

# VET Continuous Improvement of Training and Assessment Procedure

## Section 1 - Purpose / Objectives

(1) Victoria University Polytechnic is committed to continuously improving all aspects of its training and assessment. This Procedure documents the processes and related procedures that contribute to meeting this commitment.

## Section 2 - Scope / Application

(2) This Procedure applies to all program areas within the Polytechnic.

## Section 3 - Definitions

(3) Continuous Improvement at the Polytechnic involves the systematic review of training programs and services, making changes and improvements in response to identified issues or opportunities. Our approach is based on the Plan-Do-Review-Improve cycle. The steps in the cycle can be summarised as:

- a. Plan - plan to deliver the highest possible quality training and assessment programs.
- b. Do - schedule, enrol and conduct high quality training and assessment programs.
- c. Review - systematically review all aspects of training and assessment programs with the purpose of identifying issues and opportunities for improvement.
- d. Improve- for each issue or opportunity identified, develop and monitor an effective action plan and incorporate new strategies into planning for future delivery.

(4) Continuous Improvement activities for training and assessment include (but are not limited to):

- a. Internal audit.
- b. Ongoing engagement with Industry.
- c. Validation of Assessment.
- d. Analysis of feedback from stakeholders.
- e. Analysis of complaints.

## Section 4 - Policy Statement

(5) Nil

## Section 5 - Procedures

## Part A - Roles and Responsibilities

Role	Responsibilities
Deputy Vice-Chancellor, Vocational Education	1. Establish and publish a Five Year Continuous Improvement Plan that ensures that all the Polytechnic programs, staff, systems and processes undergo a rigorous review at least once over that period.
Directors and Managers	1. Establish and publish a Five Year Plan for Continuous Improvement of their area of operation, consistent with the Polytechnic Five Year Continuous Improvement Plan. 2. Oversee the implementation of the Continuous Improvement Plan. 3. Ensure that issues and opportunities for improvement identified through continuous improvement activities are recorded, actions determined and implemented within designated timelines.

## Part B - The Polytechnic Approach to Continuous Improvement

(6) All Polytechnic staff share responsibility for the continuous improvement of the quality of training and assessment services.

- a. For those directly involved in the provision of training and assessment there is a shared responsibility for ensuring that delivery and assessment practices are customised to student needs and provide the best value to students and employers, and are compliant with external standards and regulations.
- b. For those in support areas across the Polytechnic there is an equal responsibility to ensure that the services provided directly to students or indirectly to students via their program areas are the most responsive and highest quality possible.
- c. Any issue or opportunity for improvement identified must be brought to the attention of the relevant manager.

(7) The Deputy Vice-Chancellor, Vocational Education will establish and publish a five year Continuous Improvement Plan that ensures a systematic approach to reviewing and improving internal processes and the quality of training and assessment. Key elements of the plan include that within each five year period:

- a. Polytechnic's scope of registration will be reviewed annually to ensure that our programs are relevant to industry and/or provide clear pathways to further education.
- b. Every training program offered by the Polytechnic will undergo a stringent internal review against the requirements of Standard 1 of the [Standards for Registered Training Organisations \(RTOs\) 2015 \(Cth\)](#) at least once, and those deemed to be higher risk will undergo at least two reviews.
- c. Every training program offered by the Polytechnic where students are able to access Victorian Government Funding under the Victorian Training Guarantee will undergo a stringent audit against the requirements of the Department of Education and Training Funding Agreement.
- d. Regular spot audits of key clauses in Standard 1 of the [Standards for Registered Training Organisations \(RTOs\) 2015 \(Cth\)](#) to be conducted.
- e. Teaching program areas must maintain regular contact with their industry to ensure that training programs reflect the needs of industry and properly prepare students for the world of work.
- f. Feedback from key stakeholders (students and employers), including complaints must be systematically gathered and analysed.
- g. Assessment for each training program must be validated at least once in every three year period.
- h. Every Polytechnic quality procedure will be reviewed according to a defined schedule.

(8) Every teaching program area and non-teaching department / team at the Polytechnic will maintain a Continuous Improvement Register.

- a. Issues, non-compliances and opportunities for improvement identified through any one of the continuous improvement strategies must be added to the register.
- b. For each item, an action plan that includes specific actions, individual responsibilities and timelines for completion must be developed.
- c. The Continuous Improvement Register must be available for review by all staff within the program area or department / team.
- d. Action plans documented within the Continuous Improvement Register must be monitored by Managers to ensure completion and review.
- e. Where appropriate, key actions from the Continuous Improvement Register should be included within Operational Plans.

(9) Directors will oversee and monitor the continuous Improvement activities and registers of the areas under their responsibility. They must ensure that high risk items are tabled at meetings of the Leadership Team for possible inclusion on the Polytechnic Risk Register.

## **Section 6 - Guidelines**

(10) Nil

## **Section 7 - References**

(11) Victoria University Polytechnic Continuous Improvement of Training and Assessment Framework  
<https://kit.vu.edu.au/service/vefequality/ReviewImproveQualityProcesses/default.aspx>

(12) Continuous Improvement Register  
<https://kit.vu.edu.au/service/vefequality/ReviewImproveQualityProcesses/default.aspx>

## Status and Details

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<b>Effective Date</b>	19th February 2018
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