

Continuous Improvement Process

PURPOSE

Opengate Institute encourages the continuous improvement of training and assessment strategies and practices to ensure ongoing compliance with Standard 1. In order to achieve this, Opengate Institute systematically evaluates quality/performance indicator data, validation outcomes, client, trainer and assessor feedback and complaints and appeals. Data outcomes are used to continually improve training and assessment strategies and practices, and an annual *Declaration on Compliance* confirms systematically monitored its compliance with the Standards.

POLICY

For the achievement of ongoing improvement, procedures are in place to monitor and evaluate the training and assessment strategies and practices. The data collected, analysed and acted upon must include:

- information from quality indicator and performance data
- validation outcomes
- client, trainer and assessor feedback; and
- complaints and appeals.

In addition, Opengate Institute must provide an annual declaration (*Declaration on Compliance*) to stating that it is compliant with the Standards across its entire scope of registration and that the training and assessment strategies and practices in place ensure that current and prospective learners are assessed in accordance with the requirements of the Standards. Further, Opengate Institute must comply with the *Data Provision Requirements* and provide accurate and current information on its performance and governance and the satisfaction of clients, trainers and assessors and associated activities to ensure conformity to standards to better meet client needs and create a benchmark of quality services.

The use and development of process improvement strategies involves the outcomes of management reviews, internal and external monitoring, self-assessment and performance measurement in the areas of training and assessment strategies and practices, and management systems.

Issues and concerns identified are recorded in the Continuous Improvement Register which is analysed, and information is then used in strategic planning, product development, service delivery changes and in the implementation of process improvement activities.

Management also encourages every employee to 'own' their respective position and the relevant responsibilities involved and to examine the instructions included in the duty statements and advise where improvements could be made.

This information can be transmitted by way of formal meetings, internal audits and management system reviews and is expected to point to ways of improvement.

PROCEDURE

Information from performance data

Opengate Institute will keep a student management system, with the individual data and the results of overall results of students. This data will be used to pinpoint issues relating to under and over performance, niche opportunities, threats to ongoing training/assessment delivery business in market segments and overall rates of completion in relation to effort.

Validation outcomes

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool(s) produce(s) valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

Each training product on Opengate Institute's scope of registration must undergo validation once every 5 years and validation of at least 50% of the training products must be validated in the first three years of that cycle. Persons involved in the validation process must have appropriate vocational competencies, current industry skills and knowledge, the appropriate training and assessment qualification or assessor skill set and current knowledge and skills in vocational teaching and learning.

Client, trainer and assessor feedback

Student and trainer/assessor feedback is collected to gauge satisfaction and gain an overview of opinions of the course.

Student Feedback Forms may be used on the first and last day of the program depending on the length of the course. For courses greater than 3 days in duration, the Post Enrolment Feedback Form is to be provided to students on the first day of the course after induction and are to be handed to every student prior to the completion of the course. Trainer/Assessor Feedback Forms are used at the end of the program and are filled in by the trainer/assessor.

The trainer/assessor will review Student Feedback Forms and note positive feedback as well as identify areas of concern which need to be raised at the next management meeting. The trainer/assessor is also responsible for providing information gathered from the trainer/assessor Feedback Forms to the manager for review during the next management meeting. Serious issues must be brought to the immediate attention of the manager and discussed ASAP.

All areas of concern should be discussed, and a determination should be made what items need to be recorded on the Continuous Improvement Register.

Any items recorded on the register; need to be actioned by the person nominated on the register and the manager are responsible for overseeing the process and ensuring any issues identified are actioned.

Complaints and appeals

Opengate Institute has a Complaints and Appeals policy which is publicly available on the website. Where complaints or appeals are received, Opengate Institute retains this information on the Complaints and Appeals Register, detailing how the matter was dealt with and the outcome. This process identifies the cause of the complaint or appeal and the steps undertaken to ensure it does not happen again. The information identified in the Complaints and Appeals Register forms part of the Continuous Improvement Process for Opengate Institute

MANAGEMENT MEETINGS

Management within Opengate Institute will hold monthly meetings involving the trainers, assessors and administrators to ensure all aspects of the functioning in line with business and regulatory requirements.

The manager will set aside a period of time each month or will call a Meeting as required to discuss various issues

A Management Meeting Agenda will be used to formally discuss various activities and any relevant actions identified during the meeting will be recorded and then form the meeting minutes for future reference.

All meeting minutes must be filed for future reference and audit purposes.

SUMMARY

Opengate Institute must retain evidence to demonstrate that monitoring has been systematically planned and carried out. Similarly, evidence showing that actions match the outcomes of reviews must also be retained and if results indicate the need for change, evidence must show that the change has been implemented, or justification provided if the change has not been made.