



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 24th June 2020.

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 the Australian Quality Training Framework (AQTF) 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

N/A



Related Documents

Continuous Improvement Procedure
Continuous Improvement Register
Complaints and Appeals Policy & Procedure
Student Feedback Policy & Procedure
Industry Consultation Procedure
Enrolment Form

Complaints Form
Student Welfare Policy
Student Feedback – Mid Course Form
Student Feedback – End Course Form
Student Enrolment Procedure

Document Locations

Policies and Procedures Manual
Website

Related Legislation

Australian Quality Training Framework (AQTF) 2013
Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers (2019)

Area of Compliance

AQTF Standard 1.1, 2.2, 2.4, 2.7, 3.2
VRQA Guidelines 1.1 (bii)



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	3.0	Updated to new format. Separated the procedure from the policy.	September 2018
28/06/2017	4.0	Updated to Guidelines for VET Providers (2016)	28/06/2020

Date reviewed	Version	Details of changes (if any)	Updated by	Approved by	Date of next review
24/06/2020	5	General review – added updated and approved by in version control	L Denman	C Harris	24/06/2023

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