

# Policy No. 29

## Continuous Improvement

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### 1. Policy Objective

The objective of the Continuous Improvement Policy and Procedure for St John Ambulance Western Australia Ltd (St John) Registered Training Organisation (RTO) No. 0392 is to ensure that St John RTO provides quality training, assessment and services to meet the Standards for RTOs 2015 requirements.

This Policy and Procedure supports the following Standards for RTOs 2015:

- ▶ Standard 2.2.

### 2. Policy

1. This Policy and Procedure version is effective as of 1 November 2017.
2. St John RTO will manage its continuous improvement process by:
  - ▶ Selecting the data; and
  - ▶ Adhering to the improvement process outlined in this document.
3. St John RTO will collect data for continuous improvement from:
  - ▶ Validation report;
  - ▶ Participant and employer feedback;
  - ▶ Trainer and Assessor feedback;
  - ▶ Internal audit report;
  - ▶ Industry consultation; and
  - ▶ RTO stakeholder input.
4. St John RTO will improve its processes by:
  - ▶ Having version controlled documents;
  - ▶ Reviewing and improving its RTO Policies and Procedures annually; and
  - ▶ Improving RTO processes in general.
5. This Policy and Procedure is to be read in conjunction with:
  - ▶ St John RTO Policy and Procedure No. 1 Training and Assessment Strategy;
  - ▶ St John RTO Policy and Procedure No. 7 Validation and Moderation;
  - ▶ St John RTO Policy and Procedure No. 10 Compliance with Standards for RTOs 2015;
  - ▶ St John RTO Policy and Procedure No. 19 RTO Reporting Obligations;
  - ▶ St John RTO Policy and Procedure No. 22 Records Management;
  - ▶ St John RTO Policy and Procedure No. 25 RTO Risk Assessment; and

- ▶ St John RTO Policy and Procedure No. 26 Document Version Control.
- 6. St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
<b>Directorate:</b>		<b>Responsible Manager:</b>
Community Services		Executive Manager Education Services
<b>Risk Rating:</b>	<b>Review Cycle:</b>	<b>Review Next Due:</b>
High	Annual	July 2018
<b>Compliance References:</b>		
<b>Statutory:</b>	Standards for RTOs 2015	
<b>Industry</b>	Vocational Education and Training	
<b>St John Ambulance:</b>	RTO	
<b>Quality Management System:</b>		
<b>Document Location</b>	G:\25 RTO Policies and Procedures\Word Documents - Policies Procedures\29 Continuous Improvement\Policy and Procedure No. 29 Continuous Improvement V4 (Draft).docx	
<b>Version:</b>	<b>Decision Reference:</b>	<b>Synopsis:</b>
1	Document Created	VET Reform and Standards for RTOs 2015
2	Minor Changes	St John RTO Stakeholder Feedback provided on 30/6/2015
3	Changes to Numbers in Documents Related Updated Spelling/Formatting and Included References to LMS	Following Review of Compliance Documentation Introduction of St John LMS
4	Annual review by RTO Stakeholders	<ol style="list-style-type: none"> <li>1. New format</li> <li>2. Section 5 reduced</li> <li>3. Section 6 added</li> <li>4. Simplified process</li> <li>5. Effective as of 1.11.2017</li> </ol>