

1. Purpose

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

Axial Training 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). Axial Training is required to systematically monitor, evaluate and improve its training and assessment practices through continuous improvement practices.

The object of this policy is to provide a mechanism for Axial Training 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. Policy Statement

Axial Training 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.

Axial Training will:

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

3. Policy Principles

3.1 Underpinning Principles

- a) Axial Training 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) Axial Training continuous improvement focus areas include, but is not limited to:
 1. Training and assessment products and services;
 2. Training and assessment resources, tools and instruments;

3. Facilities and equipment;
 4. Policies, procedures and practices;
 5. Management / operational systems;
 6. Strategic / business plans;
 7. Staff performance, competencies and professional development;
 8. 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 General 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 General Manager of Axial Training at the regular staff meetings.
- 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) Axial Training identifies areas of continuous improvement for all areas of its operations through (but not limited to):
1. Training and assessment outcomes
 2. Client feedback on training
 3. Client feedback on assessment
 4. Workplace / Client Management feedback
 5. RTO Management review
 6. Candidate feedback (regarding Assessment);
 7. Client satisfaction surveys
 8. Trainer feedback
 9. Assessor feedback
 10. Staff feedback
 11. RTO Auditing (internal and external) (See Audit Policy)
 12. Customer complaints
 13. Appeals
 14. Induction of staff and contractors

15. Course reports
16. Legislative or regulatory changes
17. Feedback or liaison from stakeholders
18. Administrative processes / efficiencies
19. Performance Management/ Trainer Observations
20. Validation and Moderation
21. Changes to Training Packages
22. Industry consultation and feedback
23. Networking activities
24. Staff Professional Development
25. Quality indicators data, under "Data Provision Requirements"
26. Development of Learning and Assessment Strategies and Resources
27. VET Regulator / Industry updates
28. Review of marketing practices
29. Industry licensing / regulatory bodies
30. Industry Skills Councils (ISCs)
31. Annual Business planning
32. Business/Financial reviews

- i) Axial Training seeks feedback from clients regarding their satisfaction with services they have received. This feedback is collated and reviewed by Axial Training to identify areas of continuous improvement.
- j) Axial Training conducts internal auditing against quality standards (e.g. the Standards for RTOs 2015), all policies and procedures, and training and assessment products and services (See Audit Policy).
- k) Axial Training provides information and feedback regarding continuous improvement actions to all staff via :
 1. Staff meetings and workshops
 2. Staff Emails
 3. Training / Mentoring sessions
 4. Intranet
- l) All continuous improvement actions need to account for, and maintain, consistency with other policies, procedures, practices, management systems and

staff responsibilities. To ensure consistent implementation, all impending continuous improvement actions will be verified and implemented as follows:

- i. Checked against the affect the amendment may have on other policies, procedures, or systems;
 - ii. Check against the affect the amendment may have on the working or process of other written documents;
 - iii. Communicating the details of the amendments throughout the organisation, and to third party providers;
 - iv. Actively engaging staff in continuous improvement and implementation processes;
 - v. Potentially undertaking a trial of the amendment to test its effectiveness and cause of results.
- m) Axial Training implements (where possible) the continuous improvement cycle from the diagram below.

Cycle of Improvement Flowchart

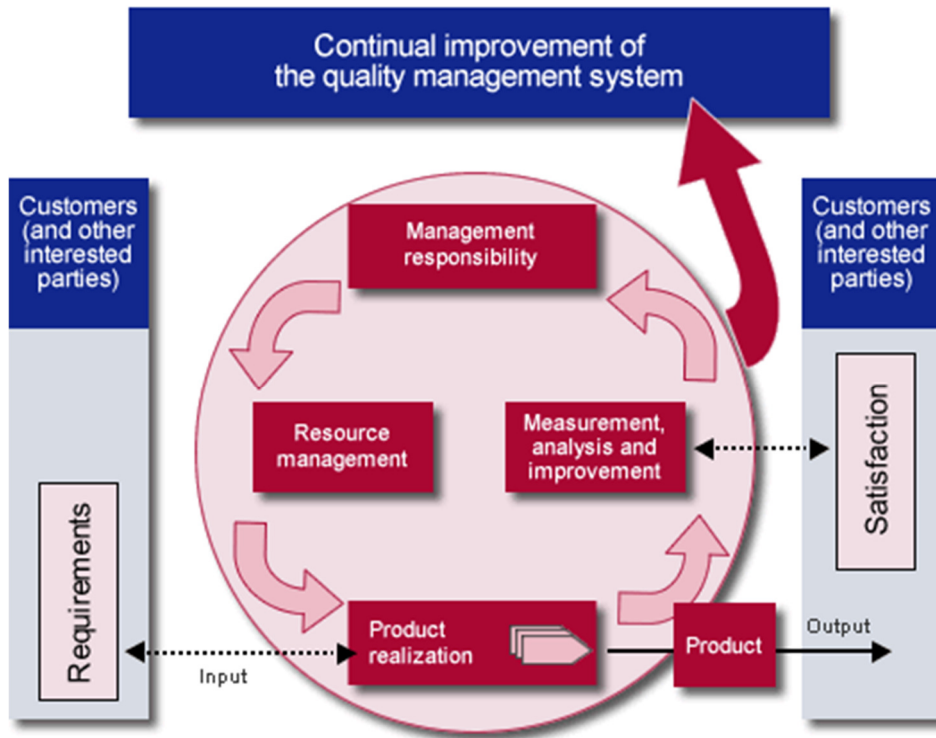


Diagram 1 – Continuous Improvement

4. Axial Training Responsibilities

The General Manager of Axial Training is responsible for ensuring compliance with this policy.

5. Access & Equity

The Axial Training Access & Equity Policy applies.

6. Records Management

All continuous improvement related documentation is recorded and maintained in accordance with records management processes.

7. Monitoring and Improvement

All enrolment practices are monitored by the General Manager Axial Training and areas for improvement identified and acted upon.