

CONTINUAL IMPROVEMENT POLICY (VET)



CONTENTS

| | | |
|---|---|---|
| 1 | PURPOSE..... | 1 |
| 2 | SCOPE..... | 1 |
| 3 | POLICY STATEMENT | 1 |
| | Process | 2 |
| 4 | RESPONSIBILITIES | 3 |
| | Compliance, monitoring and review | 3 |
| | Reporting..... | 3 |
| | Records management..... | 3 |
| 5 | DEFINITIONS | 3 |
| 6 | RELATED LEGISLATION AND DOCUMENTS | 3 |
| 7 | FEEDBACK..... | 3 |
| 8 | APPROVAL AND REVIEW DETAILS..... | 3 |

1 PURPOSE

- 1.1 This policy sets out CQUniversity’s commitment to continually improving its vocational education and training (VET) training, assessment, and client services through ongoing quality control and evaluation. This continual improvement supports the maintenance of standards that meet client and stakeholder expectations, including those of students and licensing authorities. It also provides a framework for the organisation’s VET Quality Management System.

2 SCOPE

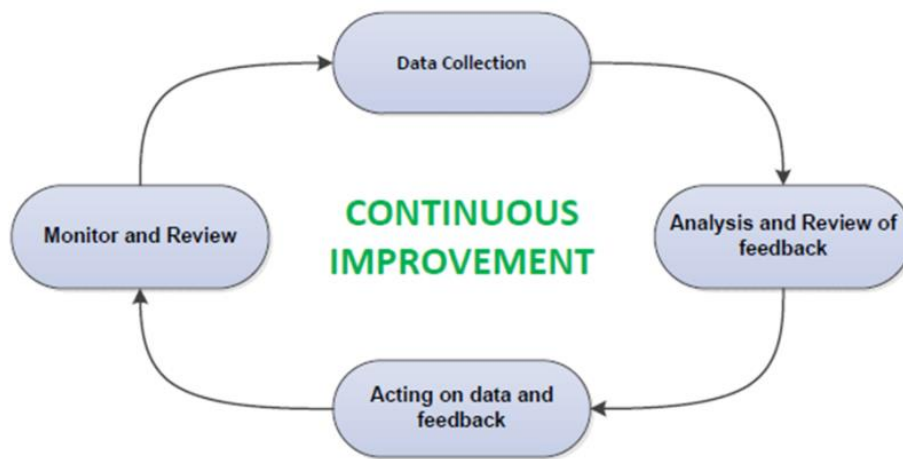
- 2.1 This policy applies to CQUniversity employees, stakeholders, and VET Quality Management System processes.

3 POLICY STATEMENT

- 3.1 This policy is part of the University’s continual improvement process to enhance the effectiveness of business systems and processes associated with quality VET delivery.
- 3.2 The University is committed to:
- maintaining a Quality Management System, complying with its requirements, and continually improving its effectiveness
 - improving customer satisfaction and business performance
 - developing and maintaining documentation that meets the required standard of output from key business processes
 - continual improvement and, through strong leadership, the active participation of management and employees in the improvement process
 - conducting annual reviews of the Quality Management System to ensure its continuing stability and effectiveness, and
 - recognising potential contributions of suppliers and partners.

- 3.3 All employees play an important role in the organisation's continual improvement. Employee feedback and actions help ensure our organisation's ongoing success. The Quality Management System adheres to the following principles:
- the inclusion of employees and clients in continually identifying and implementing quality improvements to processes, courses, products, and services, and
 - systematic use of quantitative feedback in identifying and prioritising improvement opportunities.

Process



a) Data collection

The University supports continual improvement through a planned approach to data collection, including a range of survey instruments, key documents, and client and stakeholder feedback and complaints.

b) Analysis and review of feedback

Employees analyse and review collected data, identifying issues that require immediate attention or future planning and delivery.

c) Acting on data and feedback

Relevant individuals or teams will undertake action on feedback, recording those actions and/or outcomes in meeting minutes, business improvement requests, or other forms of documentation.

d) Monitor and review

The final phase of the process checks that implemented improvements or associated actions are addressing the issues, and identifies whether further action is necessary.

- 3.4 Employees are required to act on feedback themselves, or within their team. If the team lacks the required capacity/capability, or if the resolution is beyond the team's scope of responsibility, the feedback must be forwarded to the team's supervisor for action or redirection as appropriate. Managers are responsible for ensuring identified improvements are implemented, and the relevant employees are informed about actions taken.
- 3.5 Continual improvement is facilitated through the University's Quality Management System, in compliance with the [VET Quality Framework](#). Implementation of the framework standards is supported by policy documents, forms, and templates which state how the University conducts its business. These documents are developed by, or through consultation with, relevant employees.
- 3.6 The Educational Quality and Integrity Directorate formalises processes through policy documents, forms, and templates, providing advice to employees in relation to systemic processes and regulatory compliance, and monitoring implementation through audits conducted against the VET Quality Framework and University procedural requirements.
- 3.7 Business Improvement Requests (BIRs) may be raised from an audit conducted by the Quality Officer. These are an opportunity to correct areas of non-compliance.

- 3.8 Validation panels form part of the University's compliance with clauses 1.9 to 1.11 of the [Standards for Registered Training Organisations \(RTOs\) 2015](#) (Cwlth). It is mandatory that VET trainers/assessors attend at least one validation panel each calendar year. Validation panels are held each year at multiple campuses.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Director Educational Quality and Integrity is responsible for implementing, monitoring, reviewing and ensuring compliance with this policy.

Reporting

- 4.2 No additional reporting is required.

Records management

- 4.3 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 4.4 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

[Australian Skills Quality Authority \(ASQA\)](#)

[Feedback and Surveys Policy and Procedure](#)

[Standards for Registered Training Organisations \(RTOs\) 2015](#) (Cwlth)

[VET Quality Framework](#)

7 FEEDBACK

- 7.1 Feedback about this document can be emailed to policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

| Approval and Review | Details |
|------------------------------|--|
| Approval Authority | Vice-Chancellor and President |
| Delegated Approval Authority | Vice-President (Academic) |
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| Administrator | Director Educational Quality and Standards |
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| Approval and Amendment History | Details |
|--------------------------------------|--|
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| Notes | This document was formerly known as the Continuous Improvement Policy (VET) (last approved 18/04/2017). |