Continuous Improvement

AIHFE strongly believes in continually improving our practices, systems and processes to be able to deliver a high standard of training and assessment services. This enables us to meet the requirements of Clause 2.2 of the Standards for RTOs 2015 and in order to achieve this, we apply a clear and systematic approach as part of our operations and strategies.

General Continuous Improvement Principles

Continuous improvement is at the core of all of our strategies and covers all aspects of our operations. We believe that continuous improvement activities drive organisational excellence to improve the delivery of our services, which is why we are committed to reviewing and discussing continuous improvement matters at each management meeting.

We endeavour to implement a culture of continuous improvement by:

- Encouraging stakeholders to provide suggestions and feedback freely and anonymously (should they wish to remain anonymous);
- Focusing on understanding our students, clients and stakeholders in detail;
- Benchmarking and regularly measuring the performance of key processes;
- Analyse data using appropriate metrics;
- Monitoring practices, systems and processes, particularly our training and assessment strategies, practices and tools to ensure ongoing compliance with SRTOs 2015; and
- Systematically evaluating and using the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices.

Continuous Improvement Procedure

1. **Compile data for review and analysis** – data is collected to support our continuous improvement efforts a variety of sources to enable us to review, strategies and respond appropriately, such as:
   - AQTF Learner and Employer Questionnaires
   - Marketing and operational documents and materials
   - Assessment Validation Checklists
   - Complaints and Appeals and Feedback records
   - Internal and External Audit reports
   - Completed Training and Assessment tools and records
   - Manual of Policies and Procedures

2. **Identify areas for improvement** – once areas for improvement have been identified, they are to be reviewed and a possible plan of action discussed, including delegating duties and setting timeframes. This should be added to the Continuous Improvement Register.

3. **Research and brainstorm** – solutions should then be brainstormed and researched, and a shortlist of the possible solutions is then developed.

4. **Implement agreed actions for improvement** – prepare implementation plan to have the solutions effected.

5. **Monitor mechanisms** – once the actions have been implemented for several weeks, they should be monitored and feedback gathered on the new systems, processes or practices. Whenever changes are made, improvements must be monitored and checked on to ensure it is working as intended. This should all be recorded on our Continuous Improvement Register.

Continuous Improvement Process Flow-Chart