



TYPE OF DOCUMENT:	POLICY
TITLE:	CONTINUOUS IMPROVEMENT
DOCUMENT NUMBER:	POL09
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POLICY STATEMENT

Perth Boat School is committed to the continuous improvement of its training and assessment system, products and resources.

Perth Boat School will:

- * implement and maintain written procedures relating to acting on opportunities for improvement identified by any means, and the continuous improvement of its systems;**
- * collect and analyse stakeholder and client feedback on the training and assessment services it provides, including courses, assessment activities and recognition of prior learning; and**
- * use all information collected and analyzed from stakeholders to review its training and assessment policies and procedures.**

CONTINUOUS IMPROVEMENT

1.0 INTRODUCTION

Continuous improvement is an essential component of operating a training and assessment system that meets or exceeds defined quality standards.

Perth Boat School is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework 2007 (AQTF 2007). As such, Perth Boat School is required to have written policies and procedures for ensuring quality training and assessment through continuous improvement processes. Perth Boat School is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

2.0 POLICY PRINCIPLES :

- 2.1** Continuous improvement opportunities and ideas arise from feedback derived from clients, management review, industry and staff.
- 2.2** Perth Boat School will ensure the continuous improvement of all of its operations, including strategies through (or as a result of), but not limited to:
 - o Student feedback
 - o Management review
 - o Candidate feedback (for Assessment)
 - o Trainer feedback



- Assessor feedback
 - Staff feedback
 - AQTF auditing (internal and external)
 - Customer complaints
 - Appeals
 - Induction of staff and contractors
 - Course report files
 - Perth Boat School business strategy changes
 - Legislative or regulatory changes
 - Feedback or liaison from stakeholders
 - Student results during (Assessment, Mutual Recognition, RPL processes)
 - Administrative processes / efficiencies
 - Performance Management
- 9.2** Perth Boat School seeks feedback from its participants and their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.
- 9.3** Perth Boat School conducts internal auditing against quality standards, namely the Australian Quality Training Framework (AQTF), for all policies and procedures, and training and assessment products and services offered to participants on an annual basis.

3.0 SUPPORTING DOCUMENTATION

Perth Boat School documentation which supports the implementation of this Policy includes:

- F09_01 CI request Form
- Continuous improvement file
- Continuous improvement register



4.0 PROCEDURES :

CONTINUOUS IMPROVEMENT

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Step One – Feedback

Feedback is obtained both directly and indirectly by various methods:

- 1 A training needs analysis is conducted annually
- 2 Student/trainer/assessor evaluation forms are administered on an ongoing basis.
- 3 Staff/trainer/assessor appraisals
- 4 Staff/trainer/assessor meetings
- 5 General comment on an ongoing basis
- 6 Annual AQTF audit

Step Two – Analysis

- 1 When feedback is received it is evaluated to identify strengths and weaknesses, gaps in training and changes needed.
- 2 The Manager of Perth Boat School completes a “CI request” form. This form identifies the policy, procedure or training resource requiring improvement, detailing the improvement requirements, and the confirmation of the implementation of those changes.

Step Three – Continuous Improvement
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- 1 Continuous improvement assures the highest professional levels are maintained in line with the AQTF and industry standard. When feedback has been evaluated strategies will be developed and implemented to maintain all policy and continuous improvement.
- 2 The Manager of Perth Boat School ensures continuous improvement recommendations are complete.
- 3 Documentation which has been updated also goes through an upgrade as per Version Control procedures (see POL36)
- 4 Completed CI request forms are filed in continuous improvement file.