

CONTINUAL IMPROVEMENT POLICY (VET)



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1 PURPOSE

- 1.1 CQUniversity is committed to operating efficiently and effectively in order to meet the needs of clients and stakeholders, especially students. Continual improvement in all activities is vital for the organisation's continued success. CQUniversity undertakes ongoing quality control and evaluation of all its operations to ensure maintenance of standards appropriate to the expectations of the community, including licensing authorities, where relevant. The implementation of this continual improvement also provides a framework for the organisation's Quality Management System.

2 SCOPE

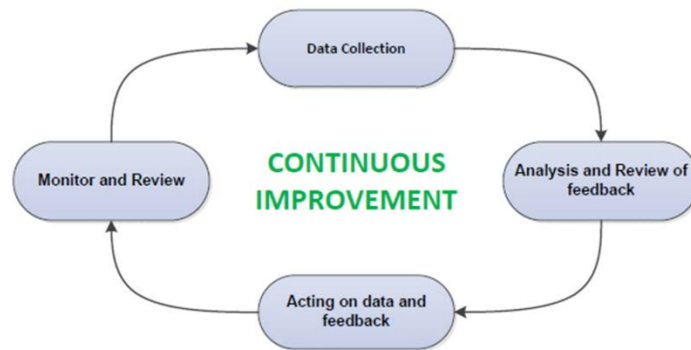
- 2.1 This policy applies to CQUniversity employees and stakeholders, and to all processes within the Quality Management System.

3 POLICY STATEMENT

- 3.1 This policy is part of CQUniversity's continual improvement processes to deliver business services and products. The effectiveness of the business system is continually monitored for the purpose of identifying and implementing improvements.
- 3.2 CQUniversity is committed to:
- maintaining a Quality Management System, complying with its requirements and continually improving its effectiveness
 - working toward improving customer satisfaction and business performance
 - developing and maintaining business documentation that communicates the required standard of output from its key business processes
 - continual improvement and through strong leadership, the active participation of all management and staff 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 CQUniversity employees play an important role in the organisation's continual improvement. Employee feedback and actions are vital to ensuring our organisation's ongoing success. The Quality Management System is based on adherence to the following principles:
- a commitment by all employees to continual improvement of processes, courses, products and services
 - input and involvement of all employees and students in identifying and implementing quality improvements, and
 - systematic use of quantitative feedback as the basis for identifying and prioritising improvement opportunities.

Process



- a) Data Collection
CQUniversity has a planned approach to data collection, using a range of survey instruments, key documents and other forms of stakeholder feedback, such as, compliments and complaints as a resource to support continual improvement.
- b) Analysis and Review of Feedback
Once data is collected, analysis and review is undertaken by employees to identify issues that require immediate attention, for the purpose of future planning and delivery.
- c) Acting on Data and Feedback
Action is undertaken on feedback by a relevant individual or team, actions recorded in Team Meeting Minutes, Business Improvement Requests and other means of feedback.
- d) Monitor and Review
Final phases of the process, whereby improvement actions that have been implemented are checked to confirm they are addressing the issue and if further action is necessary.
- 3.4 Employees are required to act on feedback within their teams. Where continual improvement suggestions cannot be resolved by the team, either through capacity/capability to resolve, or where the resolution sits outside the scope of the responsibility of the team, the improvement suggestion must be forwarded to the team's supervisor for resolution or redirection to other parties. Managers are responsible for following through on identified improvements and feeding information back to staff in relation to actions taken.
- 3.5 Continual improvement is facilitated through our Quality Management System. This system complies with the [Vocational Education and Training \(VET\) Quality Framework](#). The implementation of these standards is supported by policies, procedures and forms and templates to assist employees in carrying out their roles. These documents provide an agreement statement concerning how our business is conducted and are developed primarily by, or in consultation with the employees that carry out the process.
- 3.6 The Education Quality and Standards Assurance Team plays a role in formalising processes into the organisation's policies, procedures and forms and templates, providing advice to employees in relation to systemic processes and regulatory compliance, monitoring implementation through conduct of audits against the VET Quality Framework and CQUniversity procedural requirements.

- 3.7 Business Improvement Requests (BIRs) may be raised from an audit conducted by the Quality Officers. These are an opportunity to correct areas of non-compliance to ensure the best possible product is being delivered to our clients.
- 3.8 Validation panels are part of an ongoing systematic validation of assessment practices and judgements of each training product on CQUniversity's scope of registration, and forms 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 CQUniversity VET trainers/assessors attend at least one validation panel each calendar year. Validation panels will be held each year at multiple campuses.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Director, Educational Quality and Standards 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 University Sector Retention and Disposal Schedule on the [Queensland State Archives website](#).

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 \(ASQA\)](#)

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

[Surveys \(Vocational\) Procedure](#)

Validation Panel Guidelines

[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
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Director, Educational Quality and Standards
Next Review Date	03/07/2022

Approval and Amendment History	Details
Original Approval Authority and Date	Institute Director, CQ TAFE 31/03/2014
Amendment Authority and Date	Vice-Chancellor and President 12/06/2014; Vice-Chancellor and President 16/03/2016; Amended and updated to current template – Pro Vice-Chancellor (VET Operations and Growth) 18/04/2017; Vice-Chancellor and President 03/07/2019.
Notes	This document was formerly known as the Continuous Improvement Policy (VET) (18/04/2017).