

RTO

RTO Policy 6: Continuous Improvement

BE HEARD.
BE RECOGNISED.



OWNERSHIP

This policy is the responsibility of CPA Australia's Registered Training Organisation (**CPA Australia RTO**) working group (**CPA Australia RTO Working Group**).

Scope

CPA Australia Ltd (**CPA Australia**) has established this policy to support the Australian Skills Quality Authority (**ASQA**) *Standards for Registered Training Organisations (RTO) 2015*. The policy has been developed and implemented by the CPA Australia RTO Working Group to support and provide clear instruction and guidance to program Candidates and CPA Australia personnel to support and provide clear instruction and guidance in relation to the ongoing improvement of all aspects of the successful operations of CPA Australia's as a RTO.

Review and Maintenance

Maintenance and review of the CPA Australia RTO Continuous Improvement Policy is the responsibility of the CPA Australia RTO Working Group. The CPA Australia RTO Working Group will maintain ongoing records of the elements and application of this policy. The CPA Australia RTO Working Group will provide ongoing reports to all relevant stakeholders.

Change Record

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Description	Fourth Update
Author	CPA Australia RTO Working Group
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* This policy replaces the previous RTO CPA Continuous Improvement Policy V1.1 (#448815_1) and RTO Continuous Improvement Policy (#1292696) documents used when registered with VRQA.

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POLICY

Our Commitment

The CPA Australia RTO Working Group is committed to providing Candidates, CPA Australia RTO Personnel and stakeholders with the best possible environment in which to study or work. As such CPA Australia RTO Personnel continuously review and analyse our resources, systems and processes so as to identify and improve training and assessment processes and procedures, customer services and management of our operations.

CPA Australia RTO Working Group welcomes feedback on its resources and operations, and considers such feedback through the Continuous Improvement process.

Possible Sources of Continuous Improvement

Continuous improvement opportunities provide an internal and external monitoring of our activities. The most common avenues of data collection, feedback and analysis are:

- Annual review of resources, systems and processes including policies, procedures and documentation;
- Informal feedback from Candidates, trainers, assessors;
- Feedback and results from surveys, Candidates, trainers, assessors, staff, industry, external stakeholders;
- Outcomes as a result of internal review, wider organisational change, CPA Australia RTO audit activity or compliance requirements; and
- Outcomes of complaints and appeals.

Procedure: Actions and Responsibility

The continuous improvement practices of CPA Australia RTO Working Group ensure the continuous review, monitoring, recording, implementation and update of the delivery of quality training and assessment programs to Candidates.

Data and information gathered from internal systems and processes as well as external feedback opportunities is used to continuously adapt and improve the quality and service of our offer.

Action	Responsibility
<p>The CPA Australia RTO Manager in consultation with the CPA Australia RTO Working Group is responsible for the review and analysis of the following Continuous Improvement systems:</p> <ul style="list-style-type: none"> • Annual review of CPA Australia RTO Working Group policies, procedures, processes and documentation; • Ongoing review and assessment of feedback survey data; • Ongoing review of the CPA Australia RTO Complaints Register; • Responding to feedback from trainers, assessors and staff; • Review of program materials and other learning resources (in consultation with industry, subject matter experts); • Annual completion of internal audit; and • Annual completion of self-assessment checklist. 	<p>CPA Australia RTO Manager CPA Australia RTO Working Group</p>

<p>Any CPA Australia RTO Personnel who receives notification of an issue must record the details on the Continuous Improvement Register and notify the CPA Australia RTO Manager.</p> <p>On review of the Continuous Improvement Register, the CPA Australia RTO Manager will record the appropriate resolution against the issue and assign responsibility for the relevant course of action to the appropriate party. Where a resolution is not forthcoming, the CPA Australia RTO Manager will escalate the issue to the CPA Australia RTO Working Group for review.</p> <p>The eventual outcome and date of implementation must be recorded on the Continuous Improvement Register by the CPA Australia RTO Manager.</p>	<p>CPA Australia RTO Manager CPA Australia RTO Working Group</p>
<p>Action(s) taken to resolve issues documented on the Continuous Improvement Register may result in amendments to:</p> <ul style="list-style-type: none"> • CPA Australia RTO policies, procedures and associated documentation; • Operational activities; and/or • Training and assessment/program resources. <p>The CPA Australia RTO Manager is responsible for ensuring all changes are implemented.</p>	<p>CPA Australia RTO Manager</p>
<p>Continuous Improvement of Training and Assessment</p> <p>CPA Australia RTO will collect data from Candidates who complete a module of study via Candidate feedback surveys. All survey data will be analysed by a member of CPA Australia RTO Personnel and submitted to the CPA Australia RTO Manager for presentation and discussed by the CPA Australia RTO Working Group at their quarterly meeting.</p> <p>Outcomes of these meetings will be recorded and identified areas for improvement will be incorporated into the Continuous Improvements Register by the CPA Australia RTO Manager for action as necessary. The Continuous Improvements Register will include details regarding actions and responsibilities, and timelines for these actions.</p> <p>The CPA Australia RTO Manager will communicate the status of Continuous Improvement activities at regular intervals to all CPA Australia RTO Personnel, trainers and assessors, other parties as appropriate.</p> <p>Where appropriate CPA Australia RTO Personnel will undertake to provide feedback to those who have contributed the data.</p> <p>CPA Australia RTO Working Group in conjunction with relevant subject matter experts, authors, trainers and assessors will conduct annual reviews of training materials, resources and assessments to ensure accuracy and relevancy of content for all current registered courses. These reviews will include the validation of assessment tools and an internal moderation of assessment outcomes. The review will be conducted as part of the CPA Australia RTO Working Group annual review of documentation meeting.</p> <p>Outcomes of these reviews will be recorded and analysed as part of the continuous improvement data considered. Where improvements are required these will be implemented in the first instance by the CPA Australia RTO Manager, with assistance from members of CPA Australia RTO Personnel.</p>	<p>Candidate CPA Australia RTO Personnel CPA Australia RTO Manager CPA Australia RTO Working Group</p>

Continuous Improvement of Management Operations

CPA Australia RTO Working Group will ensure all documentation and management systems relating to CPA Australia RTOs operational practices are relevant, sufficient and systematically monitored and improved (where required).

CPA Australia RTO Personnel will be fully inducted into the operations of the RTO on commencement of their employment and/or involvement with the CPA Australia RTO, including having ready access to policy and procedure documentation as necessary, and will be actively involved in the continuous improvement of systems and processes through relaying of feedback received from other parties, identifying opportunities for improvement in processes used by the CPA Australia RTO and recording of all identified opportunities on the continuous improvement register. The Continuous Improvement register is reviewed regularly by the CPA Australia RTO Manager, and quarterly by the CPA Australia RTO Working Group.

In addition, checks will be made via CPA Australia RTO Personnel meetings; internal review processes; and informal observation to ensure that key policies and procedures are being implemented appropriately. Information relevant to CPA Australia’s RTO Working Group practices will be communicated to CPA Australia RTO Personnel and the wider CPA Australia organisation as appropriate.

Systematically Monitoring and Improving

Monitoring and reviewing management systems and operations as part of the continuous improvement cycle will help CPA Australia RTO ensure all operations are effective.

Strategies to monitor the effectiveness of these systems include:

- establishing key performance indicators and monitoring organisational performance against them
- analysing stakeholder feedback regarding the organisation’s overall performance
- internal audit and organisational self-assessment against the *Standards for Registered Training Organisations (RTO) 2015*; and
- Identifying and managing potential risks associated with the Standards for NVR Registered Training Organisations as part of internal audits.

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Data Collection for Continuous Improvement

CPA Australia RTO Working Group uses systematic approaches to data collection and analysis to support continuous improvement. Data collected to support the continuous improvement systems may include but is not limited to;

- data will be collected systematically from Candidates, trainers and assessors, employers, and other relevant stakeholders by;
 - quality indicator data, satisfaction feedback surveys, face-to- face, electronic and telephone interaction, and records of complaints and appeals
 - from trainers and assessors via reports, marking sheets, general feedback and input into internal review/audit processes
 - from Candidates employers (if applicable) and other relevant stakeholders via candidate satisfaction feedback surveys, face-to- face, electronic and telephone interaction, and records of complaints and appeals

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- data collected will be collated, analysed and reported on in appropriate trainer/assessor and stakeholder forums such as CPA Australia RTO Personnel meetings and CPA Australia RTO Working Group meetings
- data analysis will focus on identifying where improvements need to be made in order to achieve or modify previously identified quality indicators and current practices.

Matters relevant to improving customer services may include:

- the effectiveness of assistance provided in the areas of language use, literacy and numeracy;
- the clarity and accuracy of information provided to Candidates before and during enrolment, induction, assessment and during the program;
- level of satisfaction with training and assessment services and with the support services provided;
- RPL processes; and
- complaints and appeals processes.

CPA Australia RTO Working Group will undertake to provide feedback to those who have contributed to the data if and where necessary.

Associated Documentation

- Candidate Handbook
- CPA Australia Policies and Procedures
- CPA Australia Privacy Policy
- CPA Australia Complaints and Appeals form
- CPA Australia Complaints and Appeals Register
- CPA Australia Continuous Improvement Register