

Continuous Improvement Policy

PURPOSE

This policy ensures that SLSWA's Training and Education:

- Provides compliant, quality services across all areas of the business
- Gathers feedback from its clients and stakeholders and collects, analyses and acts upon the feedback collected to bring about improvements
- Provides mechanisms for input and involvement of all staff and clients identifying and implementing opportunities for improvement

POLICY

Quality assurance

SLSWA has a systematic approach to assuring quality in all aspects of the services it provides.

The following mechanisms are in place to ensure quality within SLSWA:

- A management system including documented policies, procedures, systems and plans on which all staff are trained.
- A central management system that ensures all records can be managed systematically and can be accessed as required.
- Processes to ensure feedback is collected from a wide range of stakeholders on a regular basis. Feedback is collated and analysed to measure performance and identify areas for improvement.
- Quality review processes that occur systematically upon the completion of a service or a specific task to ensure the quality standards of the service have been met.

Continuous improvement

SLSWA strives for excellence and considers continuous improvement processes integral to its ongoing success. The organisation considers all business outcomes and processes to be an opportunity to learn, reflect and improve, with focus in the areas of:

- Training and assessment services
- Teaching and learning materials
- Assessment processes, tasks and tools
- Facilities and resources
- Organisational planning, policies and procedures
- Staff performance and professional development
- Industry engagement, the VET Sector and other RTOs

Self-reflection and evaluation play a key role in the organisation's quality assurance system and all staff and contractors are encouraged to regularly reflect, evaluate performance and make recommendations for improvement.

Feedback

SLSWA conducts various types of feedback gathering activities on a regular basis. The feedback activity is directly linked to continuous improvement activities and is a direct result of the capturing of data and feedback from all identified stakeholders during the course of normal operations.

SLSWA has defined its stakeholders as but not limited to students both current and potential, members of staff, employer groups, enterprises, various government agencies and bodies, professional bodies and associations, other learning institutions, industry training advisory bodies and Industry Skills Councils.

SLSWA collects formal and informal feedback in the following ways and uses findings to gauge performance and identify opportunities for improvement:

- Gaining feedback from all identified stakeholders at semi-regular intervals, during a training program
- Evaluation surveys about a client's experience with the services provided by SLSWA during or upon completion of a project or engagement
- Feedback provided informally through written or verbal correspondence
- Evaluation surveys completed at the end of an audit
- RTO comments provided in response to an audit report
- Third-party/partners through validation and industry consultation
- Professional development opportunities
- Evaluation surveys completed in relation to our training and assessment products and resources
- Information from the complaints and appeals process.

Once the feedback is investigated and if there is a risk associated with the feedback provided this is documented and consulted with key staff and resolved in accordance with complaints and appeals policy.

SLSWA's management team will consider all feedback and recommendations for improvement made by any stakeholder. Recommendations, or an alternative strategy for improving the business area, will be implemented if the improvement is considered viable and where the recommendation is considered an improvement to current practices or outcomes.

Staff participation

Feedback provided by staff plays an integral role in organisational self-assessment and performance evaluation.

Staff and contractors are expected to provide their own feedback to the organisation on a regular basis so that their experiences can provide input to the outcomes and performance of the Training and Education area.

Staff are able to pass on their feedback through written documentation to the RTO compliance officer.