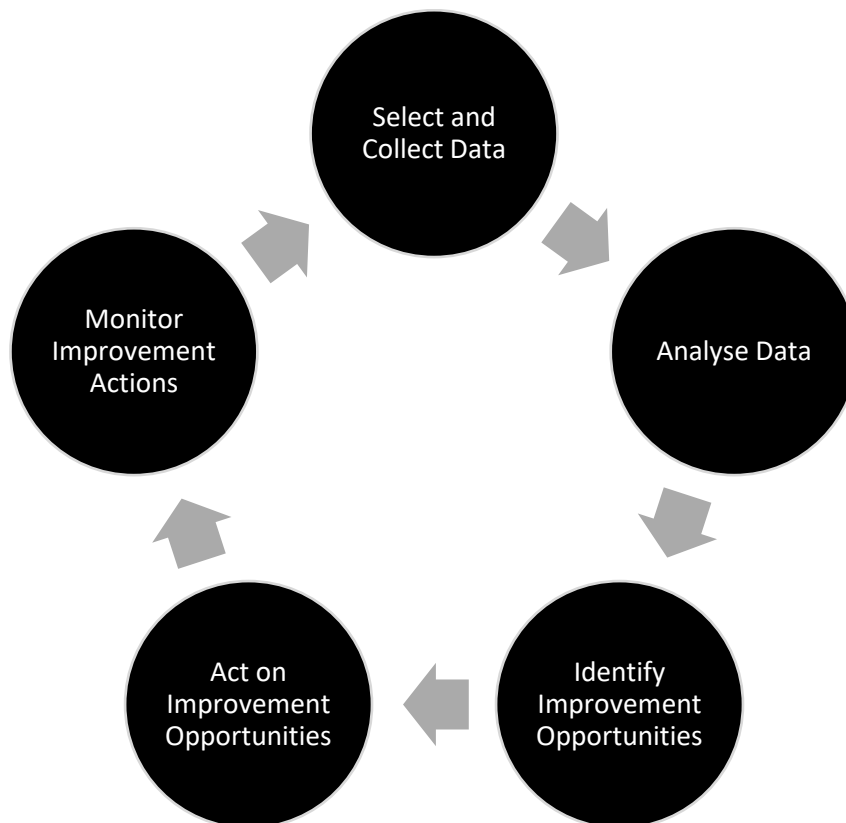


Continuous Improvement

Inspiring Training Academy is committed to the continuous improvement of our training and assessment services, learner services and our administrative management systems. Central to this commitment is this policy which outlines our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Systematic Approach

Inspiring Training Academy applies a systematic approach to support continuous improvement across training and assessment, client services and business operations. The following graphic shows the systematic process we apply to collect data that exposes opportunities for improvement, the step to review these and agree on the actions to take and how this then feeds into our current operation with ongoing monitoring:



Selection and Collection of Data

- Data collected by Inspiring Training Academy has been selected based on its relevance to the AQTF & VRQA guidelines and quality indicators. Most important, is the collection of data from learners and employers relating to their expectation and experience of our services. Data sources have been selected to provide a balance of

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qualitative and quantitative information. The following data is identified for collection to expose opportunities for improvement:

- Learner and Employer satisfaction rates using the Learner Questionnaire and the Employer Questionnaire (SBAT's only) to collect the data for the learner engagement and employer satisfaction quality indicators.
- Competency completion rates monitored using reporting from our student management system.
- Corrective actions identified from reported complaints and appeals.
- Opportunities for improvement reported by staff or other stakeholders
- Opportunities for improvement identified through assessment validation processes
- Opportunities for improvement identified through industry consultation
- Advice or directions from VRQA or Industry Skills Council
- Outcomes of management meeting
- Outcomes of internal and external quality audits
- Student Focus Group
- Informal methods such as facebook groups/messenger, open door policy, emails directly to staff,
 - The opportunities for improvement identified through the above processes are to be entered into the Quality Improvement Register and will be considered by the management team during the next scheduled management meeting.

Analysis of Data

- Quantitative data is evaluated using the QIR which enables analysis of learner and employer questionnaire results over the long term. This enables data to be measured against broad performance indicators which are inherent within the Quality Indicator Survey tool design and which provide a measure of our performance in key service areas.
- Qualitative data arising from staff suggestions, consultation with industry, outcomes of complaint handling, etc are submitted as an [Opportunities for Improvement Report](#)

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for consideration by the management team. The primary means of analysing OFI is to review and discuss these during the management meeting.

Identify and Act on Improvement Opportunities

- Once improvements have been identified, they are reviewed via the Management Team with clearly defined improvement actions, implementing responsibilities and validation. This is achieved by generating a report in the Quality Improvement Register and systematically reviewing each improvement action using the following schedule:
 - Discuss improvement actions currently being implemented
 - Discuss proposed continuous improvement actions
- Based on the review by management, actions will be either progressed as an improvement action or not. All actions which are accepted are ultimately being progressed toward completion and this regular review by management ensures that actions are monitored and those responsible for progressing improvement actions are accountable.

Monitor Improvement

- Like all changes to a complex system, improvements must be validated to confirm that they have produced the intended result. This is achieved through the collection of further data over time to evaluate the improvement's effect on the system and how it has been received by learners and/or employers. Validation may result in the improvement action being closed or may require additional actions to fine tune the improvement. Validation occurs during the fortnightly management team meeting as outlined above. It simply involves looking back at the improvement in light of further data collected and engaging in a discussion about the improvement and if it achieved the intended outcomes. The result of this discussion will be to either close the improvement altogether or to initiate further improvements.
- **Please note.** It is critical to use the Quality Improvement Register to initiate and update improvement actions. The information recorded into this register provides a valuable tool for monitoring and retrospective review of system performance.

Raising and processing an Opportunities for Improvement Report

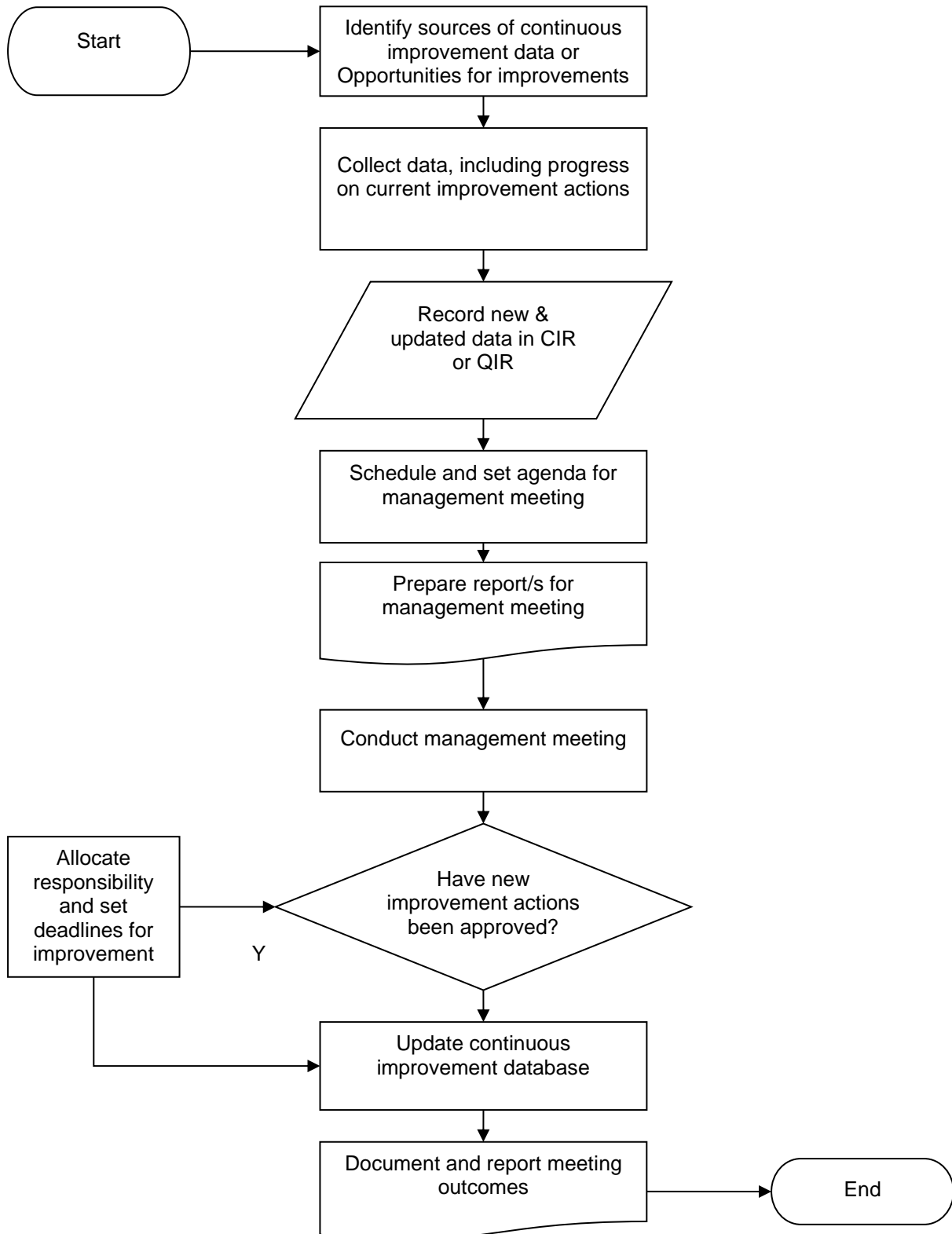
The following procedure is to be followed to raise and process an Opportunities for Improvement Report:

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- **Step 1.** The person initiating the report is to raise the form and complete page one. These sections require specific information on the problem and an outline of the suggested improvement. The person initiating the report must provide as much information as possible and is to identify a solution to the problem.
- **Step 2.** The Management Team is to review the report and record the agreed actions if any. If actions are required, the Management Team will record this within the CIR. The person responsible to implement the action is to be nominated and a date nominated for implementation is to be complete. Agreed actions may include taking no action and providing appropriate information to the initiating person. If specific resources are required to implement the improvement, these should be recorded on the report for authorisation by management.
- **Step 3.** The person responsible for implementing agreed actions is to undertake the required actions to implement the improvement and complete the **Actions Taken and Initial Outcomes section**. This is to include details of the actions taken and the initial outcomes observed.
- **Step 4.** The Management Team will review the actions taken and the initial outcomes and will provide advice on further action required. If all actions are complete, the Management Team will record these observations and nominate a proposed date for validation. All information will be recorded in the Continuous Improvement Register.
- The date for validation of the improvement will be based on the time required to allow the improvement to be integrated with other systems and to gather additional data to make a valid observation about the effectiveness of the improvement. A period of six months is considered appropriate to gather further performance data.
- **Step 5.** The Management Team is to review the improvement actions at the proposed validation date and complete the CIR. Validation is to include reviewing the effectiveness of the improvement considering further data collected and evaluated. The Management Team may close the report at this stage or may recommend further actions.

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Continuous Improvement Process



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