



DAYS SAFE PTY LTD

Policy & Procedure – Continuous Improvement

Purpose	<p>The purpose of this Policy & Procedure (P&P) is to ensure Daysafe Pty Ltd actively pursues continuous improvement by constantly evaluating and developing all aspects of business operations to ensure efficiency, effectiveness and flexibility.</p>
Scope	<p>This P&P provides guidance on the systematic, ongoing effort to continuously improve products, services, or processes.</p>
Inputs	<p>Standard 1 - The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses</p> <p>1.10. For the purposes of Clause 1.9, each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on the RTO's scope of registration, including those risks identified by the VET Regulator.</p> <p>Standard 2 - The operations of the RTO are quality assured</p> <p>2.2. The RTO:</p> <ul style="list-style-type: none"> a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals <p>Standard 6 - Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively</p> <p>6.5. The RTO:</p> <ul style="list-style-type: none"> b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

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Standard 8 - The RTO cooperates with the VET Regulator and is legally compliant at all times.

8.4. The RTO provides an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:

- a) currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
- b) has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

Requirement	<p>Systematic monitoring of internal systems, strategies and practices allows an RTO to quickly respond to changes in the marketplace or to stakeholder expectations.</p> <p>The RTO is to conduct a regular review of their training and assessment, using a range of information, including:</p> <ul style="list-style-type: none"> • quality indicator data • validation outcomes • client feedback • trainer and assessor feedback, and • complaints and appeals. <p>This data is to be used to decide whether changes to strategies or practice are needed. These reviews can be conducted in conjunction with industry engagement activities, which relate to the ongoing monitoring of training and assessment strategies and practices.</p> <p>The RTO is to record all complaints and appeals received, and document outcomes. This information is to be used to review the RTO's processes and practices to ensure the issue doesn't happen again.</p> <p>Third Party Arrangements</p> <p>Reviews should include any arrangements where services are provided by a third party, as the RTO is ultimately responsible for the quality and compliance of all services provided under its RTO registration, regardless of where or by whom they are delivered.</p>
Reference Documentation	<p>Other reference documentation which relates to this P&P includes:</p> <ul style="list-style-type: none"> • ASQA Publications: <ul style="list-style-type: none"> ○ General direction: Quality indicators

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- NSSC Fact sheets – Quality Indicators for RTOs
 - Engaging the learner voice
 - Working with learner and employer expectations
 - Enhancing survey response rates
 - Monitoring quality data over time
 - Interpreting quality indicator data
 - Benchmarking for continuous improvement
 - Building confidence in your RTO's Services
- A guide to continuous improvement of assessment in VET

Tools & Templates	This P&P is supported by the Tools & Templates identified at each stage in the process.
Policy	<p>Daysafe Pty Ltd will continue to improve all aspects of the management of Daysafe Pty Ltd by implementing a Continuous Improvement process that will systematically evaluate and develop all aspects of business operations to ensure they are efficient, effective and flexible.</p> <p>Daysafe Pty Ltd will identify continuous improvement actions by systematically:</p> <ul style="list-style-type: none"> • collecting and analysing feedback from student, employers, clients and peers in order to identify areas for improvement, • seeking relevant industry input, • validating and moderating training and assessment, • reviewing the management of operations, and • undertaking regular internal audits, <p>Additionally, all RTO personnel are encouraged to raise suggestions for continuous improvement at any time.</p> <p>Continuous improvement actions will inform changes to the management of operations, training and assessment and client services.</p> <p>Third Party Arrangements</p> <p>Reviews are to include any arrangements where services are provided by a third party.</p>

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<p>Feedback from Students</p> <p>Output:</p> <p>Responsibility:</p>	<p>Feedback from students is systematically collected using:</p> <ul style="list-style-type: none"> • AQTF Learner Questionnaire • Daysafe Client Feedback Forms <p>The data captured is analysed to provide an overall picture of the outcomes being achieved by Daysafe Pty Ltd and how well the training and assessment is meeting client needs</p> <p>Corrective actions are to be instigated if required.</p> <p>Continuous Improvement Records are submitted to the Office Manager for inclusion into PowerPro RTO and the Continuous Improvement Folder.</p> <p>Copies of relevant completed forms</p> <p>Continuous Improvement Record completed</p> <p>Trainers & Assessors</p> <p>Office Manager</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>AQTF Learner Questionnaire</i> • <i>Daysafe Client Feedback Forms</i> • <i>Daysafe Template - Continuous Improvement Record</i> • <i>PowerPro RTO</i>
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<p>Feedback from Employers, Clients and Industry</p> <p>Output:</p> <p>Responsibility:</p>	<p>Feedback from employers, clients and industry is systematically collected using:</p> <ul style="list-style-type: none"> • AQTF Employer Questionnaire • Email correspondence • Via telephone (Documented as a CI Record if required) <p>The data captured is analysed to provide an overall picture of the outcomes being achieved by Daysafe Pty Ltd and how well the training and assessment is meeting client needs</p> <p>Corrective actions are to be instigated if required.</p> <p>Continuous Improvement Records are submitted to the Office Manager for inclusion into PowerPro RTO and the Continuous Improvement Folder.</p> <p>Copies of relevant completed forms</p> <p>Continuous Improvement Record completed</p> <p>Trainers & Assessors</p> <p>Office Manager</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>AQTF Employer Questionnaire</i> • <i>Daysafe Template - Continuous Improvement Record</i> •
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<p>Validation & Moderation Activities</p> <p>Output:</p> <p>Responsibility:</p>	<p>Validation and moderation is to be conducted systematically in accordance with Daysafe Pty Ltd's Validation & Moderation Plan (In Action Plan) which reflects the frequency with which the courses delivered and numbers of students participating.</p> <p>The validation and moderations activities are to be conducted using Daysafe Validation Checklists</p> <p>Continuous Improvement actions may arise from validation and moderation activities.</p> <p>Continuous Improvement Records are submitted to the Office Manager for inclusion into PowerPro RTO and the Continuous Improvement Folder.</p> <p>Copies of the completed Validation & Moderation Checklists Continuous Improvement Record completed</p> <p>Trainers & Assessors Office Manager</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Validation & Moderation Plan</i> • <i>Daysafe Validation Checklists</i> • <i>Daysafe Template - Continuous Improvement Record</i>
<p>Audit Reports</p> <p>Output:</p> <p>Responsibility:</p>	<p>As part of the Daysafe Pty Ltd quality assurance processes to ensure that all aspects of Daysafe Pty Ltd's operation are conducted in accordance with the documented policies, procedures and associated documents, internal audits are to be conducted at least once per year.</p> <p>Continuous Improvement Records are submitted to the Office Manager for inclusion into PowerPro RTO and the Continuous Improvement Folder.</p> <p>Audit Report Continuous Improvement Record completed</p> <p>CEO</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Template - Continuous Improvement Record</i>

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<p>Informal Suggestions</p> <p>Output:</p> <p>Responsibility:</p>	<p>Daysafe personnel are encouraged to identify opportunities for continuous improvement during the course of their day to day activities. This may include, but are not limited to, improvement to:</p> <ul style="list-style-type: none"> • Policies & Procedures • RTO documentation • Daysafe Templates <p>Continuous Improvement Records are submitted to the Office Manager for inclusion into PowerPro RTO and the Continuous Improvement Folder.</p> <p>Copies of relevant document to be amended Continuous Improvement Record completed</p> <p>All RTO Personnel</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Template - Continuous Improvement Record</i>
<p>Review of Continuous Improvement Suggestions</p> <p>Output:</p> <p>Responsibility:</p>	<p>Continuous Improvement actions and suggestions are to be reviewed as they are raised.</p> <p>If the suggestion is approved the action is recorded in the Continuous Improvement Register on PowerPro RTO as an open action with responsibility and time lines for completion identified.</p> <p>The hard copies of Continuous Improvement Records with copies of the relevant documents to be amended attached, are filed in the Continuous Improvement Folder.</p> <p>Updated Continuous Improvement register (PowerPro) Copies of relevant document to be amended Continuous Improvement Record completed</p> <p>CEO</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Template - Continuous Improvement Record</i> • <i>PowerPro RTO</i>

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<p>Continuous Improvement Actions Complete</p>	<p>Once the Continuous Improvement Actions has been Completed evidence is to be provided to the CEO</p> <p>If sufficient evidence is provided and the issue has been fully addressed the Continuous Improvement Record is to be completed and the supporting evidence attached.</p> <p>The completed Continuous Improvement Record and supporting evidence remains in PowerPro and the Continuous Improvement Folder.</p> <p>The status in the Continuous Improvement Register in PowerPro is updated.</p>	<p>Tools & Templates</p> <ul style="list-style-type: none"> • <i>Daysafe Template - Continuous Improvement Record</i> • <i>PowerPro RTO</i>
<p>Output:</p>	<p>Action closed in the Continuous Improvement Register</p> <p>Continuous Improvement Record completed</p>	
<p>Responsibility:</p>	<p>Office Manager</p>	

<p>Key Performance Indicator:</p>	<p>The effectiveness of this P&P is to be measured by:</p> <ul style="list-style-type: none"> • the number of Continuous Improvements raised over a 12 month period, • the number of Continuous Improvements completed over a 12 month period, • the number of Continuous Improvements open for more than 30 days over a 12 month period,
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