# CONTINUOUS IMPROVEMENT
# POLICY & PROCEDURE

## Introduction

The Australian Academy of Commerce (AAC) is dedicated to fostering a culture of continuous improvement across all aspects of its operations, including training, assessment, student services and administration. This policy ensures compliance with the National Vocational Education and Training Regulator Act 2011 (NVR Act), the Education Services for Overseas Students (ESOS) Act 2000, and associated standards, including the Standards for Registered Training Organisations (RTOs) 2015, the National Code of Practice (NCP) 2018, and the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

## Purpose

The purpose of this policy it to outline AAC's commitment to continuous improvement and create a structured approach to identify, address and enhance processes, ensuring compliance with regulatory frameworks and promoting quality outcomes for all stakeholders.

## Principles

AAC aims to instil a culture of continuous improvement by ensuring:
- All staff complete an induction at the commencement of their employment.
- Student and employer feedback is collected via internal feedback forms and Quality Indicator Surveys.
- Quarterly meetings between the CEO, Quality Management Team (QMT), Student Services Officer (SSO) and Trainer's and Assessors to provide an avenue for communication of ideas and feedback.
- Industry consultations to ensure updates are provided in regards to industry change.
- Twice yearly validation of assessment to ensure alignment with Rules of Evidence and Principles of Assessment, in adherence with AAC's validation schedule.
- All staff are required to meet annual vocation education and industry current requirements through ongoing professional development and industry engagement related to their role with AAC.

## Scope

This policy applies to all students, staff and stakeholders involved in AAC's operations, including training and assessment services, student support and administrative functions.

## Policy Statement

At AAC we acknowledge our obligation to foster and embed a culture of continuous improvement as the foundation for quality assurance and risk management of training and assessment, student services and management of operations.

We are committed to ensuring and maintaining continuous improvement through:
- Employing a systematic approach to regularly monitoring and enhancing practices and services.
- Gathering and utilising feedback from stakeholders to drive improvements.

- Documenting and implementing the outcome of audits, reviews and feedback in alignment with regulatory requirements.
- Maintaining compliance with regulatory requirements while striving for best practices in education and training delivery.

## Definitions

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| **Approach, Deployment, Results, Improvement (ADRI)** | A structured framework AAC uses to guide continuous improvement processes. |
| **Continuous Improvement** | Ongoing efforts to enhance policies, processes and practices to achieve better outcomes. |
| **ELICOS** | English Language Intensive Courses for Overseas Students |
| **Feedback Mechanisms** | Tools and processes used to collect input from students, staff and stakeholders, including surveys and consultations. |
| **Industry Consultation** | Regular engagement with industry representatives to ensure training aligns with current workplace practices and trends. |
| **Key Performance Indicators (KPIs)** | Measurable values used to evaluate the success of continuous improvement initiatives. |
| **Quality Indicator Surveys** | Surveys designed to measure learner engagement, employer satisfaction, and competency completion. |
| **Quality Management Team (QMT)** | AAC's Quality Management Team play a critical role in maintaining regulatory compliance, upholding academic standards, and driving continuous improvement. Members include;<br>• Compliance Officer<br>• Director of Studies (VET)<br>• Director of Studies (ELICOS) |
| **Test of English as a Foreign Language (TOEFL)** | A globally recognised test for measuring English language proficiency, assessing skills in reading, writing, listening, and speaking. |
| **Validation** | A systematic approach to reviewing assessment tools to meet industry and training package requirements. |
| **VET** | Vocational Education and Training, a sector of education providing practical and skills-based training. |

## References

- ESOS Act 2000
- ELICOS Standards 2018
- ESOS National Code 2018: Standards 7, 8, 9 & 10
- NVR Act 2011
- Standards for RTOs 2015: Standard 2.2, 2.4, & 8.5

### Related AAC Policies and Procedures

- All AAC VET and ELICOS Policies and Procedures

# Continuous Improvement Procedure

AAC uses the ADRI (Approach, Deployment, Results, Improvement) framework to guide continuous improvement processes.

## 1. Identifying Areas for Improvement (Approach)

### 1.1 Feedback Mechanisms

- Collect feedback from students, staff and industry stakeholders through;
  - Course evaluation and student surveys
  - Trainer, teacher and staff professional development sessions and feedback
  - Industry consultation meetings

#### 1.1.1 Student Feedback

- Conduct regular student satisfaction surveys during and after course completion.
- Use feedback to identify strengths and areas for improvement in training delivery and student support.
- ELICOS student surveys regarding language learning resources, teacher effectiveness in TESOL and the suitability of learning materials and assessments methods.

#### 1.1.2 Quality Indicator Data (VET)

- AAC will collect data on quality indicators and must submit data in an annual report to ASQA by 30th June of each year.
- Quality indicator surveys are designed to assess:
  - Learner Engagement
  - Employer Satisfaction
  - Competency Completion
- The Compliance Officer is tasked with overseeing the collection, analysis and reporting of quality indicator survey data to ensure continuous improvement and compliance.

#### 1.1.3 Trainer and Assessor Feedback

- Seek feedback during team meetings and professional development sessions.
- Review training and assessment resources for relevance and effectiveness.
- Seek feedback from teachers on TESOL training and development and effectiveness of materials in address language learning needs.
- Teacher to student ratios.

#### 1.1.4 Industry Consultation

- Regularly consult with industry representatives to ensure training aligns with current workplace practices, trends, theory and practice.

#### 1.1.5 Review and Audits

- Conduct regular internal audits of training and assessment and operational systems.

- ELICOS specific audits on ELICOS-specific teacher qualifications, language learning recourses and assessment methods.
- Analyse student outcomes, complaints and appeals data for patterns and trends.
- Act on recommendations from external audits and regulatory bodies.'

## 2. Documenting and Prioritising Improvements (Deployment)

- Record identified issues in the *AAC Continuous Improvement Register.*
- Issues are prioritised based on their impact on;
  o Impact on student outcomes
  o Compliance requirements
  o Operational efficiency.
- Assign responsibility for each action to the relevant staff member or team.

## 3. Implementing Improvements (Deployment)

- Develop an action plan for each individual improvement, including:
  o Specific tasks
  o Responsible person(s)
  o Timeframes for completion.
- Allocate resources as needed (e.g. staff training, updated resources, revised procedures).
- Assess the outcomes of implemented improvement to ensure effectiveness.
- Document the findings and update procedures as required.
- Communicate results and changes to all relevant stakeholders

## 4. Assessing and Reviewing Results (Results and Improvement)

- Evaluate outcomes of implemented improvements using:
  o Learner engagement scores
  o Employer satisfaction feedback
  o Reduced complaints and appeals data.
- Refine policies and procedures based on results analysis to ensure continuous enhancement.
- Communicate changes and outcomes to stakeholders.

## 5. Implementation and Communication

This policy and procedure will be communicated to staff through:
- Internal communications and meetings
- Induction and ongoing training sessions.

Students and stakeholders will be informed through:
- The AAC website
- Orientation sessions
- AAC communications.

## Roles and Responsibilities

| Role | Responsibility |
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| CEO | <ul><li>Oversee implementation of the Continuous Improvement Policy.</li><li>Ensure alignment with regulatory standards.</li><li>Approve and allocate resources for improvement initiatives.</li></ul> |

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| Quality Management Team (QMT) | • Oversee the continuous improvement process ensuring that all initiatives align with compliance and quality expectations.<br>• Monitor implementation and progress of quality improvements across all departments.<br>• Facilitate and lead industry consultations to ensure best practices in training and assessment.<br>• Evaluate Quality Indicator Survey results and stakeholder feedback for decision-making.<br>• Ensure internal audits and assessment validations are conducted as scheduled. |
| Compliance Officer | • Monitor compliance with policy and regulatory requirements.<br>• Identify and address systematic issues.<br>• Maintain the *Continuous Improvement Register* |
| Student Services Officer (SSO) | • Support improvement initiatives by providing accurate data and records. |
| Staff | • Engage in continuous improvement activities.<br>• Provide feedback on areas for improvement.<br>• Adhere to updated processes and procedures. |
| Director of Studies (VET) | • Ensure training and assessment strategies align with industry and regulatory standards.<br>• Oversee VET trainers and assessors to ensure professional development and compliance.<br>• Review and enhance VET programs based on feedback and audits. |
| Director of Studies (ELICOS) | • Ensure ELICOS courses comply with ELICOS standards.<br>• Oversee ELICOS teachers, ensuring qualifications, professional development and adherence to teaching standards.<br>• Monitor student feedback and outcomes to continuously improve ELICOS delivery. |
| Trainers and Assessors (VET) | • Provide feedback on training and assessment strategies.<br>• Participate in professional development and review sessions. |
| Teachers (ELICOS) | • Provide feedback on course delivery and resource effectiveness.<br>• Participate in professional development to remain current with TESOL practices. |
| Students | • Provide feedback through surveys, evaluations and consultations. |

## Monitoring and Review

The Compliance Officer will maintain and regularly update the Continuous Improvement Register. Process on improvement actions will be discussed in monthly management meetings. Key Performance Indicators (KPIs) will be reviewed to assess the impact of improvements

## Version Control

| Version | Date | Description | Approved by | Approval date | Author | Review date |
|---------|------|-------------|-------------|---------------|--------|-------------|
| V1.0 | 9 Dec 2024 | New policy for AAC | CEO | 17 Feb 2025 | Compliance Team | Dec 2025 |
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## Policy and Document Information

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| **Author:** | Compliance Team |
| **Policy owner:** | Compliance Officer |
| **Approved by:** | CEO |
| **Approved date:** | 17 February 2025 |
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