

Policy No.29

Continuous Improvement

1. Policy Objective

The objective of the Continuous Improvement Policy and Procedure for St John Ambulance Western Australia Ltd (St John) Registered Training Organisation (RTO) No. 0392 is to ensure that St John RTO provides quality training, assessment and services to meet the Standards for RTOs 2015 requirements.

This Policy and Procedure supports the following Standards for RTOs 2015:

- ▶ Standard 2.2.

2. Policy

1. St John RTO will manage its continuous improvement process by:
 - ▶ Selecting the data;
 - ▶ Collecting the data;
 - ▶ Evaluating and analysing data; and
 - ▶ Undertaking improvement processes based on evaluated and analysed data.
2. St John RTO will select data for continuous improvement:
 - ▶ Through imbedded internal audit process;
 - ▶ Via course participant surveys;
 - ▶ Via Trainer and Assessor surveys;
 - ▶ Employer surveys; and
 - ▶ Review of the RTO Scope, Training and Assessment Strategy (TAS), Policies and Procedures.
3. St John RTO will collect data for continuous improvement by:
 - ▶ Record sampling as per:
 - St John RTO Policy and Procedure No. 22 Records Management;
 - ▶ Collecting data from course participant surveys;
 - ▶ Collecting data from Trainer and Assessor surveys;
 - ▶ Collecting data from Employer surveys; and
 - ▶ Reviewing of the RTO Scope, TAS, Policies and Procedures.
4. St John RTO will evaluate and analyse the collected data:
 - ▶ During the Validation and Moderation meetings by providing Validation and Moderation Report;
 - ▶ By evaluating SurveyMonkey Reports;

- ▶ By producing Continuous Improvement Register; and
 - ▶ During the RTO meetings.
- 5.** St John RTO will improve its processes by:
- ▶ Having version controlled documents;
 - ▶ Reviewing and improving its RTO Policies and Procedures annually; and
 - ▶ Improving RTO processes in general.
- 6.** This Policy and Procedure is to be read in conjunction with:
- ▶ St John RTO Policy and Procedure No. 1 Training and Assessment Strategy;
 - ▶ St John RTO Policy and Procedure No. 7 Validation and Moderation;
 - ▶ St John RTO Policy and Procedure No. 10 Compliance with Standards for RTOs 2015;
 - ▶ St John RTO Policy and Procedure No. 19 RTO Reporting Obligations;
 - ▶ St John RTO Policy and Procedure No. 22 Records Management;
 - ▶ St John RTO Policy and Procedure No. 25 RTO Risk Assessment; and
 - ▶ St John RTO Policy and Procedure No. 26 Document Version Control
- 7.** St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
Directorate:		Responsible Manager:
Community Services		Executive Manager Education Services
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	July 2017
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Minor Changes	St John RTO Stakeholder Feedback provided on 30/6/2015
3	Changes to Numbers in Documents Related Updated Spelling/Formatting and Included References to LMS	Following Review of Compliance Documentation Introduction of St John LMS