Draft Practice Guide
Continuous Improvement
(Standard 4.4)

Ver 2.0
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Outcome Standards for Registered Training Organisations

Quality Area 4 – Governance

What are the key concepts?

The following key concepts are covered in this practice guide:

Standard 4.4
• Monitoring for outcomes • Feedback and data • Continuous improvement reviews

Achieving this Standard in practice

The following table lists examples of activities that may demonstrate compliance with the Standards, as well as risks to mitigate or control. These examples are not a complete list of every activity or risk, nor do all the activities listed need to be completed to achieve compliance. Rather, they are a guide and should be considered within the context, size, scale and student cohorts of your RTO's operations.

Standard 4.4: An NVR registered training organisation undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.	
Performance indicators	**Example activities and other considerations for compliance**

An NVR registered training organisation demonstrates:
 	
a. it has a system for monitoring and evaluating its performance with the requirements set out in this instrument and any other instrument made under section 185 of the Act, as in force at time to time;
 	
b. how outcomes derived from monitoring and evaluating its performance are used to inform continuous improvement; and
 	
c. it has mechanisms in place to lawfully collect and analyse data including any feedback received from VET students, staff,
	• You can demonstrate your approach to maintaining knowledge of the relevant legislative and regulatory requirements, including the Outcome Standards and Compliance Requirements, and how you share changes with staff across your operations.
	
	• You have evidence of regular evaluation of each of your RTO's operational functions.
	
	• You can demonstrate your compliance calendar or assurance program for monitoring and self-assuring your operations against obligations.
	
	• You have documented systems and tools to collect, analyse and record outcomes of your continuous improvement activities – for example:
	
	   o identifying trends from complaints and feedback
	
	   o analysing student completion data to identify any emerging issues or patterns of concern

industry, VET regulators, State and Territory training authorities and employers of current of former VET students.	o ensuring that your continuous improvement response takes account of sector risks as well as operational risks.
	• You can demonstrate how you regularly review services delivered by third parties to ensure they are continuously improving their practices and meeting the requirements outlined in the third party agreement.
	• You can demonstrate that you proactively disclose self-identified compliance issues to the regulator, and how you are rectifying the non-compliance.
	• You can demonstrate that you act to address emerging issues and implement opportunities for improvement in a reasonable timeframe (proportionate to risk to students and sector).
	• You can show how you incorporate validation outcomes into the continuous improvement system to ensure that issues identified are addressed effectively.
	• You can show how you conduct post-implementation monitoring of practice changes as part of an ongoing cycle.
	Known risks to quality outcomes
	• Not understanding legislative and regulatory obligations and requirements and how they apply to your operations.
	• Failing to have systematised approaches to self-assurance and monitoring, and only implementing improvements when notified of an upcoming regulatory activity.
	• Not documenting and/or actioning areas for improvement identified from self-assurance, monitoring and analysis.
	• Failing to identify and implement continuous improvement opportunities across your entire scope of operations.
	• Not providing staff with the opportunity to contribute to issues identification, continuous improvement activities and potential solutions.
	• Relying on generic evaluation templates without contextualising the review to your organisation's operations.
	• Not using multiple data collection and feedback points from stakeholders.
	• Not ensuring that the collection and use data (including feedback) complies with legislative and regulatory obligations.

Self-assurance questions

1	How do you monitor and evaluate your performance against both the Outcome Standards and Compliance Requirements Instruments?
2	How do you engage with the regulator proactively to identify and address non-compliance?
3	How do you involve stakeholders, including staff and students in identifying opportunities for improvement?
4	What systems do you have in place to collect and analyse data and feedback from students, staff, industry, employers, regulators and others and how do you ensure these systems are lawful?
5	How are the outcomes of monitoring and evaluation used to improve your performance and the quality of the services?