

### 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.**

<b>Policy principles</b>	ITeC Academy ensures that systematic approaches are implemented to gather sources of information from students, employees and other stakeholders and this data is evaluated to improve the services delivered by the RTO.
<b>Purpose</b>	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.
<b>Risk statement</b>	IRT and ITeC Academy have a low-risk appetite for failing to meet our legislative obligations.
<b>Scope</b>	The scope of this policy covers all ITeC Academy employees and/or third parties acting on behalf of ITeC Academy.
<b>Related procedure</b>	Full procedures are outlined in the ITeC Academy Procedure Manual Section/s; <ul style="list-style-type: none"><li>• Quality Model</li><li>• Quality Assurance Model</li><li>• Quality Assurance Module x Function- all sections</li><li>• Quality Assurance Model cadence</li><li>• Quality Map x Standard</li><li>• Continuous improvement</li><li>• Feedback procedure</li></ul>
<b>Related documents</b>	<ul style="list-style-type: none"><li>• 1.03.855 Validation Policy</li></ul>

	<ul style="list-style-type: none"> <li>• 1.03.829 Complaints and Appeals Policy</li> <li>• 1.03.813 Record Retention and Reporting Policy</li> <li>• Procedure Manual</li> <li>• Student Handbook</li> <li>• CI Register</li> </ul>
<b>Compliance requirements</b>	<ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• Standards for RTOs 2025. <ul style="list-style-type: none"> <li>○ Standard 4. Governance <ul style="list-style-type: none"> <li>4.4 The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.</li> </ul> </li> </ul> </li> </ul>
<b>Diversity Statement</b>	IRT and ITeC Academy are committed to respecting, valuing and celebrating diversity in all its forms in our customer, older people and workforce population and catering for diverse needs through respectful, inclusive and equitable practices.
<b>Policy owner</b>	General Manager ITeC Academy
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## 1 Regulatory Standards and Relevant Legislation

This policy has been written to align with the Standards for RTOs 2025 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 2025	<p>Standard 4. Governance</p> <p>4.4 The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.</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:

#### 2.1.1 Quantitate 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.

### **2.1.2 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 and engagement
- 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 and 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. Depending on the scope and impact of the improvement, this may be conducted through the Leadership Team meetings.

## **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 report 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. *\*Register is maintained in Monday.com*

#### **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**

<b>Role</b>	<b>Responsibility</b>
Policy Owner – General Manager ITeC Academy	<ul style="list-style-type: none"> <li>• Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.</li> <li>• Determine need and frequency of engaging external RTO compliance specialists to review RTO operations against the regulatory standards.</li> </ul>
Policy Monitor – Compliance Manager	<ul style="list-style-type: none"> <li>• Review operational compliance with policy.</li> <li>• Lead validation, moderation and annual self-assessment activities.</li> <li>• Prepare draft policy improvements.</li> <li>• Maintain RTO CI Register.</li> </ul>
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
<b>RTO</b>	Registered Training Organisation
<b>ASQA</b>	Australian Skills Quality Authority
<b>AQTF</b>	Australian Quality Training Framework
<b>CI</b>	Continuous improvement