

PURPOSE

To ensure Life International Training continually reviews and improves its policies, procedures, training products and training services to comply with the Standards for NVR Registered Training Organisations, by collecting feedback from clients, analysing the data and acting upon any opportunities for improvement or enhancement.

SCOPE

This policy details Life International Training continuous improvement process for the collection and use of feedback to provide best possible services.

PROCEDURE

Clients of Life International Training's training and/or assessment services are to be provided feedback forms to provide the opportunity to comment on services received. All completed feedback forms are to be reviewed by the Trainer/Assessor and Training Director (if there are notable issues) and the relevant actions directed in this policy are to be implemented as required.

TRAINING AND DELIVERY

- During our market research we consult industry on training and assessment strategies, as per the *Training and Assessment Strategies Policy*.
- At the conclusion of every training program, the trainer will consider the effectiveness of resources. If there is a deficiency, or an improvement to be made, the trainer will complete a *Corrective Action Form* and forward to the Managing Director for review or implementation as required.
- Concluding every training program, clients will be provided the opportunity to complete a *Learner Questionnaire*. The trainer will forward complete Learner Questionnaires to the RTO Administration Staff for data entry into the relevant database application. Monthly summary reports will be conducted by the Training Director to review and implement improvement suggestions as required.
- If the form contains a complaint, and the client has put their name on the form, the Managing Director of Life International Training shall attempt to contact and undertake a resolution process and identify the root cause.
- On a monthly basis we will contact five clients at random and conduct a phone interview using the *Employer Questionnaire* as a guide. Details of this are recorded in Axcellerate.
- Opportunities for improvement or enhancement that are identified through this process will be discussed at staff and moderation meetings and implemented if applicable, except in the case of conflict with another policy.
- Opportunities for continuous improvement will be documented in a *Corrective Actions Form* and reviewed by Life International Training management. *Corrective Action Forms* will be recorded in the *Corrective Actions Register* and be reviewed at management meetings.
- In all cases where continuous improvement is achieved and quality documents or training materials are amended, the changes will be sent to Life International Training staff and Partners.
- The Managing Director will review the *Corrective Actions Register* on a quarterly basis to ensure opportunities for improvement are acted upon.

ASSESSMENT

- All written assessments tools will provide an area for the client to provide feedback.
- All practical based assessment tools will provide for an area for the client to provide feedback.
- On completion of all program and module assessments the Assessor will analyse feedback and submit the relevant information to the Training Director for review.

AREAS OF FEEDBACK

- Client Satisfaction,
- Training Participant Satisfaction,
- Products and delivery of service,
- Training and assessment process,
- Facilities and resources,
- Internal and external audits,
- Staff performance appraisals,
- Monthly reports.

TRANSITION FROM SUPERSEDED TRAINING PACKAGES

When Training Packages are reviewed and new version is endorsed Life International Training will manage the transition within 12 months utilising the Continuous Improvement model at Diagram 1, to update and maintain high quality training products. Life International Training will follow requirements of the ASQA teach out policy to ensure the best outcome is provided to clients.

Training Package currency will be regularly reviewed through interaction with relevant industry Skills Councils and monitoring of www.training.gov.au Current Training Packages on Life International Training scope will be retained on file for access by Life International Training staff.

AREAS SUBJECT TO CONTINUOUS IMPROVEMENT

Life International Training will continually monitor the following areas to improve processes through the continuous Improvement Model at Diagram 1:

- Analysis of Trainer/Assessor and client feedback,
- Review of national VET developments through website searches,
- Legislation Log
- Participation in forums which focus on VET issues,
- Consultation with Industry,
- Review of marketing practices,
- Review of policies and procedures,
- Evaluation of registration scope through Scope Management,
- RTO self-audit, and
- Quality Indicators for Training.

INTERNAL AUDITS

Internal Audits will be conducted by the Managing Director of Life International Training or delegate, at the commencement of each calendar year or as required by the internal review processes as established within the *Internal Auditing Register*. The outcome of the audit will form part of the

Management Review to determine whether various elements of the operational management system are effective in achieving stated objectives.

The audit will examine the adherence to the Standards and documented control procedures through examining records and evidence provided by the system.

Compliances and non-Compliances will be documented. If corrective action or investigation is required, recommendations will be made for corrective and preventative actions as required. Results of the audit once documented will be reviewed by the Managing Director of Life International Training for information and evaluation. Furthermore, the audit results will be communicated to all relevant staff to ensure understanding of the RTOs' performance and to provide an opportunity for input to achieve continuous improvement.

Non-compliances will be corrected within 3 months of the identification from the date of the audit. The Managing Director of Life International Training will delegate the responsibility of rectifying the non-compliance as required. The Managing Director of Life International Training, on completion of any issues being rectified, will conduct a follow up audit.

EXTERNAL ASSISTANCE

Life International Training will maintain contact with an independent consultant to assist in conducting internal self-audits as required.

CYCLE OF IMPROVEMENT

Life International Training implements where possible the continuous improvement cycle from ISO9001:2015 indicated in the diagram below.

