

Policy Name:	Continuous Improvement
Policy No.	RC1.0
Issued:	20 March 2023
Reviewed:	

### Purpose

Continuous improvement is an essential component of operating a training and assessment system that meets or exceeds defined quality standards. HITsa is committed to providing high quality training and assessment that is relevant to clients, employers and industry and meets the requirements of the Standards for Registered Training Organisations (SRTOs 2015).

The objective of this policy is to provide a mechanism for HITsa to systematically and continually review and improve its systems and practices as well as training and assessments products and services to meet compliance with the SRTOs.

Collectively, this effort is termed **continuous improvement**.

### Areas Affected

All methods of HITsa's operations that are linked to the delivery of training and assessment

### General

HITsa will develop and implement feedback methods that will form the basis of measuring performance and identifying opportunities for continuous improvement.

Improvement opportunities will be documented in HITsa's "CONTINUOUS IMPROVEMENT REGISTER".

Each entry to this register will be categorised into

1. Area of training or administration
2. Student Experience; Efficiency or Service Delivery to Partners

The likely impact of each improvement will also be rated (from very low to very high)

Processes to identify continuous improvement opportunities may be informal or formal.

**Informal Recognition:** Ideas obtained through informal collaboration, reading, observation, networking, incidental discussion

**Formal Recognition:** HITsa applies a variety of formal review methods to identify continuous improvement opportunities per below -

Satisfaction Surveys	<b>Student</b> – to address classroom environment, subject / unit content, material presentation, assessment techniques, learning materials, trainer and free text for additional contributions
Staff Performance Reviews	2-way feedback <b>Staff member</b> - individual attitude, effort, skill, ambition and commitment. <b>Employer</b> – culture, staff management, professional development opportunities, work environment
Validation	Quality of training and assessment outcomes
Formal Meetings – Trainer, Management, Staff	Extensive feedback on agenda items and “other business”

END

Date	Version	Amendment(s)
20.03.23		Original Document – Replaces HITP0011/9, HITP0046/6