

CONTINUING IMPROVEMENT POLICY

1. PURPOSE

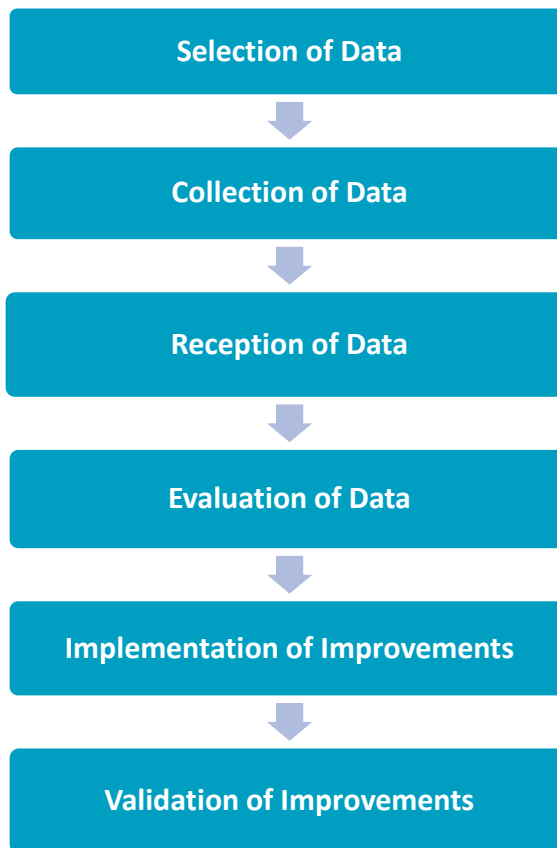
- 1.1 All aspects of International Child Care College Pty Ltd (**ICCC**) operations must seek to identify and apply best practice. This Policy outlines the approach ICCC takes to support continuous improvement.

2. SCOPE

- 2.1 In this Policy, “**Company**” or “**ICCC**” refers to International Child Care College Pty Ltd.
- 2.2 This Policy applies to all employees of ICCC and all persons performing work at the direction of ICCC, collectively referred to as [**employees**].

3. SYSTEMATIC APPROACH

- 3.1 ICCC applies a systematic approach to support continuous improvement. This approach includes:



Selection

- 3.2 Data collected has been selected on the basis of its relevance to the NVR RTO standards and quality indicators. Data sources have been selected to provide a balance of qualitative and quantitative information. The following data is identified for collection and for input into our continuous improvement system:

- Learner, Supervisor, Employer, ICCC staff and management feedback
- Competency and Qualification completion rates
- Outcomes of complaints and appeals processes
- Outcomes of validation and moderation processes
- Outcomes of industry consultation
- Information from the National VET Regulator or Industry Skills Council
- Outcomes of internal and external quality audits

Collection

3.3 Data will be collected using a range of methods to enable sufficient data on which valid judgements may be made. Allowing for different data collection methods provides maximum opportunity to engage with learners and employers and to seek and obtain input from our staff and other stakeholders.

Types of Data

3.4 Quantitative and qualitative data is collated into a Continuous Improvement Report for consideration by management as required.

Evaluation

3.5 Management may discuss relevant data together as a management team, and meet with the teams or individuals to discuss, or self-evaluate information regarding improvement opportunities.

Implementation

3.6 Once improvements have been identified and agreed to, they are implemented via the appropriate manager and related team with clearly defined improvement actions, implementation responsibilities and review guidance.

3.7 The responsibility for implementing continuous improvement opportunities is vested with all members of the organisation under the guidance of senior staff. All information is relevant however all information may not result in continuous improvement. It is the responsibility of management to decide on future actions.

Validation

3.8 Improvements are validated to confirm that they have produced the intended result. This is achieved through the review mechanisms and through 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.

4. REPORTING OPPORTUNITIES FOR IMPROVEMENT

4.1 The primary method of reporting opportunities for improvement by staff or other stakeholders is via the regular team, meetings as well as informal and formal updates.

5. REVISION HISTORY

Rev	Date	Revision Description	Name

v1		Initial Policy	KC
V1.1	07.06.2024	Updated formatting only	HR