# Melbourne Metropolitan College
# &
# Langford English College

## MMC PPI11 Continuous Improvement Policy and Procedure

MMC_PPI11_Continuous_Improvement_Policy_and_Procedure_V.3_2024

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## 1. Table of Reference

| Distribution | All staff and students |
|---|---|
| Related Entities | Active Transition Training Pty Ltd trading as:<br>● Melbourne Metropolitan College<br>● Langford English College |
| Related Documents | ● Quality Assurance Plan<br>● Validation Plan<br>● Continuous Improvement Register<br>● PPI20_Records_Management_Policy_and_Procedure |
| Statutory References | ● National Vocational Education and Training Regulator Act 2011<br>● Standards for RTO's 2015<br>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<br>● ESOS Act 2000 |
| Legislative context | ● Commonwealth Human Rights and Equal Opportunity Commission Act 1986<br>● Commonwealth Disability Discrimination Act 1992<br>● Commonwealth Disability Standards for Education 2005 |

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## 2. Purpose and Scope

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:

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- 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.
    - 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:<br>• trainers and staff<br>• candidates and employers<br>• industry experts with consultation activities<br>Obtain and review recommendations from:<br>• external audit reports<br>• validation activities<br>Monitor the status of training packages via the National Register. | Ongoing | Feedback is provided to the RTO Manager, Compliance Manager/Officer, and CEO.<br><br>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:<br>• candidates and employers<br>• industry consultation activities<br>Obtain recommendations from:<br>• validation activities<br>• external audit reports | Ongoing | Feedback is provided to the RTO Manager and/or Compliance Manager/Officer and CEO.<br><br>The RTO Manager and/or Compliance Manager/Officer implements actions and records them in the CI register. |
| **Validation and moderation of assessment** | • Obtain and review findings from Monthly review of completed assessments.<br>• Obtain and review recommendations from validation activities. | As per the validation plan/schedule | Feedback is provided to the RTO Manager and/or Compliance Manager/Officer and CEO.<br><br>The RTO Manager and/or Compliance Manager/Officer |

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

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| Monitoring activities | How | When | Continuous Improvement Action |
|---|---|---|---|
| | to the Continuous Improvement Plan. | | implements actions and records them in the Continuous Improvement (CI) register. |
| Monitoring compliance requirements | • Review ASQA updates on asqa.gov.au<br>• Monitor the status of the Training package's on the RTOs scope of registration via the National Register.<br>• Obtain and review findings of external audit reports<br>• Advice from External VET consultants. | Ongoing | Feedback is provided to the RTO Manager, Compliance Manager/Officer, and CEO.<br><br>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:<br>• 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. <br>• Identifying new trends in industry, or; <br>• The training package or qualification is superseded. | register. |
| **Complaints from candidates and other internal and external stakeholders.** | • Monitoring and review of complaints and their outcomes. | 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) |

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