Continuous Improvement Policy and Procedure

1. Introduction

AICC is committed to the provision of high-quality vocational education that meets the needs of industry, employers and individuals.

2. Compliance

1. This is a compliance requirement under the:
    a. Standards 4.4 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
    b. National Code of Practice for Providers of Education and Training to Overseas Students 2018 (https://www.legislation.gov.au/Details/F2017L01182).
    c. Data Provision Requirements 2012
    d. NSW Recognition Framework, 1.4, 3.1
    e. National VET Data Policy (November 2017)

3. Principal Considerations

To ensure continual compliance and high-quality education, AICC is committed to an integrated continuous improvement process that reviews and evaluates our training and assessment services, student services and administrative management systems.

The following policy outlines AICC's systematic, transparent and comprehensive continuous improvement process and the expectations and responsibilities of its staff. Its objective is to ensure:

- Compliance with all relevant legislation and regulations.
- The delivery of high quality vocational education and outcomes that meet the needs of individuals, employers and industry.
- The systematic collection of feedback from students, employers, personnel or other stakeholders and where opportunities for improvement are identified, they are actioned.
- The systematic measuring and monitoring of operational key performance indicators and use of this data as the basis for continual improvement and business growth.

4. Intent

AICC's Continuous Improvement Policy applies to all staff (general staff, trainers/assessors) involved in the provision of vocational education. The continuous improvement systems and processes are developed to meet the required standards and any future modification to those standards.

5. *Relevant Definitions*

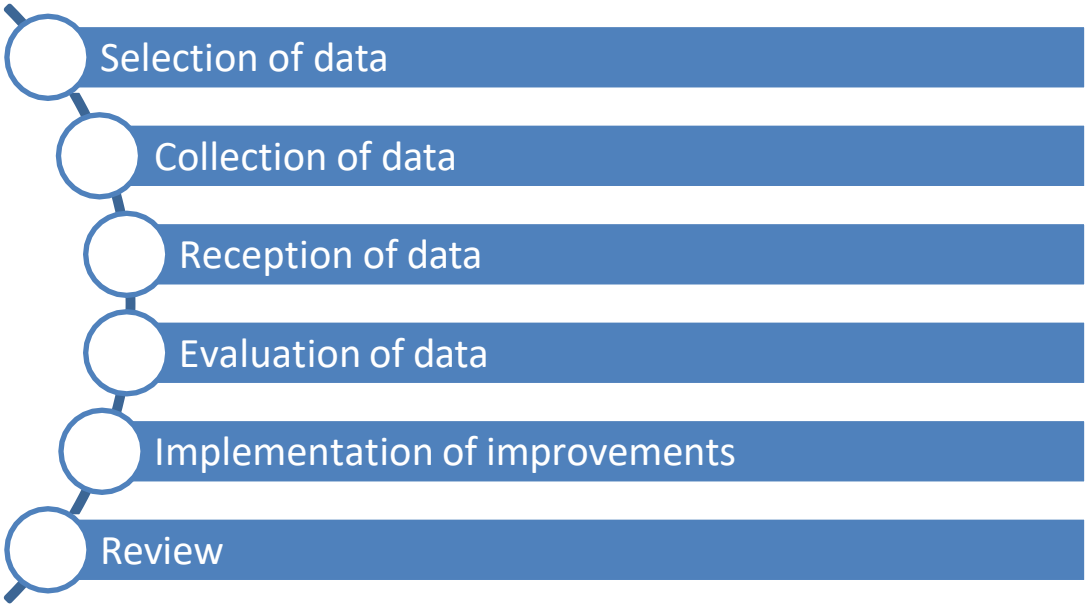
2. In the context of this document:

Academic Record	A full record of subject results that students receive after the completion of a program of learning and awarded by AICC at graduation.
Australian Qualifications Framework (AQF)	The national policy for regulated qualifications in Australian education and training.
Australian Quality Training Framework (AQTF)	The national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system. Initially established in 2001 for implementation in 2002, it is approved by the Ministerial Council for Tertiary Education and Employment (MCTEE), which includes all Ministers for VET in Australia.
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's vocational education and training (VET) sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
Award	An academic certificate, diploma or Advanced Diploma received upon completion of a full qualification.
ESOS Framework	The legislative framework that overlooks the provision of education to overseas students, comprising of the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2001 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code 2018.
Program of Learning	Any learning path where a student successfully completes part or a full qualification which leads to either of two outcomes: An AQF qualification or a non-accredited learning outcome.
Registered Training Organisation (RTO)	A vocational education and training organisation registered by a state or territory registering body in accordance with ASQA.
Statement of Attainment	A document awarded when units have been achieved but do not meet the requirements for a full AQF qualification.
Subject	One or more units of competency, taught over ten weeks and assessed in a holistic way that is compliant with regulatory obligations.
Testamur	The certificate that students receive after the completion of a complete Program of Learning and awarded by AICC at graduation.
The Education Services for Overseas Students Act 2000 (ESOS Act)	The primary Act that establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	Supporting legislation that sets nationally consistent standards for the delivery of courses to overseas students. The National Code 2018 commenced on 1 January 2018
Unit of Competency (UoC)	A single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification (AQF, 2013).
Unique Student Identifier (USI)	A reference number that will link to the National Vocational Education and Training (VET) Data Collection allowing an individual to view all of their training results from all providers including all completed training units and qualifications
Vocational Education and Training (VET)	A type of tertiary education under the Australian Qualifications Framework (AQF), which enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.
AICC Management Group	It consists of the Director, CEO/PEO, Marketing Manager, Compliance Manager and trainer and assessor
Quality Indicators	Data that is collected that looks at Learner Engagement, Employer Satisfaction and Competency Completion
Requestor	Any person who has initiated a corrective action
Corrective Action	Any action taken to: Implement a continual improvement opportunity Correct any identified deficiency or fault in a system or process Implement an Internal Audit Correction
Remedial Correction	An action for correcting a simple problem (not procedural in nature) or for implementing a temporary solution to a problem until a full and complete solution can be identified and implemented.
Procedural Correction	An action plan developed to address a problem that impacts on AICC operations, conflicts with regulatory obligations or is creating a liability risk to AICC.
Preventative Correction	An action for correcting an identified weakness or inefficiency in a system or process which has not yet caused a procedural failure, non-compliance or caused an initiation of a complaint action process.
Internal Audit Correction	An action which has been initiated in response to an adverse finding through an internal or external audit process. This action may be remedial, procedural or preventative in nature.

6. Procedure

AICC applies a systematic approach to support continuous improvement. This approach includes:



All personnel within AICC have a role in its continuous improvement processes. Additionally, students or employers may identify opportunities for corrective action through formal and informal feedback processes, or formal complaints and grievances.

a. Selection of data

Data collected by AICC has been selected based on its relevance to Standards 4.4 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, quality indicators and our commitment to continually improving service delivery. Data sources have been selected to provide a balance of qualitative and quantitative information. Table 1 identifies data for collection and for input into our continuous improvement system.

Table 1: Selection of Data

Data Selection	Method	Responsibility
Learner satisfaction rates	• Quality Indicators • Formative and Summative student evaluations	• Compliance Manger • CEO • Trainers/Assessors
Employer satisfaction rates	• Quality Indicators • Formative and Summative student evaluations	• Compliance Manger • CEO • Trainers/Assessors
Outcomes of complaints and appeals processes	• Complaints and appeals report • Review of complaints register	• Compliance Manger • CEO

	• Internal/external audits	
Opportunities for improvement reported by staff or other stakeholders	• Continuous Improvement Reports • Hazard identification report • Team meeting minutes • Recommendations from relevant committees • Internal / external audits	• Compliance Manger • CEO • Trainers/Assessors
Outcomes of validation and moderation processes	• Validation/moderation meetings • Validation/moderation schedule	• Compliance Manager • CEO
Human resource management systems	• Team meetings • Recommendations from relevant committees • Internal external audit	• Compliance Manager
Outcomes of industry consultation	• Industry consultation meetings • Employer feedback	• CEO • Trainers/Assessors
Information from the National VET Regulator	• STS Meetings • Training market	• Compliance Manager • CEO
Outcomes of administration and management processes	• Recommendations from relevant committees • Internal/external audits	• Compliance Manager • CEO
Outcomes of external and internal quality audits	• Recommendations from relevant committees • Internal/external audits	• Compliance Manager • CEO • General staff

b. Collection of Data

AICC staff and other stakeholders are often best placed to observe deficiencies in our services and can best identify opportunities for improvement.

Qualitative and quantitative data is collected and evaluated at pre-scheduled intervals throughout the calendar year. Focus on evaluation and type of evaluation i.e. Formative or Summative evaluation determines method and schedule. Table 2 outlines the schedule for the collection of data based on data selection method.

Once collected this range of information is collated during reception and prepared for presentation to the AICC Management Group, which forms part of the agenda of the management meeting. Recommendation are then tabled for consideration.

Table 2: Collection of data

Data selection	Method	Schedule
Learner satisfaction rates	• Quality indicators • Formative and summative student evaluations	Course completion.
Employer satisfaction rates	• Quality indicators	Course completion.

	• Formative and summative student evaluations	
Outcomes of complaints and appeals	• Complaints and appeals report • Review of complaints register • Internal/external audits	Reviewed by CEO as required, recommendation tabled at AICC Management Group meeting
Opportunities for improvement reported by staff or other stakeholders	• Continuous Improvement reports • Hazard identification report • Team meeting minutes • Recommendations from relevant committees • Internal/external audits	• Continuous Improvement Reports as identified • Hazard Identification Reports generated as identified • Reports tabled at AICC Management Group Meeting • Recommendations from relevant meetings • Bi-annually as per audit schedule
Outcomes of validation and moderation processes	• Validation/moderation meetings • Validation/moderation schedule • Internal/external audits	• Validation/moderation schedule • Recommendations from relevant meetings tabled monthly • Bi-annually as per audit schedule
Human resource management systems	• Performance appraisals • Professional development process • Team meetings • Internal/external audits	• Staff audit conducted bi-annually • Recommendations from relevant meetings tabled monthly • As per audit schedule
Outcomes of industry consultation	• Industry consultation meetings • Employer feedback	• Recommendations from meetings tabled monthly
Information from the National VET Regulator or Industry Reference Committee	• State Training Services Meetings • Training Market Newsletters	Tabled at AICC Management Meeting
Outcomes of administration and management processes	• Recommendations from relevant committees • Internal/External audits	Tabled at AICC Management Meeting
Outcomes of external and internal quality audits	• Recommendations from relevant committees • Internal/External audits	• As per internal audit schedule • At conclusion of any external audit process

c. Reception of data

Quantitative data is received and loaded into an excel continuous monitoring sheet. The sheet is nationally consistent database and acts as the central repository for all Continuous Improvement data gathered using the Student and employer Quality Indicator feedback resources and subsequent analysis of the data. Additional formative program evaluation reports are collated and sent to the CEO and tabled at the AICC Management Meeting.

Qualitative data is collated by the Compliance Manager or delegate who will raise Continuous Improvement Reports for consideration by the AICC Management Group as required.

All forms of qualitative and quantitative data are logged on the form and excel continuous monitoring sheet and tabled at the AICC Management Group monthly meeting for consideration.

d. Evaluation of data

AICC reviews all feedback provided through the collection of data identifying opportunities for improvement through its ongoing quality improvement processes.

Once data is analysed through a range of different methods dependent on data type and collection method reports are generated that outline opportunities for improvement and recommendations/actions for implementation.

e. Implementation

Actions for improvement are implemented via the CEO or/and AICC Management Group. This information is recorded into a Continuous Improvement Report and monitored within the AICC Continuous Improvement Register.

Regardless of who identifies an opportunity for improvement or need for corrective action, the requestor who identifies the problem completes a Continuous Improvement Report. This form is received by the Compliance Manager in the first instance who will conduct a risk assessment of the nature of the request. Should immediate, remedial action be required a copy of the Continuous Improvement Report and any appropriate direction will be forwarded to the relevant manager or other person responsible for implementing the improvement or correction. The requestor of the Continuous Improvement Report, in consultation with the Compliance Manager, will list actions to be taken, the person responsible and the date required. The requestor will then complete the initial outcomes of the actions taken.

The Continuous Improvement Report will then be addressed at the next scheduled AICC Management Group for discussion and development of any additional action plan or procedural

correction required. Once the AICC Management Group approves the Continuous Improvement Report, the Report will then be circulated to all AICC staff. The Continuous Improvement Register will be updated to reflect the outcome of this discussion and any further action items will be placed on the agenda for discussion at the next meeting. If required, a review date for any changes to process or other implemented actions will be set.

All open requests will be reviewed at each scheduled Continuous Improvement meeting. The Compliance Manager will confirm the progress of each request until any change process has been fully implemented and the original requirement for action has been resolved. The Compliance Manager will communicate with the parties responsible for open or unresolved requests that seem to not be making progress and report any issues to the CEO.

f. Review

Like all changes to a complex system, improvements are reviewed, where required, to confirm that they have produced the intended result. This may result in the improvement action being closed or may require additional actions to fine tune the improvement.

Document control

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