

1. Objectives

The purposes of the Continuous Improvement Policy & Procedures are to:

- a) affirm Central Coast Community College's (the College) commitment to the ongoing cycle of quality improvement; and
- b) provide our workforce with guidance on how to implement continuous improvement in their day to day work.

2. Scope

This policy applies to the College and its related entities.

3. Key Responsibilities

Role	Responsibility
Executive Director	develop, oversee implementation of, and periodically review the Continuous Improvement Policy & Procedures
Business Unit Managers	implement the Continuous Improvement Policy relevant to their area and across the scope of registration for which they are responsible

4. Definitions

In this policy:

Term	Meaning
ASQA	Australian Skills and Quality Authority
ISC	Industry Skills Council
ITAB	Industry Training Advisory Body
NRT	Nationally Recognised Training (qualifications on College's ASQA scope of registration)
NSSC	National Skills Standards Council
RTO	Registered Training Organisation

5. Policy Statements

- 5.1. The College is committed to operating efficiently and effectively in order to meet the needs of clients and stakeholders, and recognises that continuous improvement is a vital component of continued success.
- 5.2. The College undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of relevant stakeholders.

6. Guidelines & Procedures

Possible sources of continuous improvement

Continuous Improvement opportunities provide an internal and external monitoring of our activities. The most common avenues of data collection, feedback and analysis are:

- ❖ periodic review of resources, systems and processes including policies, procedures and documentation;
- ❖ informal feedback from candidates, trainers, assessors;
- ❖ feedback and results from surveys, candidates, trainers, assessors, staff, industry, external stakeholders;
- ❖ outcomes as a result of internal review, wider organisational change, audit activity or compliance requirements from regulatory and funding bodies; and
- ❖ outcomes of complaints and appeals.

Sources	Actions	Who	When
Client Feedback <ul style="list-style-type: none"> ❖ Quality Indicators for RTO's ❖ Course Evaluation (CE) Forms ❖ Focus groups ❖ Exit and Destination Surveys ❖ Ad-hoc comments 	Analyse responses to measure improvement (or otherwise) in indicators	For CCCC QI Forms - Executive Director and Management Team. For CCCC CE Forms – Business Unit Managers . For CNT QI & CE Forms – VET Manager	Business Unit Managers are expected to review client feedback from their area of responsibility when received and before forwarding documentation further.
Quality Indicator Surveys issued to all students and employers involved in NRT programs. Course evaluation forms used for both NRT and non-accredited programs. Focus groups when established for specific programs.	Identify any comments from stakeholders regarding possible improvements. Analyse improvement suggestions for appropriateness, affordability, return on investment. Action where authority exists and it is appropriate to do so. Refer any suggestions that could be useful to other business units, to the Management Team via Management Team Meeting Agendas Refer any institution-wide suggestions to the Management Team or Executive Director Refer any WHS issues that you cannot resolve to your direct manager	For CCCC – Business Unit Managers For CNT – VET Manager	Ongoing throughout the year

CONTINUOUS IMPROVEMENT POLICY & PROCEDURES

Sources	Actions	Who	When
Complaints & Grievances	Refer any opportunities for continuous improvement arising from the root cause of any complaint to direct manager, Staff Meeting Agenda, Management Team Meeting Agenda or Executive Director as appropriate	Staff member handling complaint or grievance	Ongoing throughout the year
External Audits & Reviews	Refer any compliance deficiencies to Business Unit Manager responsible for area of delivery Refer institution wide, or serious non-compliances to the Executive Director	Staff member liaising with lead auditor	As scheduled
Internal Audits & Reviews	Refer any compliance deficiencies to the appropriate Business Unit Manager responsible for area of delivery Refer institution wide, or serious non-compliances to the Executive Director	Lead auditor	As scheduled
Networks & subscriptions	Staff participation in networks and subscriptions to informational newsletters provide a useful source of information to guide continuous improvement. Refer any suggestions to the Management Team via Management Team Meeting Agendas, or whole of staff via Staff Meeting Agendas. Information gleaned from these sources is used to improve: <ul style="list-style-type: none"> • Client services • Documentation & Templates • Management of operations • Policies & Procedures • Training & Assessment 	All relevant staff	Ongoing, including: <ul style="list-style-type: none"> • Peak body membership • ASQA newsletter • training.gov.au updates • State Training Services • Relevant ITAB/ISC • Local and State Business Chamber • Relevant government organisations

CONTINUOUS IMPROVEMENT POLICY & PROCEDURES

Sources	Actions	Who	When
Periodic review of policies, procedures and documentation	Review Governance Procedures	Board of Governance	As defined by scheduled review dates and when required by changes to legislation, regulation, funding contracts or when impacted by organisational change
	Review Operational Directives – in consultation with workforce and other stakeholders as required	Executive Director	
	Review procedures in consultation with relevant workforce members	Executive Director Relevant Business Unit Manager or Management Team	
Professional Development	<p>College staff attends relevant external workshops, seminars and conferences. Staff are expected to share their knowledge on return from such activities and information may be used to improve any operational area of the College.</p> <p>The College conducts internal professional development workshops for staff/trainers & assessors. This provides staff/trainers & assessors with an opportunity to gain information on VET system and operational changes.</p> <p>Opportunities are provided for input from staff/trainers & assessors.</p>	Relevant staff	Ad hoc as available and/or required.
Staff & Management Team meetings	<p>Staff and management team meetings provide an opportunity for personnel to provide feedback for continuous improvement from their area of responsibility. Continuous improvement is a standing agenda item for all meetings. Information gathered from these meetings is used to improve :</p> <ul style="list-style-type: none"> • Client services • Documentation & Templates • Management of operations 	All staff	Staff meetings – monthly Management Team meetings – monthly or more frequently as needed

CONTINUOUS IMPROVEMENT POLICY & PROCEDURES

Sources	Actions	Who	When
	<ul style="list-style-type: none"> Policies & Procedures 		
Trainer meetings	<p>Trainer meetings provide an opportunity for trainers/assessors to provide feedback to their Business Unit Manager on their experiences and suggestions for improvement.</p> <p>Trainer meetings may be held face-to-face or by electronic means.</p> <p>Refer any suggestions that could be useful to other business units or institution-wide issues to the Management Team via Management Team Meeting Agendas</p>	Business Unit Manager responsible for area of delivery.	As scheduled, at least twice per year
Validation and moderation	<p>Regular validation and/or moderation sessions will be undertaken for all units of competency/modules.</p> <p>Validation and moderation may be internal or external and may be carried out in consultation with relevant subject matter experts, authors, and trainers & assessors.</p> <p>Outcomes will be recorded and analysed, using information to improve training and assessment materials and assessment tools</p> <p>Refer any suggestions that could be useful to other business units to the Management Team via Management Team Meeting Agendas</p>	Business Unit Manager responsible for area of delivery.	On a regular basis as required by frequency of program delivery

7. Compliance

Central Coast Community College's Continuous Improvement Policy and related procedures shall contribute to compliance with the following legislation/regulations:

a) NVR Standards for Continuing Registration