. Review and Policy Update Cycle

- **Annual Review:** This policy will be reviewed annually to align with new regulatory standards, legislative changes, or industry advancements.
- **Feedback Integration:** Any feedback from internal audits, client surveys, or staff suggestions will be integrated into the policy as needed and communicated effectively throughout the organisation.



3. Procedure

This procedure provides a clear step-by-step approach for Axial to systematically monitor, review, and enhance its training, assessment, and operational practices. It ensures compliance with regulatory standards, incorporates stakeholder feedback, and aligns training outcomes with industry requirements.

Identify Areas for Improvement

1. Data Collection

- Collect data from various sources, including:
 - Student, client, and staff feedback (surveys, interviews, complaints)
 - Trainer and assessor input on training and assessment methods
 - Results of internal and external audits
 - Industry consultations and feedback from advisory groups
 - Legislative and regulatory updates from ASQA, DESBT, and other bodies
- **Responsibility:** Quality Assurance Team

2. Analysis of Data

- Analyse collected data to identify trends, gaps, or recurring issues in training delivery, resources, and operational processes.
- **Responsibility:** Chief Executive Officer and Quality Assurance Team

3. Propose and Document Improvement Actions

- Recommendation Submission
 - Staff are encouraged to document and submit recommendations for improvement to the Chief Executive Officer.
- **Responsibility:** All Staff

4. Review and Prioritisation



- The Chief Executive Officer reviews submitted recommendations, prioritising actions based on urgency, regulatory requirements, and potential impact on training quality and compliance.
- **Responsibility:** Chief Executive Officer

5. Documentation

- Record each improvement action in the “Continuous Improvement Register,” detailing:
 - Identified area for improvement
 - Proposed actions
 - Assigned responsibilities
 - Timelines for implementation
- **Responsibility:** Director – Compliance and Quality Assurance and Administration Team

6. Implement Improvement Actions

- **Approval and Resource Allocation**
Obtain necessary approvals and allocate resources for implementing improvement actions (e.g., staff training, material updates).
- **Responsibility:** Chief Executive Officer and Quality Assurance Team

7. Execution of Actions

- Implement improvement actions based on the documented plan, ensuring:
 - Staff are informed and trained on changes
 - Updates are communicated to any affected third-party providers
 - Any adjustments to assessment tools, training methods, or policies are trailed (if applicable)
- **Responsibility:** Quality Assurance Team and relevant Trainers/Assessors

8. Monitoring During Implementation

- Monitor the initial implementation phase to address any issues promptly and ensure actions are carried out as planned.
- **Responsibility:** Chief Executive Officer and Quality Assurance Team



9. Evaluate Effectiveness of Improvements

➤ **Post-Implementation Review**

Conduct a review after implementing each action to assess effectiveness, gather feedback, and determine if additional adjustments are needed.

Responsibility: Quality Assurance Team

➤ **Continuous Improvement Register Update**

Record outcomes and any follow-up actions in the Continuous Improvement Register.

Responsibility: Quality Assurance Team and Administration Team

➤ **Report Findings**

Share findings and improvements with staff through meetings, emails, and internal communications. Conduct debrief sessions as needed.

Responsibility: Chief Executive Officer and Director – Compliance and Quality Assurance

10. Maintain Records and Compliance

➤ **Documentation**

Maintain all continuous improvement documentation, including data analysis, implemented actions, and reviews, in compliance with Axial's records management policy.

➤ **Responsibility:** Administration Team

➤ **Annual Policy Review**

Review the Continuous Improvement Policy annually or in response to major regulatory updates, ensuring alignment with SRTOs and ASQA standards.

➤ **Responsibility:** Chief Executive Officer and Director – Compliance and Quality Assurance

11. Engage Stakeholders

➤ **Communication with Industry Stakeholders**

Share relevant improvements with industry partners to ensure continuous alignment with industry standards and expectations.

Responsibility: Quality Assurance Team and Trainers/Assessors

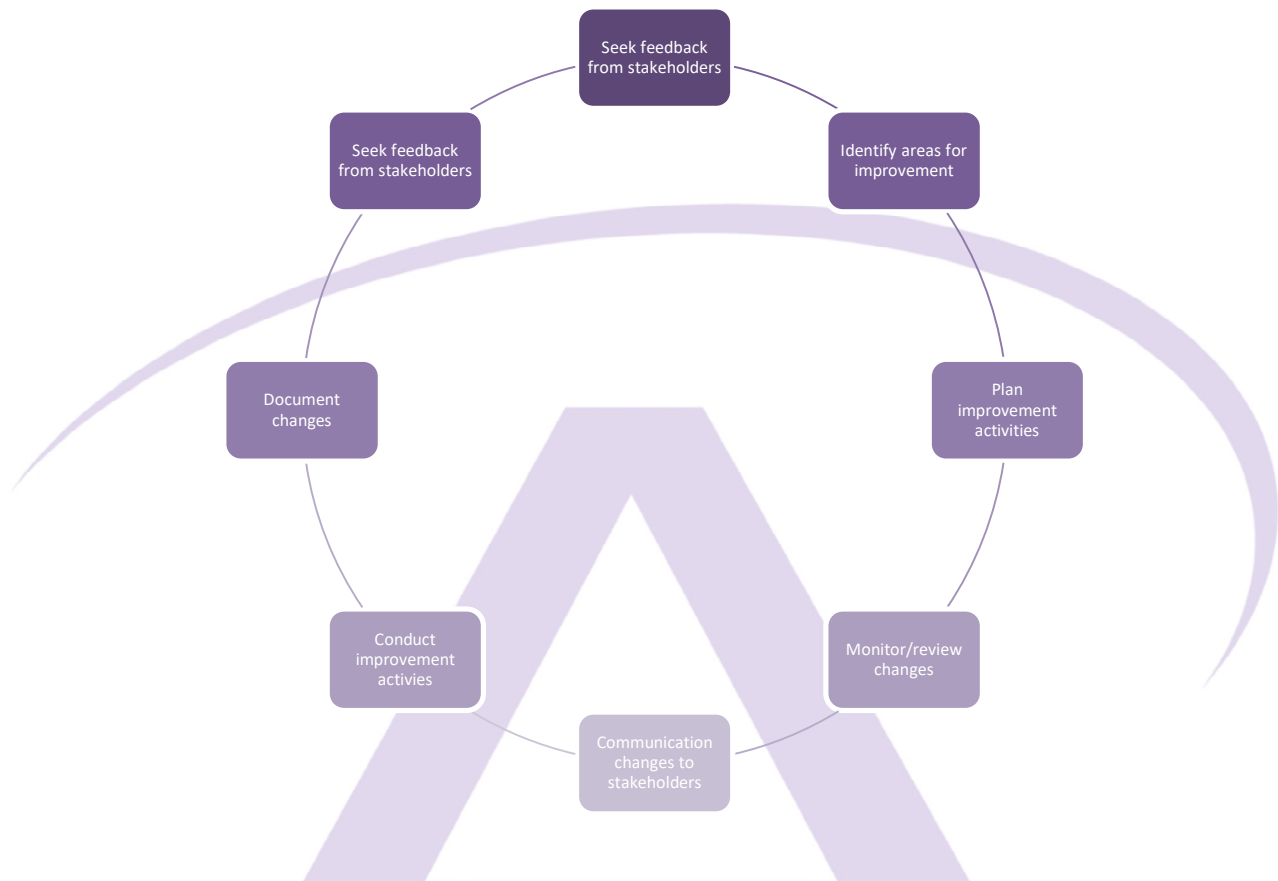
➤ **Feedback Integration**

Incorporate feedback from stakeholders (e.g., clients, students, industry) into future continuous improvement actions.

➤ **Responsibility:** Quality Assurance Team



Flowchart for Continuous Improvement



Glossary

Advisory Groups: Formal groups of industry stakeholders, including employers, industry associations, and subject matter experts, who provide structured feedback on training practices and industry standards.

AQF (Australian Qualifications Framework): The national policy for regulated qualifications in Australian education and training, providing a framework to ensure qualifications meet industry and educational standards.

ASQA (Australian Skills Quality Authority): The national regulator for Australia's vocational education and training sector, responsible for ensuring RTOs meet quality standards in alignment with industry needs.



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Continuous Improvement: An ongoing process where feedback from industry engagement is used to enhance training practices, aligning them with current industry standards and student needs.

DTET (Department of Trade, Employment, and Training): The Queensland government agency that oversees vocational training standards, including industry engagement and compliance.

Engagement Mechanisms: Structured methods for gathering industry feedback, including advisory groups, surveys, focus groups, and networking events, to ensure training is aligned with workplace practices.

Industry Validation: A process in which industry representatives review assessment tools and practices to confirm they are fair, valid, and reflective of current industry standards.

Licensing Bodies: Regulatory authorities responsible for setting and enforcing industry standards, often consulted in fields requiring professional licenses or certifications.

Quality Assurance Team: Axial staff members responsible for overseeing validation sessions, documenting industry feedback, and ensuring compliance with ASQA's industry engagement standards.

Relevant Industry Stakeholders: Key individuals and groups, such as employers, industry associations, alumni, and licensing bodies, who provide insights into industry needs and training relevance.

RTO (Registered Training Organisation): An institution approved to deliver vocational education and training in Australia, responsible for adhering to ASQA and industry standards.

2025 Standards for Registered Training Organisations (RTOs): Regulatory standards that guide the quality and compliance of training provided by RTOs, ensuring alignment with industry practices.

Training and Assessment Strategies (TAS): Plans that outline the design, delivery, and assessment of training programs, developed with industry input to maintain relevance.

Validation of Assessment Tools: Annual sessions with industry stakeholders to review assessment resources, ensuring they accurately measure competency according to industry benchmarks.

VET Regulator: Authorities in Australian states, such as DESBT, responsible for enforcing VET standards and industry engagement requirements.



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VETtrak: Axial's student management system used to store and manage student and employer data, including records of industry engagement activities.

Workplace Visits: Scheduled site visits by Axial staff to gain firsthand feedback from industry partners, assess training quality, and understand evolving skill requirements in various sectors.

