



Continuous Improvement & Quality Assurance Policy

Purpose

Through this policy, HIVE – Hampton Institute of Vocational Education (HIVE) ensures that it provides quality training and assessment across all of its operations. It adheres to the principles of access and equity and maximises outcomes for its clients. It has a management system that is responsive to the needs of clients, staff and other stakeholders and the environment in which it operates.

Policy

1. Quality Assurance

- 1.1. HIVE has an evidence-based and outcomes-focused approach to maintaining quality practices within its business.
- 1.2. Quality is assured in all aspects of the business, in particular training and assessment services, client services and the management of HIVE's own operations.
- 1.3. Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.
- 1.4. The following mechanisms are in place to assure quality within HIVE:
 - a. Full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data collection on enrolment, including authenticated Student Identifiers. This information is reported annually to the National Centre for Vocational Education Research (NCVER).
 - b. A robust continuous improvement and feedback cycle that ensures feedback is collected from a wide range of stakeholders on a regular basis and used to monitor and improve the organisation's own performance;
 - c. An internal self-assessment audit cycle that ensures HIVE systematically checks that it meets the requirements of legislation, regulatory frameworks, client service expectations and funding contracts;
 - d. Regular assessment validation sessions that ensure the training and assessment methods used by HIVE are adequate and appropriate;
 - e. A thorough and comprehensive Governance Policy that ensures HIVE is appropriately governed; and
 - f. All staff members attend an annual meeting to review the Quality Indicator data. The outcome of this feedback meeting is to implement strategies to improve the goods and services HIVE provide, according to our client's comments.

2. Feedback Methods

- a. HIVE uses the following business occurrences to collect invaluable feedback from clients, staff and/or stakeholders:
- b. Course, client and class evaluation surveys/questionnaires;
- c. Learner engagement and employer satisfaction surveys;
- d. Interviews, focus groups and consultations with learners, employers, industry organisations and licensing bodies;
- e. Face to face contact between trainers/assessors and learners;
- f. Complaints and appeals;
- g. Internal audit reports and organisational self-assessments;
- h. Staff performance appraisal and self-assessment reports;
- i. Internal staff meetings;
- j. Validation exercises; and
- k. Other interactions with stakeholders.



3. **Scheduled Feedback**

- a. Formal feedback is collected systematically at the following events:
 - b. After each induction session;
 - c. At the mid-point of each learners training via the LMS
 - d. Surveys can be issued randomly at any point throughout the learners learning;
 - e. Upon each learner's completion of a course;
 - f. At the end of the probationary period for all staff;
 - g. At annual staff reviews;
 - h. Upon staff exiting the organisation; and
 - i. Annually from all learners and their employers (where applicable).
- 3.2. Learners, prospective learners and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in HIVE's feedback and continuous improvement cycle.

4. **Continuous Improvement**

- 4.1. HIVE strives for excellence and quality and takes every opportunity to improve and enhance all aspects of its business operations, products and/or services.
- 4.2. HIVE ensures that systematic and regular collation and analysis of feedback occurs to identify opportunities for improvement and/or enhancement to business activities.
- 4.3. HIVE will make improvements to the relevant systems, processes, tools and practices where it is deemed appropriate by the management team, and where implementation of the changes is forecast to have a positive effect on the business. This includes but is not limited to changes to:
 - a. Training and assessment tools, resources and/or processes;
 - b. Delivery of services to meet client needs;
 - c. Policies and/or procedures;
 - d. Facilities and/or equipment; and
 - e. Professional development activities.
- 4.4. The organisation considers all experiences an opportunity to learn, reflect and improve. Self-reflection and evaluation plays a key role in the organisation's continuous improvement and all managers and staff are actively encouraged to participate in continuous improvement processes.
- 4.5. A detailed register of the organisation's continuous improvement plans and achievements is maintained.

5. **Staff Participation**

- 5.1. Feedback provided by staff plays an integral role in organisational self-assessment and performance evaluation.
- 5.2. Training and assessment staff are likely to receive formal and informal feedback during their regular face-to-face interactions with learners, employers and other clients. Staff are expected to participate in the continuous improvement cycle by reporting all feedback they receive, to the organisation either formally or informally through the systems in place. Similarly, trainers and assessors are expected to continually provide their own feedback on their experiences.
- 5.3. Staff are expected to provide their feedback, recommendations, knowledge and advice on any aspect of the organisations' operational, training and assessment processes to the organisation as it is acquired.
- 5.4. Staff are provided with the following opportunities to provide their feedback or pass on feedback received from others:
 - a. Supervision meetings with management;
 - b. Performance reviews;
 - c. Trainer evaluation forms;
 - d. Validation sessions;
 - e. Staff meetings; and
 - f. Staff surveys and questionnaires.



- 5.5. In addition, staff can provide their comments and feedback or pass on feedback from others by contacting their manager at any time.
- 5.6. HIVE ensures that decision making of senior management is informed by the experiences of its trainers and assessors.

6. AVETMISS and Quality Indicators

- 6.1. In line with the *Data Provision Requirements 2012*, HIVE collects Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and Quality Indicators data.
- 6.2. AVETMISS for VET providers is a national data standard that ensures the consistent and accurate capture and reporting of VET information about learners, providers, courses and training outcomes. The National Centre for Vocational Education Research (NCVER) is the custodian of the Standard, which forms the basis for collecting data for the National VET Provider Collection.

This information includes but is not limited to:

- Learners demographics;
- Language and cultural diversity;
- Previous study history;
- Employment;
- Reason for current study;
- Enrolment date;
- Unique Student Identifier;
- Competency Unit Completion date, etc.

Information on AVETMISS is available from NCVER's [website](#).

- 6.3. HIVE uses the Quality Indicator data to gauge its own performance. The endorsed quality indicators are:
- a. Learner Engagement Surveys
 - b. Employer Satisfaction Surveys
- 6.4. Reports from the Quality Indicator feedback collection tools will be used by HIVE to monitor and benchmark its performance at regular intervals. This allows identification of:
- a. Areas that need improvement;
 - b. Areas where performance is getting weaker;
 - c. Improvement targets; and
 - d. Whether the improvement plan is working.

7. Benchmarking

- 7.1. HIVE will endeavour to benchmark its performance with other Registered Training Organisations (RTO's) annually to monitor its position in the marketplace.

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Related Policies

Code of Practice and Customer Service Charter
Complaints and Appeals Policy
Staff Code of Conduct
Staff Professional Development Policy

Related Procedures, Forms & Documents

Continuous Improvement Procedure
Continuous Improvement Process Flow Chart
Feedback Procedure
Learner Surveys



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Complaints and Appeals Procedure
Learner Engagement Survey
Employer Satisfaction Survey
Online Enrolment Process