

Policy No. 29

Continuous Improvement

1. Policy Objective

The objective of the Continuous Improvement Policy and Procedure for St John Ambulance Western Australia Ltd (St John WA) 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
- ▶ Standard 6

2. Policy

1. This Policy and Procedure version is effective as of May 2022.
2. For the purposes of this Policy and Procedure “St John RTO Stakeholders” refers to the First Aid Training Services Administration team, the Customer Experience team, the Marketing Programs team and other relevant departments in St John Ambulance.
3. St John RTO Stakeholders will inform their staff of the requirements of this RTO Policy and Procedure.
4. St John RTO Stakeholders will adhere to this Policy and Procedure at all times.
5. St John RTO will manage its continuous improvement process by:
 - ▶ Selecting the data
 - ▶ Adhering to the improvement process outlined in this document.
6. St John RTO will collect data for continuous improvement from:
 - ▶ Validation workshops
 - ▶ Participant and employer feedback
 - ▶ Trainer and Assessor feedback
 - ▶ Internal audit report
 - ▶ Industry consultation
 - ▶ RTO stakeholder input.
7. St John RTO will improve its processes by:
 - ▶ Having version controlled documents
 - ▶ Reviewing and improving its RTO Policies and Procedures annually
 - ▶ Improving RTO processes in general.
8. St John RTO Stakeholders will:

- ▶ **Conduct** compliance activities as detailed in the annual RTO Compliance Calendar
 - ▶ **Store** evidence of their ongoing compliance
 - ▶ **Provide** evidence of their compliance for the purposes of internal, external audits and on request.
- 9.** 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
 - ▶ St John RTO Policy and Procedure No. 26 Document Version Control.
- 10** St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
Directorate:		Responsible Manager:
Communications & Brand		Head of First Aid Quality
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	May 2023
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
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Version:	Decision Reference:	Synopsis:
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"> 1. New format 2. Section 5 reduced 3. Section 6 added 4. Simplified process 5. Effective as of 1.11.2017
5	Review and update	Updated to reflect current process