



Continuous Improvement

Last updated :

1 December 2015

CEO Approval:

Lisa Materano (original signed)

This policy covers standards 2.2

Purpose/Aim:

To ensure Blended Learning International implements and acts on a systematic approach to the continuous improvement of its operations, across all areas of the business including training and assessment services, client services and management of the business.

Scope:

- All Blended Learning International staff
- Trainer and Assessor
- Students
- Employer
- External consultants

Policy and Procedure

1. Feedback

Feedback is gained from the following stakeholders:

- Students
- Staff
- External people (Business partners, industry representatives, consultants, or any other person who deals with the RTO in a professional relationship)

Feedback is gained through a variety of methods and these are outlined below.

Student Feedback

- Students are asked to complete a 'Student Feedback Form' form on completion of their course of study. This evaluation seeks feedback across a range of aspects including:
 - Enrolment and orientation process
 - Content
 - Delivery
 - Assessment
 - Teaching Staff
 - RTO facilities
 - Resources
- The student feedback forms are completed by the students and submitted to student administration either directly or via a trainer / assessor. The data is then entered into a spreadsheet to indicate the responses from completed evaluations for use in the 'Yearly Review' meeting conducted as part of this policy.
- The Learner Questionnaire (LQ) form is also completed by the student and data is captured in the SMART system prior to submission in June each year. Blended Learning International compares data from both the Student Feedback form and Learner Questionnaire form at the Annual Review of the course.
- Students also provide documented feedback via the Complaints and Appeals Policy
- Informal feedback from students may also be collected. Students are encouraged to bring all issues/ideas to the attention of Blended Learning International staff for consideration and further action as required. Staff will document informal feedback



received through the continuous improvement form. This enables a systematic analysis and action approach to informal feedback received.

Employer Feedback

Performance data is collected from employers who are clients of Blended Learning International in two ways:

- I. Quality Indicator surveys. Where Blended Learning International delivers training and/or assessment services for an employer, annual collection of data relating to the Quality Indicator survey is undertaken. The survey forms part of either the annual contract performance review for ongoing contracts or at the completion/termination of a short-term contract

- II. Via ongoing monitoring and review of contract arrangements. This includes formal review meetings, participation in moderation and validation activity, informal meetings/discussions and workplace visits as part of training/assessment programs

Staff Feedback

Feedback is sought from staff on the effectiveness and efficiency of policies, procedures and service delivery. This feedback shall be collected through company meetings, performance appraisals and informal discussions.

Regular staff meetings are held and staff are encouraged to provide feedback or suggestions on all aspects in the operation of the RTO. The meetings will have minutes taken and action required will be delegated and noted for follow up.

2. Internal Audit

At least once per year an Internal Audit shall be conducted. The Audit shall identify areas of risk in the Training and Assessment process, policy & procedure breaches, and general areas of improvement throughout Blended Learning International's operations.

The audit is to be documented through a report against the RTO standards and include any recommended courses of action to improve the practices and processes that were reviewed.

The audit is complemented by an internal audit of student records.

3. Validation of Training & Assessment Material

Internal Validation

Please refer to the Blended Learning International Validation and Industry Consultation Policy.

The Blended Learning International General Manager shall delegate any follow up action required from the validation meetings. The CEO will authorise this in the Monthly Meetings as required.

External Validation

Blended Learning International Validation and Industry Consultation Policy.

The Blended Learning International General Manager shall delegate any follow up action required from the validation meetings. The CEO will authorise this in the Monthly Meetings as required.

4. RTO Yearly Review

Continuous Improvement will be assisted by a yearly review process that will comprise a monthly internal meeting, principally staff and invited guests, plus meetings with external stakeholders as determined at the internal meetings. A Blended Learning International Director will lead this review.

The Yearly Review shall take place with an agenda that details the order that areas shall be reviewed, but it must include items to review the following:



- Review all policies and procedures to ensure compliance with relevant legislation, codes of practice, standards, and contractual obligations
- Review all marketing & promotional activities' practices undertaken by the RTO
- Review all delivery and assessment strategies
- Undertake an evaluation of audits of the student record management systems (both onsite (VETtrak) and off-site) staffing requirements & resource requirements
- Review of Internal Audit results
- Undertaking evaluation of the student & staff feedback collected through the year
- Undertaking evaluation of feedback from the Learner and Employer Questionnaires.
- Reporting of validation activities undertaken throughout the year
- Monitoring of complaints, appeals and general grievances
- Monitoring effectiveness of records management procedures, including accuracy and integrity.

5. Data Analysis and Action

Blended Learning International will analyse all data collected through mechanisms described above in order to determine appropriate and genuine improvement items to be actioned.

If there is an identified opportunity for improvement then this will be entered in the continuous improvement register managed by the Blended Learning International general manager to ensure all action items are completed within the identified timeframe.

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Analysis is led by the Director, utilising input from staff and external parties where particular expertise is needed. (For example, trainers/assessors will participate in analysis of training /assessment data.)

The process of data analysis is as follows:

- I. Input from all areas is collated
- II. Irrelevant data is removed from the process, other data is sorted into strengths, compliant practice and areas requiring action
- III. Within the areas requiring action, issues are divided into urgent/already acted upon, immediate, short and long term action required (note: analysis and action on issues can occur outside this phase of the process where deemed critical, necessary to service the immediate needs of a client/staff member, safety/security issue and/or result in a breach of the legislative/regulatory requirements)
- IV. Root cause analysis is undertaken for each issue to identify what triggered the improvement request/action
- V. Action plans are developed for each issue within each of the categories, including rationale for action to be taken, defined benchmarks for implementation success, defined benchmarks for addressing any root cause issues, responsibilities and completion timelines
- VI. Completed action items are monitored through the ongoing data collection mechanisms described above
- VII. Analysis of strengths and compliant practice is undertaken to identify the root cause and characteristics that support good practice. This information is used to inform action items and other ongoing improvement activity approaches.