UTP20 – Continuous Improvement Policy and Procedure

Title: UTP20 - Continuous Improvement Policy and Procedure

Published Date: 01/10/2021

Version: 1.1

Contents

1. Policy

UTAIT is committed to the provision of high quality vocational education that meets the needs of industry, employers and individuals and is compliant with the Standards for Registered Training Organisations 2015, relevant legislation and funding provider guidelines.

To ensure continual compliance and high quality education UTAIT is committed to an integrated continuous improvement process that reviews and evaluates our training and assessment services, student services and administrative management systems.

The following policy outlines UTAIT's systematic, transparent and comprehensive continuous improvement process and the expectations and responsibilities of its staff. Its objective is to ensure:

- Compliance with all relevant legislation and regulations.

- The delivery of high quality vocational education and outcomes that meet the needs of individuals, employers and industry.

- The systematic collection of feedback from students, employers, personnel or other stakeholders and where opportunities for improvement are identified, they are actioned.

- The systematic measuring and monitoring of operational key performance indicators and use of this data as the basis for continual improvement and business growth.

2. Scope

UTAIT's Continuous Improvement Policy applies to all staff (general staff, vocational educators and contractors) involved in the provision of vocational education. The continuous improvement systems and processes are developed to meet the Standards for Registered Training Organisations 2015 and any future modification to those standards.

3. Responsibilities

The Continuous Improvement Policy and Procedure is the responsibility of the CEO.

4 Definitions

Quality Indicators	Data that is collected that looks at *Learner Engagement*, *Employer Satisfaction* and *Competency Completion*
Competency Completion Data	This indicator shows the number of enrolments and qualifications completed and units of competency awarded in
Requestor	Any person who has initiated a corrective action
Corrective Action	Any action taken to: Implement a continual improvement opportunity Correct any identified deficiency or fault in a system or process Implement an Internal Audit Correction

|	
Remedial Correction	An action for correcting a simple problem (not procedural in nature) or for implementing a temporary solution to a problem until a full and complete solution can be identified
Procedural Correction	An action plan developed to address a problem that impacts on UTAIT operations, conflicts with regulatory obligations or is creating a liability risk to UTAIT.
Preventative Correction	An action for correcting an identified weakness or inefficiency in a system or process which has not yet caused a procedural failure, non-compliance or caused a initiation of a complaint
Internal Audit Correction	An action which has been initiated in response to an adverse finding through an internal or external audit process. This action may be remedial, procedural or preventative in nature.

5. Related documents

▪ UTF04A Complaints and Appeals Form	▪ Continuous Improvement Registers
▪ UTF04B Complaints and Appeals Form	▪ UTP35 Complaints and Appeals Policy and
▪ Complaints and Appeals Register	▪ UTP32 Access and Equity Policy
▪ Continuous Improvement Report Process (Process Flow)	▪ UTP30 Training and Assessment Policy and Procedure
▪ UTF06B Employer Training Survey	▪ UTP34 Assessment Policy and Procedure
▪ UTF06A Student Training Survey ▪ UTP38 Trainer PD Form	▪ UTP20-01 Internal Audit
▪ Validation and Moderation Schedule	▪ UTP34 - Student Education and Support Policy and Procedure
▪ UTP01 - Compliance with legislative and regulatory requirements Policy and Procedure	▪ UTP33 - Marketing and Preenrolment Policy

This UTP20 - Continuous Improvement Policy and Procedure must be read in conjunction with UTP20 – 01 - Internal Auditing.

6. Content

UTAIT applies a systematic approach to support continuous improvement. This approach includes:
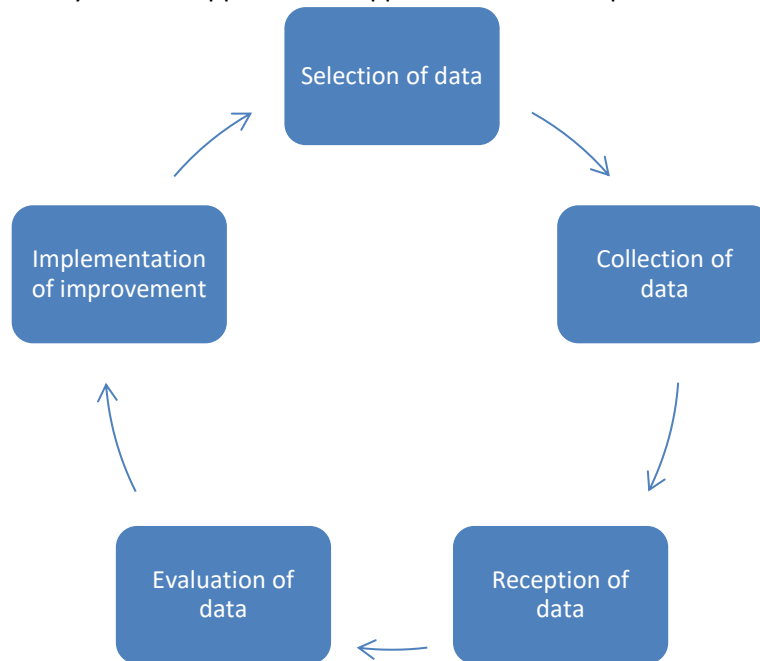
All personnel within UTAIT have a role in its Continuous Improvement processes. Additionally, students or employers may identify opportunities for corrective action through formal and informal feedback processes, or formal complaints and grievances.

a) Selection of data

Data collected by UTAIT has been selected on the basis of its relevance to the Standards for RTOs, quality indicators and our commitment to continually improving service delivery. Data sources have been selected according to Table 1.

b) Collection of Data

UTAIT staff and other stakeholders are often best placed to observe efficiencies and deficiencies in our services and can best identify opportunities for improvement.
Data is collected and evaluated at pre-scheduled intervals throughout the calendar year. Focus on evaluation and type of evaluation.

Table 1 Collection of data

Data selection	Method	Schedule to collect data	Responsibility
Learner satisfaction rates	• Learner Engagement Survey • Student Training Survey	Course, midway and completion.	• Trainers to collect data • Administrative staff to process data
Employer satisfaction rates	• Employer Satisfaction Survey • Employer Training survey	Completion.	• Trainers to collect data • Administrative staff to process data
Competency completion rates	• Student Management System	• Program completion. • Yearly SMART,AQIS report	• Administrative staff to process data
Outcomes of complaints and appeals	• CI - Complaints and appeals	• On going.	• Director of Training to record outcome into CI
Opportunities for improvement reported by staff or other stakeholders	• Continuous improvement Registers	• On going	• Training Director to record into CI • Compliance Director to record into CI
Outcomes of validation and moderation processes	• Validation/moderation meetings	• Validation/moderation schedule	• Compliance Director to monitor the implementation of the schedule and record to CI (input from Training Director)
Human resource management systems	• Performance appraisals • Professional development process • Staff meeting	• Yearly • On going	• Training Director to record to CI
Outcomes of industry consultation	• File notes of industry consultation meetings • Employer feedback	• On going	• Training Director to record to CI

Outcomes of external and internal quality audits	• Internal/External audits	• As per internal audit schedule (twice per year) • As per recommendation from external audit	• Compliance director to record to CI
Opportunities for improvement - marketing and business development	• Continuous improvement registers	• On-going	• Compliance Director to record to CI
Special learning needs from students	• Student Management Systems • Application for Enrolment Form	• On going	• Administration staff to record data to Student management systems

c)   Reception of data

Data is received and loaded into the AQIS database. This database is nationally consistent database and acts as the central repository for all continuous improvement data gathered using the Student and employer Quality Indicator feedback resources and subsequent analysis of the data. Additional formative program evaluation reports are collated and sent to the Compliance Director and tabled at the relevant committee.

Data is collated by the *Compliance Director or delegate* who will raise Continuous Improvement Item in the register. All forms of qualitative and quantitative data are logged on the relevant database.

d)   Evaluation of data

UTAIT carefully and systematically analyses all feedback provided through the collection of data identifying opportunities for improvement through its ongoing quality improvement processes.

In the first instance, quantitative data is evaluated using the AQIS database and specifically the reporting function which enables analysis of aggregated learner and employer questionnaire results over the long term. This enables data to be measured against broad performance indicator domains which each contain a number of scales to allow specific analysis of our performance in key service areas. These performance indicator domains are outlined in further detail below.

Before each internal audit, data is analysed through a range of different methods dependent on data type and collection method. Reports are generated and evaluated by the *Compliance Director*. This report forms part of the internal audit schedule.

Regular internal audit takes place at least twice per year. Irregular internal audit takes place when a significant event occurs. UTP20-01 - Internal audit specifies detailed internal audit process. Report from internal audit outlines opportunities for improvement and recommendations/actions for implementation.

Table 2 – Evaluation of data

Input information	Items to be reviewed	When	Relevant policies
- Outcome of learner survey - Outcome of employer survey - Outcomes of industry consultation - Outcomes of validation and moderation processes - CI - Outcome of audits - Other relevant information	Training and Assessment Strategies		UTP30 - Training and Assessment Strategy Policy and Procedure
- Outcomes of validation and moderation processes - CI - Outcomes of industry consultation - CI	Assessment tools and relating learning activities		UTP30 - Training and Assessment Strategy Policy and Procedure
- Learner satisfaction rates - Employer satisfaction rates - Competency completion rates - Opportunities for improvement reported by staff or other stakeholders - CI - Special learning needs from students - Student Management System	Student support services including the minimum following items: - Student special needs - Enrolment process - CT and RPL administrative process	1 week before each internal audit	UTP34 - Student Education and Support Policy and Procedure
- Outcomes of complaints and appeals - CI	Issues with complaints and appeals		UTP35 - Complaints and Appeals Policy and Procedure
- Opportunities for improvement - marketing and business development - CI	Marketing activities and supporting services		UTP33 - Marketing and Preenrolment Policy
CI	Staff issues: trainning		UTAIT Human

	and administrative		Resource Management UTP31 - Employment and Professional Development Policy and Procedure Manual
CI	OH&S		Safety Management System Manual

e) Implementation

This information is recorded and monitored within a Continuous Improvement Register. Procedure for implementing and monitoring a countinuous improvement item is indicated in the process flow below..

In addition to the standardised collection and evaluation of data above, any staff member who identifies an opportunity for improvement or need for corrective action can raise the issue to the Compliance Director. The requestor, who identifies the problem, completes a UTF39 Suggest for improvement Form. This form is received by the Compliance Director in the first instance who will consider the nature of the request.

- o Should immediate, remedial action be required, a copy of the UTF39 Suggest for improvement Form and any appropriate direction will be forwarded to the relevant Director or other person responsible for implementing the improvement or correction. The Compliance Director will list actions to be taken, the person responsible and the date required on the Continuous Improvement Register. The Compliance Director will monitor the implementation of the remedial action through the Continuous Improvement Register.
- o If no immediate action required, the issue will be recorded in the CI for future consideration at the next internal audit.
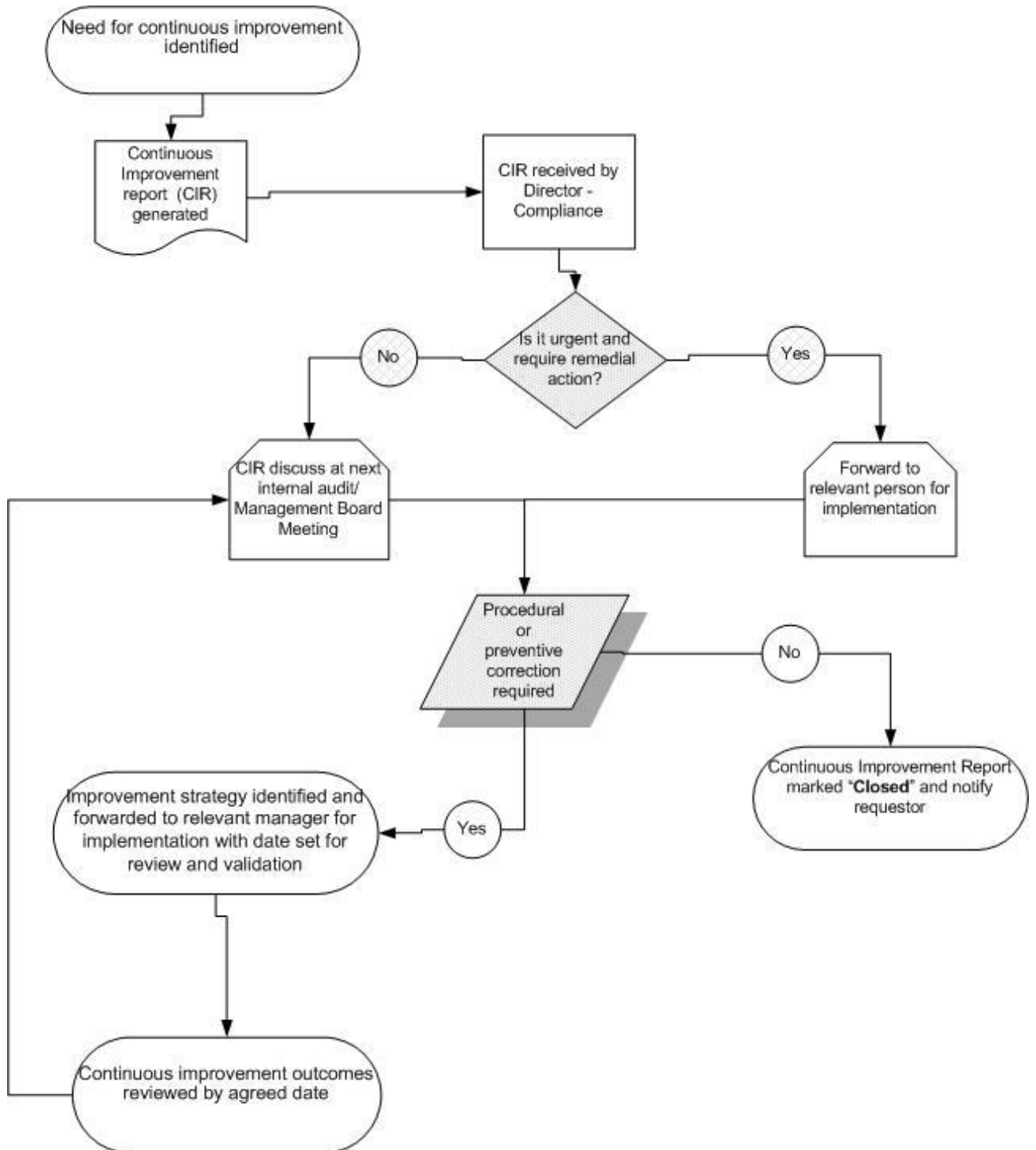
Revision History

Version	Continuous Improvement Reason	Continuous Improvement Change
1.0	Original document	