

Alexandra Community Hub

Continuous Improvement Policy

Policy No:20

Policy:

Alexandra Community Hub (ACH) has a commitment to continuous improvement across the entire organisation and with reference to Registered Training Organisation (RTO) compliance with Vocational Education and Training (VET) Quality Framework.

ACH will monitor its continuous improvement plan on a regular basis.

This policy should be read in conjunction with the related policies listed below.

Procedure:

1. All continuous improvement strategies will be recorded in the Continuous Improvement Register which will be monitored and reviewed by the Compliance Officer at least monthly.
2. ACH will gather data from a range of sources including various Learner questionnaires, complaints forms, verbal feedback, staff meetings, validation meetings, internal audits, risk assessment and external sources such as audit processes, industry representatives and other RTO's.
3. Any issues identified will be recorded in the Continuous Improvement Register with a review date.
4. ACH will identify appropriate action to be taken and take immediate action if required.
5. The Coordinator and Committee of Management will be informed of any serious issues requiring direction.
6. The Compliance Officer will review the database regularly to ensure strategies are being implemented.

Related Standards for RTOs 2015

Standard 2

Related Documents

Learner Questionnaire

Complaints form

Continuous Improvement plan

Related Policies

Risk Management Policy

Complaints Policy

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Version	Original	1	2	3	4	5	6	7	8
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