PP29 – Continuous Improvement & Quality Assurance Policy

1. Purpose

This policy outlines the continuous improvement and quality assurance approach of Austra College to ensure compliance with regulatory requirements, consistent delivery of high-quality services, and sustained improvement across all functions of the organisation. The policy supports the organisation's responsibility under Outcome Standard 4.4 to systematically monitor and evaluate its performance and implement effective improvement strategies.

2. Scope

This policy applies to:

- All staff and contractors.
- All training and assessment activities
- Student support services
- Administrative and governance operations
- Third-party delivery arrangements

3. Definitions

Term	Definition
Continuous Improvement (CI)	An ongoing effort to enhance services, processes, and outcomes through regular monitoring, evaluation, and stakeholder feedback.
TQMS	Total Quality Management System – a structured system used to manage compliance, quality assurance, and improvement actions.
CI Register	A document used to record and track all improvement actions, feedback items, audit findings, and stakeholder input.
Audit	A formal review of processes and documentation to confirm compliance with regulatory requirements.
Feedback	Input from students, employers, staff or other stakeholders regarding services, resources, delivery, or assessment.

4. Legislative and Regulatory References

- Standards for RTOs 2025 – Outcome Standard 4.4
- National Vocational Education and Training Regulator Act 2011

- Data Provision Requirements

5. Policy Statement

Austra College will:

- Monitor and evaluate organisational performance using internal and external data sources.
- Promote a culture of continuous improvement through staff involvement and stakeholder feedback.
- Use a structured CI system to document, implement, and review improvement strategies.
- Meet compliance obligations through proactive identification of gaps, risks, and performance trends.
- Collect and use data from students, staff, industry, regulators and employers to inform change.

6. Key Areas for Monitoring and Evaluation

- Student satisfaction and outcomes
- Training and assessment quality
- Trainer/assessor capability and industry relevance
- Compliance with TAS and training package requirements
- Feedback from stakeholders including regulators and employers
- Risk management and audit outcomes
- Benchmarking against sector best practices

7. Step-by-Step Procedure

Step	Action	Responsible Person
1	**Establish and Maintain TQMS (Total Quality Management System):** Develop and maintain a structured system for documenting and managing compliance, feedback, risk, audit outcomes, and quality actions.	RTO Manager
2	**Annual Internal Audit Planning:** Prepare a 12-month internal audit schedule covering all operational areas (training, assessment, enrolment, support, governance). Use regulatory checklists based on current Standards.	RTO Manager/ CEO
3	**Conduct Internal Audits:** Undertake systematic internal audits as per the audit plan. Record findings, gaps, and evidence. Flag non-compliance or improvement opportunities.	RTO Manager
4	**Collect Stakeholder Feedback:** Gather data from students, trainers, assessors, staff, employers, and third parties via surveys, evaluations, site visits, PTR, and informal consultations. Collect data from VET regulators, State and Territory training authorities as possible for example audit conducted by ASQA.	RTO Manager

Step	Action	Responsible Person
5	**Analyse Performance Data:** Collate AVETMISS data, completion/withdrawal stats, complaints, quality indicators (Learner & Employer), validation results and trends.	RTO Manager
6	**Record into CI Register:** Input all audit findings, feedback points, suggestions and issues into the Continuous Improvement Register. Assign responsible person and timeline.	Student Support Officer
7	**Conduct Root Cause Analysis:** For recurring issues or major non-compliance, conduct root cause analysis to ensure the action plan addresses the source, not the symptoms.	RTO Manager/ CEO
8	**Hold Continuous Improvement Meetings:** CEO, Compliance, Admin, Trainers meet quarterly to review CI Register, analyse patterns, prioritise actions, allocate resources.	CEO/ RTO Manager
9	**Develop and Implement Action Plan:** Document clear improvement strategies including responsible staff, deadlines, required resources, and success criteria.	RTO Manager
10	**Communicate Improvements:** Notify staff and students about changes to processes, tools or training strategies through staff meetings, memos, emails or handbook updates.	Admin Officer/ RTO Manager
11	**Monitor & Verify Effectiveness:** Conduct follow-up review to determine whether the improvement resolved the issue and led to positive change. Update CI Register with review results.	RTO Manager
12	**Quality Indicator Reporting:** Annually submit Learner and Employer satisfaction survey data to NCVER and use this data to enhance services.	RTO Manager
13	**Benchmark Practices:** Review practices of other RTOs, industry reports, or ASQA publications to identify best practice and implement innovation.	CEO/ RTO Manager
14	**Maintain Documentation and Evidence:** Ensure all CI records, actions, decisions, and outcomes are stored in the Quality folder or SharePoint with version control.	Admin Officer
15	**Annual Review of the CI Policy & System:** Evaluate the CI framework itself annually to ensure it remains compliant, user-friendly, and effective in driving quality.	RTO Manager/ CEO

8. Feedback and Data Collection Mechanisms

- Learner and Employer Satisfaction Surveys

- Complaints and Appeals Register
- Internal and external audit findings
- Validation and moderation outcomes
- Student and staff evaluations
- Informal feedback during meetings, site visits or induction
- Benchmarking and sector news

9. Roles and Responsibilities

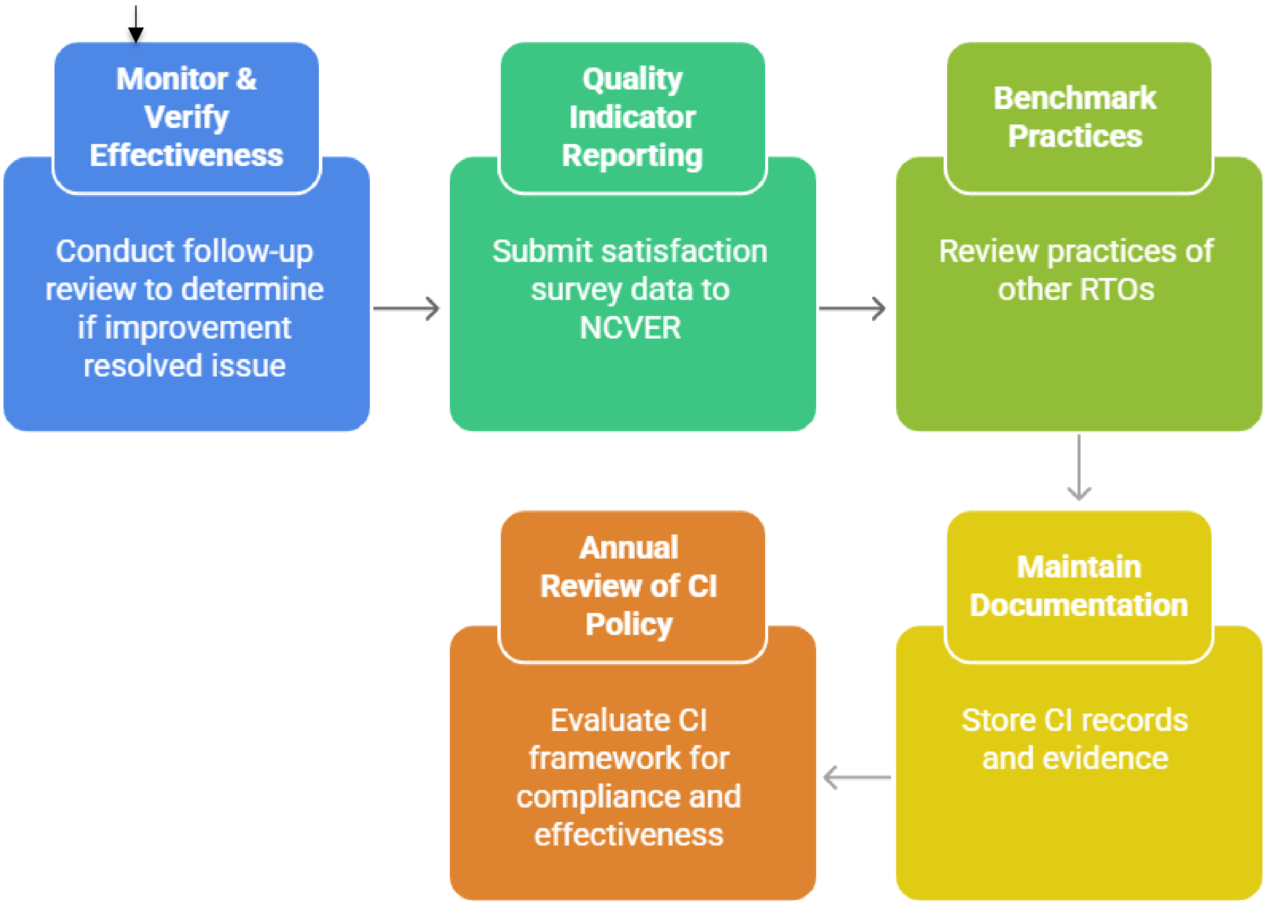
- **CEO:** Lead continuous improvement culture, approve audit reports and improvement plans
- **RTO Manager:** Oversee TQMS, conduct audits, analyse data, lead meetings, track register
- **Student Support Officer:** Maintain the CI Register, record all improvements, support documentation
- **Trainers / Assessors:** Collect student/employer feedback, participate in validation, flag issues
- **Admin Staff:** Support surveys, communication, and document control

10. Related Documents

- Continuous Improvement Register
- Internal Audit Plan & Tools
- Student and Employer Survey Templates
- Feedback, Complaints and appeal Forms
- Data Reporting Submission Logs
- Industry consultation form
- Staff Meeting and Validation Minutes

11. Flow chart

Continuous Improvement & Quality Assurance Process


Monitor & Verify Effectiveness
Conduct follow-up review to determine if improvement resolved issue
Quality Indicator Reporting
Submit satisfaction survey data to NCVER
Benchmark Practices
Review practices of other RTOs
Maintain Documentation
Store CI records and evidence
Annual Review of CI Policy
Evaluate CI framework for compliance and effectiveness