

What you need to know – key take outs

ITeC Academy applies a systematic approach to support continuous improvement (CI). This approach includes:

- Collection of data
- Evaluation of Data
- Improvement planning
- Implementation of improvement/s
- Evaluate improvement/s

Always read this policy in conjunction with the related procedures identified below.

Policy principles	ITeC Academy ensures that systematic approaches are implemented to gather sources of information from students, employees and other stakeholders and this data is considered to improve the services delivered by the RTO.
Purpose	The purpose of this policy is to ensure that ITeC Academy is continuously improving services and operations for the benefit of students, employees and other stakeholders.
Risk statement	IRT and ITeC Academy have a low risk appetite for failing to meet our legislative obligations.
Scope	The scope of this policy covers all ITeC Academy employees and/or third parties acting on behalf of ITeC Academy.
Related procedure	Full procedures are outlined in the ITeC Academy Procedure Manual Section/s; <ul style="list-style-type: none"> - Quality Framework - Quality Assurance Coordination - Quality Assurance Program – all sections - Continuous improvement - Feedback Procedure
Related documents	<ul style="list-style-type: none"> • 1.03.855 Validation Policy • 1.03.829 Complaints and Appeals Policy • 1.03.813 Record Retention and Reporting Policy • Procedure Manual • Student Handbook
Compliance requirements	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for RTOs 2015;

	<ul style="list-style-type: none"> ○ Standard 1 The RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses ○ Standard 2 The operations of the RTO are quality assured.
Policy owner	General Manager ITeC Academy
Publish date	July 2024
Content Manager reference number	EDOC2024/0050912

1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for RTOs 2015 and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

Standard / legislation	What this means
National Vocational Education and Training Regulator Act 2011	<p>The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector.</p> <p>ASQA is tasked with ensuring the quality and consistency of VET services across Australia.</p> <p>ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.</p>
Standards for RTOs 2015	<p>SRTO1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.</p> <p>SRTO2. The operations of the RTO are quality assured.</p>

2 Systematic Approach to Continuous Improvement

2.1 Data/Information collection

Data collected by ITeC Academy is selected based on its relevance to the Standards for RTOs, Quality Indicators and identified opportunities to improve the RTO services and operations. Key sources may include:

Quantitative data

- Student feedback and satisfaction survey responses – this quantitative data is primarily collected via written surveys of students and employers using Quality Indicator Resources, such as; the Learner Engagement Questionnaire.
- Employer feedback and survey responses - this quantitative data is primarily collected via written surveys of students and employers using Quality Indicator Resources, such as; the Employer Satisfaction Questionnaire.

- Student completion rates
- Outcomes of annual self-assessment activities including all quality assurance procedures.

Qualitative data

- Outcomes of complaints and appeals processes
- Opportunities for improvement reported by employees or other stakeholders
- Outcomes of validation and moderation processes
- Outcomes of industry consultation
- Outcomes of staff peer reviews
- Information from ASQA or Jobs and Industry Skills Council/s and other peak bodies
- Outcomes of management processes including but not limited to; monthly RTO performance meetings and weekly “work in progress” meetings.

2.2 Evaluation of data/information sourced

Data is evaluated and considered by the appropriate personnel dependent on their role delegations. Dependent on the scale of the improvement/s being recommended, the process of implementation will vary. Influencing factors may include; budget implications, delegated authority of the job role, timing and work activity prioritisation. The management team will collaborate to ensure decision making is made in a timely manner and will use the RTO meeting cadences to manage this process.

2.3 Improvement planning & implementation

Dependent on the scale of the improvement decided on and available resources, the improvement will be planned accordingly. Improvements that are of a material nature will be planned and monitored using the digital platform in use by the RTO e.g. Monday.com by the management team.

2.4 Review and evaluate improvement/s impact

Post implementation, the improvement outcomes will be monitored by the appropriate personnel and documented.

3 Document Handling and Record Keeping

Continuous improvement activities will be documented using the appropriate tool/document/form in use relevant to the source. This may include;

- Student feedback forms and Learner Engagement Survey responses – saved in Axcelerate
- Employer satisfaction survey responses – saved in Axcelerate
- Complaint form/s – complaint management in Protecht
- Employee feedback via email, WebEx communication
- Industry Consultation form/template
- Pre & Post Validation form/s
- Peer Review forms
- Continuous Improvement Register - all continuous improvement activities are to be logged and managed via the RTO Continuous Improvement Register including categorisation of the source of the CI.

In practice example:

Upon course completion the Administration Team administer the Learner Engagement and the Employer Satisfaction Questionnaires. The data received is extracted from Axcelerate and the data report of responses is presented at the monthly RTO performance meeting for discussion and consideration of key items for continuous improvement.

4 Roles and responsibilities

Role	Responsibility
Policy Owner – General Manager ITeC Academy	Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements. Determine need and frequency of engaging external RTO compliance specialists to review RTO operations against the regulatory standards.
Policy Monitor – Compliance Manager	Review operational compliance with policy. Lead validation, moderation and annual self-assessment activities. Prepare draft policy improvements.
Policy Monitor – RTO Manager	Ensure day to day implementation and compliance with policy.
Implementation – All employees	Implement policy procedure requirements as per IRT Academy Procedure Manual, Administration Process Manual and RTO workflows.

5 Definitions

In this Policy, words have the following meaning:

Term	Definition
RTO	Registered Training Organisation
ASQA	Australian Skills Quality Authority
AQTF	Australian Quality Training Framework
CI	Continuous improvement