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# Melbourne Metropolitan College **Langford English College**

MMC PPIII Continuous Improvement Policy and Procedure









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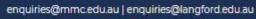
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#### 1. Table of Reference

Distribution	All staff and students			
Related	Active Transition Training Pty Ltd trading as:			
Entities	Melbourne Metropolitan College			
	Langford English College			
Related Documents	Quality Assurance Plan			
	Validation Plan			
	Continuous Improvement Register			
	PPI20_Records_Management_Policy_and_Procedure			
Statutory	National Vocational Education and Training Regulator Act 2011			
References	Standards for RTO's 2015			
	National Code of Practice 2018 Standards: 1.1, 1.2, 1.3, 1.8, 2.2, 2.4, 6.5, 8.1, 8.4, 8.5			
	• ESOS Act 2000			
Legislative context	• Commonwealth Human Rights and Equal Opportunity Commission Act 1986			
	Commonwealth Disability Discrimination Act 1992			
	Commonwealth Disability Standards for Education 2005			















The purpose of this policy is to ensure Melbourne Metropolitan College (MMC) and Langford English College (LEC) systematically monitors its ongoing compliance with the Standards for Registered Training Organisations (RTOs) 2015 and National Code of Practice for Providers of Education and Training to Overseas Students (2018).

MMC and LEC's approach to quality assurance is systematic and involves staff, clients, and external stakeholders and uses qualitative and quantitative data to identify improvements to its marketing, enrolment, assessment strategies, assessment, completion and governance practices.

This Policy will need to be read in conjunction with the following MMC and LEC Policies and Procedures:

- Training and Assessment Strategy
- Access and Equity
- Student Support Services
- Training Package Transition

### 3. Policy

The CEO and relevant delegates are responsible for the implementation and monitoring of this Continuous Improvement (CI) policy.

MMC and LEC must ensure this policy is available to High Managerial Agents and Executive Officers as defined by the Standards for Registered Training Organisations (RTOs) 2015.

MMC and LEC must develop, maintain and implement a Quality Assurance Plan for continuous improvement and ensure it is available to High Managerial Agents and Executive Officers as defined by the Standards for Registered Training Organisations (RTOs) 2015.

MMC and LEC ensures the policy is available to external stakeholders upon request.

Adherence to the plan for continuous improvement is assessed annually by the RTO and an external Vocational Education Training (VET) Consultant.

MMC and LEC management and staff will seek to identify opportunities for continuous improvement through:

- Regular staff meetings
- Formal and ad-hoc feedback from students, staff and stakeholders
- Complaints from student, staff and other stakeholders
- Undertaking an annual self-assessment audit against the current framework
- Undertaking internal Assessment Validation sessions
- Client feedback and evaluations
- Attending internal and external professional development workshops.

Where non-compliances with the Standards for Registered Training Organisations (RTOs) 2015 and ESOS National Code 2018 have been found, the RTO:













- takes action to control and correct it:
- deals with the consequences;
- reviews and analyses the non-compliance;
- determines the root-cause of the non-compliance;
- determines if similar non-compliances exist, or could potentially occur;
- implements any action required;
- notes the actions taken in the Continuous Improvement Register;
- reviews the effectiveness of any corrective action taken;
- documents the results of any corrective actions;
- updates risks and opportunities determined during planning, if necessary;
- makes changes to the Continuous Improvement Policy, Procedure and Plan when necessary.

#### 4. Procedure

When a continuous improvement opportunity is identified the following process should be followed:

- Provide feedback, verbal and/or written, about the improvement recommendation to the relevant Department Manager/CEO.
- The Department Manager/CEO will meet with relevant parties/staff members to discuss options for implementation with consideration to risk, impacts, systems, tools, and staff capabilities.
- A risk analysis approach will be undertaken to determine the urgency of the improvement.
- Management responsibility for further action will be allocated depending on the level of risk assigned to each report/task.
- An item will be recorded in the continuous improvement register.
- All relevant staff are informed of the change by email with the relevant resource stored as per record management policy.
- If necessary, the improvement is trialed and reported back to the Senior Management Team within the agreed timeline.
  - o The trial outcome is reviewed for effectiveness and if necessary, the process is amended and re-trialled.











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## 5. Quality Assurance Plan

Monitoring activities	How	When	Continuous Improvement Action
Review of training and assessment strategies	Obtain and review feedback from:  • trainers and staff  • candidates and employers  • industry experts with consultation activities  Obtain and review recommendations from:  • external audit reports  • validation activities  Monitor the status of training packages via the National Register.	Ongoing	Feedback is provided to the RTO Manager, Compliance Manager/Officer, and CEO.  The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the Continuous Improvement (CI) register.
Review of assessment materials	Obtain and review feedback from:	Ongoing	Feedback is provided to the RTO Manager and/or Compliance Manager/Officer and CEO.  The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the CI register.
Validation and moderation of assessment	<ul> <li>Obtain and review findings from Monthly review of completed assessments.</li> <li>Obtain and review recommendations from validation activities.</li> </ul>	As per the validation plan/schedule	Feedback is provided to the RTO Manager and/or Compliance Manager/Officer and CEO.  The RTO Manager and/or Compliance Manager/Officer





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Manitari:	Have	\\/\bar	Continuous
Monitoring	How	When	Continuous
activities			Improvement
			Action
			implements actions
			and records them in
			the CI register.
	Review training     packages and SRTO     requirements.		Feedback is provided to the RTO
Monitoring	requirements  Review trainer and		Manager and/or Compliance
trainer and	assessor files		Manager/Officer and
assessor			CEO.
competencies,	<ul> <li>Review, or enroll, or facilitate staff in</li> </ul>		
industry	Professional	Quarterly	The DTO Management
currency and			The RTO Manager
professional	Development activities		and/or Compliance
development of			Manager/Officer
staff	<ul> <li>Monitoring</li> </ul>		implements actions
	Professional		and records them in
	development plan		the CI register.
	Obtain and review feedback from trainers, staff,		Feedback is provided to the RTO Manager and/or
	students, agents and other relevant third parties.		Compliance Manager/Officer and CEO.
Review of	Consult with an		
Policies and Procedures	external VET Consultant	Annually	The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the CI register.
	Consult with an		Feedback is
	external VET		provided to the RTO
	consultant		Manager,
	Obtain and review		Compliance
External audit	evidence gathered		Manager/Officer,
reports	to assess the RTOs	Annually	and CEO.
reports	compliance with all		
	'		TI DTO A
	standards for the		The RTO Manager
	SRTOs 2015.		and/or Compliance
	<ul> <li>Review adherence</li> </ul>		Manager/Officer

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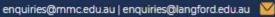
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	<u> </u>		<u> </u>
Monitoring activities	How	When	Continuous Improvement Action
	to the Continuous Improvement Plan.		implements actions and records them in the Continuous Improvement (CI) register.
Monitoring	<ul> <li>Review ASQA updates on asqa.gov.au</li> <li>Monitor the status of the Training package's on the RTOs scope of</li> </ul>		Feedback is provided to the RTO Manager, Compliance Manager/Officer, and CEO.
compliance requirements	liance National Register.	Ongoing	The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the Continuous Improvement (CI) register.
Customer evaluations	Review of     Evaluation     questionnaires     completed by     candidates after the     completion of a     course.	Ongoing	The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the Continuous Improvement (CI) register.
Quality indicator data	Review of AQTF     learner and     employer     questionnaires	Annually	The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the Continuous Improvement (CI) register.
Industry consultation	Review of outcomes     of industry     consultation     activities	In response to the RTO:  • Proposing to change its assessment strategies	The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the Continuous Improvement (CI)

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Monitoring activities	How	When	Continuous Improvement Action
		and practices.  Identifying new trends in industry, or;  The training package or qualificatio n is superseded.	register.
Complaints from candidates and other internal and external stakeholders.	<ul> <li>Monitoring and review of complaints and their outcomes.</li> </ul>	Ongoing	The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the Continuous Improvement (CI) register.

## 6. MMC Responsibilities

All trainers, assessors, and relevant staff who participate in this policy are responsible to ensure all procedures are implemented to meet all relevant legislative requirements and best business practices.

#### 7. Version Revisions

12 months from the date of this version, or as required.

#### 8. Review Date

Version Number	Date	Reason for change	Prepared By	Approved By
V.3	09/06/2024	Updated and improved	RTO Manager (SC)	CEO (HH)