

Continuous Improvement

Organisational Area

RTO
Organisation

Authorisation

This policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 9th of April 2025.

Review Date

This policy will be reviewed every three years or sooner if required.

Scope

This policy applies to POCH&LCI Board of Management, Manager, Staff, Trainers, and Assessors at POCH&LCI.

This policy also applies to all students who attend POCH&LCI.

Objective

The objective of this policy is to establish the framework for POCH&LCI in the management of all aspects of Continuous Improvement. It is to establish the procedures for the effective conduct of continuous improvement.

Policy

POCH&LCI is committed to ensuring that the organisation complies with **ASQA** (Australian Skills Quality Authority, the national VET regulator and the RTO's registering body) and to continually review its processes to improve the standards of its Registered Training Organisation (RTO) operations.

POCH&LCI believes that continuous improvement stems from but is not limited to:

- Continuous receipt of new information
- Internal auditing
- Reflective practice
- Open communication channels
- Conducting student surveys
- Industry consultation
- Review of policy and procedures

Definitions

ASQA Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Standards The Standards for Registered Training Organisations (RTOs) 2025 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Related Documents

Complaints and Appeals Policy & Procedure
Complaints Form
Continuous Improvement Procedure
Continuous Improvement Register
Enrolment Form
Industry Consultation Procedure
Student Enrolment Procedure
Student Feedback – End Course Form
Student Feedback – Mid Course Form
Student Feedback Policy & Procedure
Student Welfare Policy

Document Locations

Policies and Procedures Manual
Website

Related Legislation

Standards for Registered Training Organisations (RTOs) 2025

Area of Compliance

ASQA Standards for RTO's 2025 Outcome 1.2, 1.5(2 b, g), 2.7 (1, 2), 2.8, 4.3 (2), 4.4 (1, 2)

Date reviewed	Version	Details of changes (if any)	Date of next review
2008	1	Initial version	
May 2015	2	Updated into new format Updated title of Education Coordinator to Accredited Training Coordinator Updated Park Orchards Learning Centre to Park Orchards Community House & Learning Centre	May 2018
September 2015	3	Updated to new format. Separated the procedure from the policy.	September 2018
28/06/2017	4	Updated to Guidelines for VET Providers (2016)	28/06/2020
24/06/2020	5	General review	24/06/2023
16/02/2022	6	ASQA standards	16/02/2025
9/04/2025	7	Update to the ASQA 2025 RTO standards	9/04/2028

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