

8. Continuous Improvement

RTO Policy

Purpose

To state the Department's commitment to pursuing continuous improvement in the delivery of training and assessment services as an RTO.

Relationship to AQTF Standards for Registered Training Organisations 2005

This policy relates to Standards 1.10 and 4.3 (i).

Scope

The policy covers the processes for:

- collecting and collating stakeholder and client feedback;
- review of policies and procedures;
- acting on opportunities for continuous improvement; and
- maintaining continuous improvement systems.

Policy Statement

1. The Department is committed to continuous improvement in the delivery of training and assessment services as an RTO.
2. Trainers and Assessors must use the training and assessment materials stored in the Information pages of FireWeb as FireWeb provides the latest version of these materials. FireWeb must be updated as revised versions of these materials become available.
3. Input into the effectiveness of training and assessment services is provided through a range of sources (see attached *Training and Assessment Request*).
4. Each training course delivered will be reviewed for validity against DSE's operational requirements and adherence to the relevant National competency standards or National course specifications prior to delivery.
5. Client feedback will be sought following the delivery of training (see attached *Feedback Sheet*) and comments considered as part of the review process as indicated in point 3 above.

Client feedback shall also inform the review of the RTO policies (refer ***RTO Policy – Risk management***).

6. Only DSE's standard assessment instruments, where available and as stored in the Information pages of FireWeb, will be used for assessment against National competency standards.
7. Departmental assessment instruments will be reviewed systematically to ensure that they meet current assessment requirements and meet DSE's operational requirements.
8. The Fire Training Advisory Committee will monitor the review as indicated in points 4 and 7 above.
9. The Department will endeavour to ensure that wider industry input is included in any review process (for example, through consultation with other RTO fire agencies and the Australasian Fire Authorities Council).

Responsibilities

The Manager Fire Training is responsible for authorising this policy and seeing that it is adhered to.

Legislative Context

Refer to **RTO Policy – Key legislation**

Associated Documents

RTO Policy – Risk management

Training and Assessment Request Sheet (attached)

Client Feedback Sheet (attached).

TRAINING / ASSESSMENT REQUEST – SUMMARY REPORT

Origin of Request

- Fire Debrief Audit Critical Incident
- Assessor/assessment - Trainer/training Review
- New / Revised Practices or Procedures
- Inquiry (state type)
- MACA Review
(Local, Regional or State)
- Other (state)

Incident Detail (fire/meeting name, location, dates, etc.)

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Contact Details for information gathering if required (names, phone, workcentre)

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Request Detail (explanation of what is actually being requested to be included / amended in training or assessment)

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Training Needs Assessment Results (Fire Training only to complete – attach full TNA where appropriate)

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**FIRE MANAGEMENT TRAINING
FEEDBACK SHEET**

SUBJECT / COMPETENCY: _____

PRESENTER: _____

LOCATION: _____ DAY/DATE _____

Things that went well:

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Things that didn't go so well - and suggested improvements:

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Any problems with course logistics – instructions, venue, catering, etc?

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Anything(s) which you hoped would be covered in the sessions which were not??

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Thank you for taking the time to fill this out!

Continuous Improvement Annual Calendar

Month	Activity	Related policy	FTAC	Resp. Person
JANUARY				
Jan	Plan and approve central training course program according to: results of State and regional SOC assessments, fire season debrief information and client feedback results.		Yes	Kate
Jan	Annual Training report To CFO		Yes	RTO Manager
Jan-March	Planning for courses	Continuous Improvement		All
FEBRUARY				
February	Brief RTO staff for preparation and delivery of Central course program	Staff recruitment, Induction and On-going Improvement		RTO Manager
February to April	Nomination Process	Client Selection		Kate
MARCH				
March		Continuous Improvement	Yes	
March to November	Training Occurs			All
March to April	Debrief of the Fire Season(key information into training-major changes to next year)			RTO Manager
March to June	Revise training and assessment materials to meet operational requirements and curriculum/competency requirements-include previous years up dates	Continuous Improvement		All
APRIL				
April	RTO course nomination process - spot audit on process	Client Selection	Yes	External
April	Preparation and distribution of Student Kit including letter offering RPL	Client Selection		
April	Establish and maintain list of RTO staff and qualifications and attendance at updates etc	Competency of Staff and Staff recruitment, Induction and On-going Improvement	Yes	RTO Manager
April	Ensure all RTO staff have staff kit.	Competency of Staff		RTO Manager
April	All RTO staff updates on amended RTO policy for the training season	Staff recruitment, Induction and On-going Improvement	Yes	RTO Manager
April to Nov	Send out student kit and RPL/RCC to accepted nominees			
April to June	Review Training and Assessment			
MAY				
May to December	Training occurs			All
May	6 monthly RTO review			RTO Manager
May	Overall review (summary) of Dept compliance with current RTO policies	Risk Management	Yes	RTO Manager
May	Review of annual RTO compliance calendar (this !)	Risk Management	Yes	RTO Manager
May	Review content of RTO policies and amend if necessary	Risk Management	Yes	RTO Manager
May to June	Assessor Updates		Yes	RTO Manager
May to Nov	Monitor conduct of assessments for Access/Equity provisions	Access and Equity	Yes	External
May to Nov	Client Feedback on	Continuous Improvement		All

RTO Policy – Continuous Improvement

	training/assessment content and delivery sought			
JUNE				
June	Conduct external RTO audit	Risk Management	Yes	External
June	Report to Chief Fire Officer on RTO compliance	Risk Management	Yes	RTO Manager
JULY				
July	Review revised training and assessment materials to ensure they meet operational requirements and curriculum/competency requirements	Continuous Improvement	Yes	Kate/Jasmine
AUGUST				
End of August	State wide sign off of joint CFA/DSE material-updates, briefings			RTO Manager
August to November	Monitor training delivery for Access/Equity provisions	Access and Equity	Yes	
August to November	Conduct client survey of Access/Equity	Access and Equity	Yes	External
August to November	Monitor assessment process cross Region/cross Fire District, against competency standard requirements	Assessment Procedure	Yes	Jasmine
August to November	Conduct random audit of RTO staff against competency standards	Competency of Staff		External
August to November	Collect complaint and appeal data and file	Complaints and Appeals	Yes (each agenda)	RTO Manager
OCTOBER				
October to December	Debrief Courses-summary, actions to be taken			All
October to December	Review next years Courses including assessments			All
October to Dec	Revise Annual Training Program-Big ticket-start development			Kate
NOVEMBER				
November	CFA/DSE joint training committee - next year's priorities/program		Yes	RTO Manager
November	6 monthly RTO review	Continuous Improvement	Yes	RTO Manager
November	Review Rolling 5 year Training Plan			RTO Manager
November to Dec	Course Feedback			All
November to March	Check that only qualifications listed in Scope of Registration have been issued (FireWeb printout)	Assessment and RPL	Yes	RTO Manager /External
November to March	Check qualifications issued under RPL/RCC (FireWeb printout)	Assessment and RPL	Yes	
November to March	Review compliance on record keeping on FireWeb (spot audit)	Administration and Records Management	Yes	External
November to March	Check qualifications issued from other RTOs (FireWeb printout)	Recognition of Qualifications from other RTOs		External