MGTD Pirii

National Registration Code: 88194 ABN 49 139 223 153

Continuous Improvement Policy

MGTD Pirii is committed to the process of constantly improving the way, in which its services and operations occur, to complement its continuous compliance with the VET Quality Framework and the ASQA Standards for Registered Training Organisations 2015. Through these processes MGTD Pirii will achieve quality customer service and stay attuned to the current and future demands of the vocational education sector.

MGTD Pirii will progressively and actively seek out to eliminate all potential problem areas and act upon all opportunities in a way that results in the continual improvement of its training and assessment system and customer service standards.

MGTD Pirii approach to quality will encompass all its operations including training and assessment services, student services, financial operations, facilities, staff development and occupational health and safety.

MGTD Pirii quality system is based on adherence to the following guiding principles:

 A commitment by all staff to continuous improvement of operational processes, training and assessment products and services
 Input and involvement of all staff and students in identifying and assisting in the implementing of quality improvements
 Systematic use of qualitative and quantitative feedback as the basis for identifying and prioritising improvement opportunities

To achieve the process of continuous improvement MGTD Pirii acknowledges that opportunities for continuous improvement can be identified from varied sources including:

 Formal and ad hoc feedback from students, staff and stakeholders
 Complaints from student, staff and other stakeholders
 By undertaking a self-assessment audits against the VET Quality Framework and ASQA Standards for RTOs 2015
 By undertaking internal Assessment Validation sessions
 By attending internal and external professional development workshops

Sources of Continuous Improvement Opportunities

Feedback and Evaluations:

Students and staff are encouraged to provide feedback about the quality of the MGTD Pirii programs, facilities and resources.
Students are encouraged to provide both verbal feedback throughout their training to their trainer or assessor and written feedback via Evaluation Questionnaire Form that is supplied at the end of the course.

Trainers and assessors are encouraged to provide feedback through a formal Trainers Feedback Form at the end of a course.

Administration staff members are encouraged to provide feedback to Management during regular staff meetings and on an ad hoc basis.

The Training Manager will collect and analyse all feedback for consideration as part of the ongoing quality improvement process and report to the CEO/Director.

Where possibilities for improvement are identified it will be raised and supplied to the CEO/Director for action.

**Complaints:**

When MGTD Pirii receives a complaint it is dealt with under the Complaints and Appeals Policy and Procedure. Any areas for improvement, which become apparent whilst handling a complaint, are raised with the CEO/Director and actioned accordingly.

**Internal Audit:**

MGTD Pirii will carry out regular internal audits against the VET Quality Framework and National Code 2007 to measure compliance and highlight opportunities for improvement. For further information on the process for internal audits please refer to the Internal Audit Policy.

**External Workshops:**

The CEO/Director of MGTD Pirii and other appropriate staff attend relevant workshops run by such groups as the ASQA, Industry Skills Councils and Department of Training & Workforce Development.

**Internal Workshops:**

MGTD Pirii conducts internal professional development workshops on a regular basis with staff. This provides staff with an opportunity to gain information on changes to operational systems being implemented and to review a wide range of topics. These workshops are put together by the Training Manager with input from the CEO/Director.

**Assessment Validation:**

MGTD Pirii has a policy and procedure in place for undertaking assessment validation. Assessment Validation sessions occur also as part of the internal professional development workshops. All improvements that are identified are documented and actioned. An assessment validation session with the trainers is also conducted at least twice a year.

**External Audit Reports:**

MGTD Pirii uses audit reports from external bodies such as ASQA and other sources as a part of continuous improvement, by making changes based upon the areas identified in these reports.
Record Keeping:

A Continuous Improvement File is maintained and includes meetings agendas and minutes that are directly related to continuous improvement.

Records of all continuous improvement activity shall be maintained for a period of at least three years in hard copy and five years in electronic format after the continuous improvement action has been completed to allow review by management, for the purposes of internal audit and for review by external auditors.

All instances of a potential risk are to be added to the Risk Register and a mitigation strategy is to be created to minimise or eliminate the risk as per the requirements of the Risk Management Policy.

Signed:  

Michael Gray  
CEO / Director  

Date: 9/07/2014