Continuous Improvement

Sheevaun Gallacher

We wish to acknowledge the Traditional Custodians of the lands we meet on today, the Whadjuk Noongar people and recognise their continuing connection to the land, waters and community

We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

artwork by Bigi Nagala

What will be discussed

Today's session focusses on helping RTOs understand where Continuous Improvement fits into the revised Standards with a planned implementation in July 2025.

- Setting the scene for implementation of the revised Standards

- Where Continuous Improvement fits within the revised Standards

- Systematic monitoring and evaluation (the practice of Continuous Improvement)

- Some examples

- Useful resources

- Questions Menti code **7980 3965**

Context – Rational for the revised Standards

1. Strengthen the focus on quality outcomes for learners and employers

2. Provide greater clarity for RTOs and regulators

3. Allow for more flexibility and innovation in training delivery

4. Better reflect the diversity of the VET sector

5. Ensure the Standards are fit-for-purpose across different RTO settings

All of which provides the opportunity for you to consider…what does this mean for my RTO?

Your Context

Revised Standards for RTOs

Your Practices
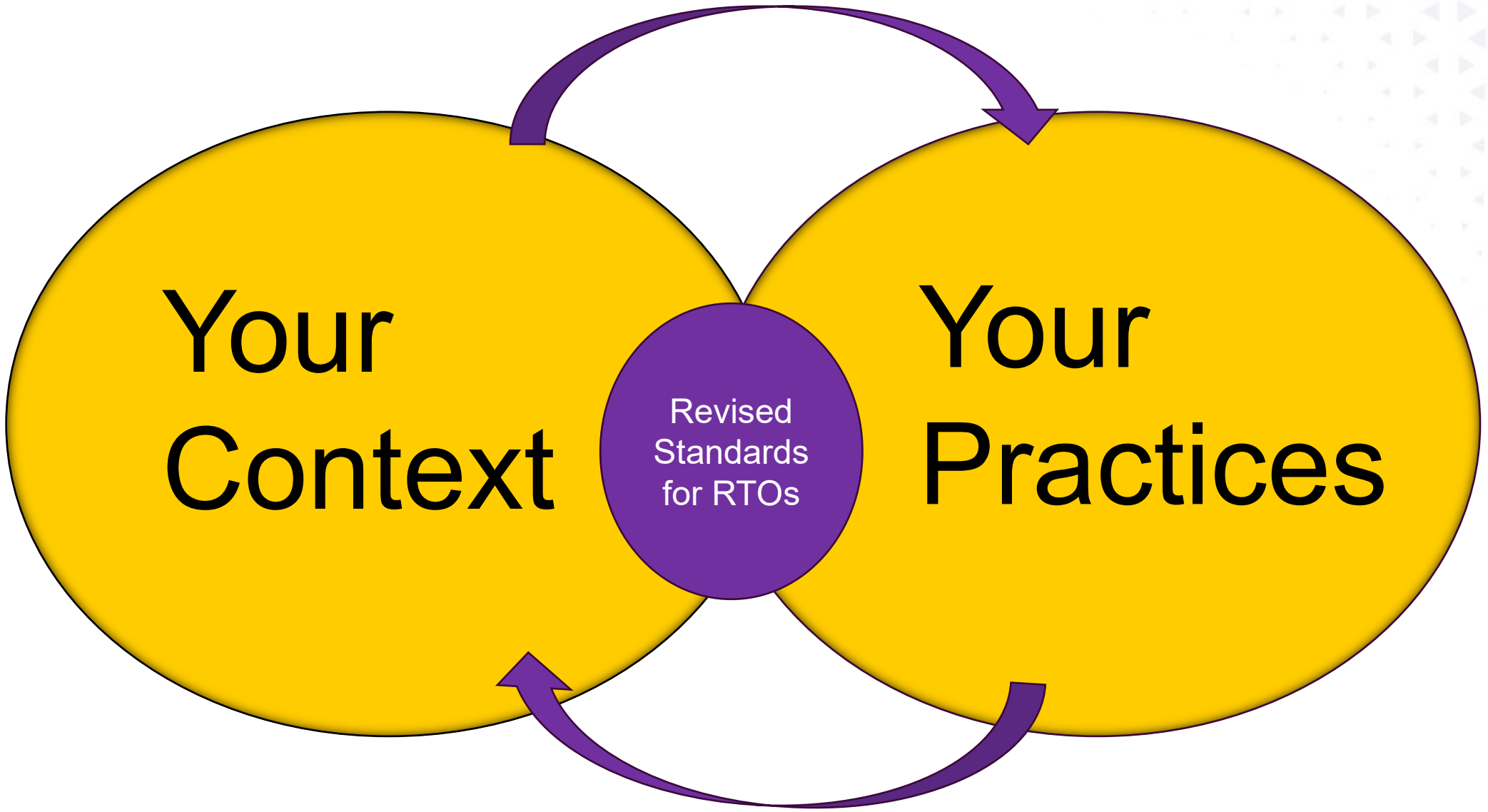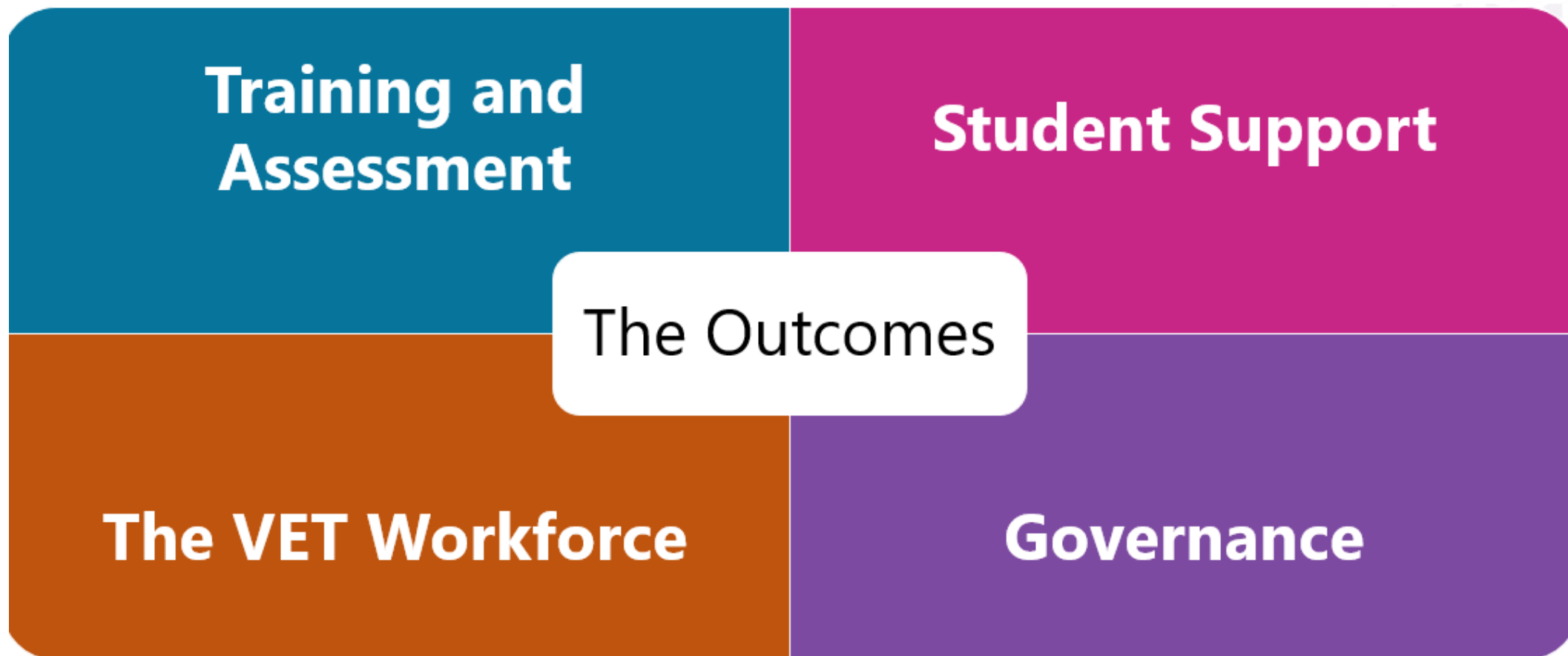
The 4 Quality Areas

2015 Standards

Less focus on administrative and legislative requirements

THE
SHIFT

More on better outputs for learners

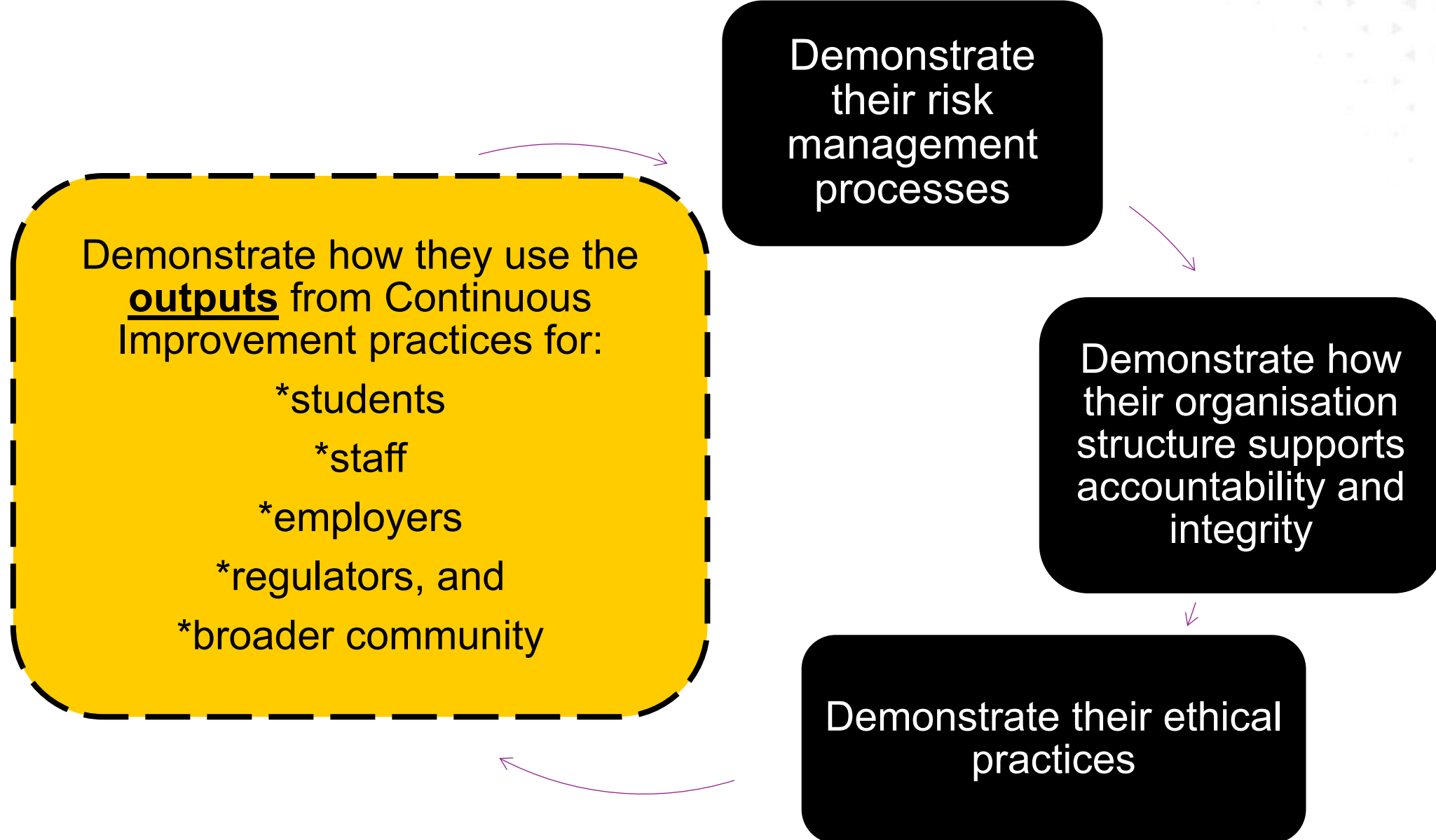**Revised Standards**

Quality Area 4: Governance

Outcome: Effective governance and a commitment to continuous improvement supports the quality and integrity of VET delivery.

4. Governance	Effective governance and a commitment to continuous improvement supports the quality and integrity of VET delivery.
Leadership and accountability	4.1 The RTO operates with integrity and is accountable for the delivery of quality services.
	4.2 Roles and responsibilities are clearly defined and understood.
Risk management	4.3 Risks to VET students, staff and the RTO are identified and managed.
Continuous improvement	4.4 The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

Focus Areas

Standards

The Intent of Quality Area 4 - allows RTOs to……..

Demonstrate how they use the **outputs** from Continuous Improvement practices for:

*students

*staff

*employers

*regulators, and

*broader community

Demonstrate their risk management processes

Demonstrate how their organisation structure supports accountability and integrity

Demonstrate their ethical practices

Continuous Improvement

Standard 4.4 relates to the focus area of continuous improvement.

Standard 4.4

The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

← Standard

The RTO demonstrates:

(a) a system for monitoring and evaluating its performance against the Standards
(b) mechanisms for collecting and analysing data and feedback, including from VET students, staff, industry, employers and regulators
(c) how it uses the outcomes of monitoring and evaluation to inform continuous improvement.

← Performance Indicators

The Intent of Standard 4.4- allows RTOs to……..

Demonstrate how they **continually** test to ensure they meet the Standards

Demonstrate how they identify **adjustments** to systems/practices to remain compliant …….

………but also how this information is **used** to improve the quality of their services

Systematic Monitoring and Evaluation could include:

Consideration of the outcomes to be measured and the indicators used to track progress and measure outcomes	Outcome measures may include: • Course completion rates • Learner satisfaction • Trainer satisfaction • Current practices – are they meeting the needs of our students?
The data collection methods and tools, including how data and feedback will be collected from relevant stakeholders, including staff, students, employers and industry	Data collection methods may include: • Surveys (eg internal audits) • Interviews • Focus groups/team meetings
The program of monitoring, including whether it will be continuous or periodic as relevant to the activities, outputs or outcomes being tracked	Things to consider: • Who will be involved • When will this occur and how often (any key milestones) • How will they be involved

Systematic Monitoring and Evaluation could include:

How data and feedback will be reviewed and evaluate the effectiveness of systems, processes and practices to identify opportunities for improvement	Things to consider: • Ease of access to information • Electronic/paper based • Expectations around outcomes
How relevant stakeholders will be involved in the design and implementation of monitoring and evaluation activities	May include: • Individuals • Groups (trainers/leadership team) • Validation Teams
How the outcomes of monitoring and evaluation will be reported and communicated to different stakeholders (including governing bodies) and how they will be able to provide feedback	Things to consider: • Weekly/monthly/annually • Written/electronic • Highlights/OFIs • Feedback loops
How the findings of monitoring and evaluation will be used to inform decision-making, adjust systems and improve services (i.e. how it will inform continuous improvement)	**When you understand the quality of information you receive you can construct more convincing arguments for change!!**

Is Continuous Improvement considered/mentioned anywhere else in the revised Standards?

Quality Area 2:

Standard 2.7
Effective feedback and complaints management addresses concerns and informs continuous improvement.

Standard 2.8 (Performance Indicator)
(d) the outcomes of appeals are used to inform continuous improvement.

Forms part of the Intent of 2.5 and 2.6, focussing on:

- Diversity and Inclusion; and
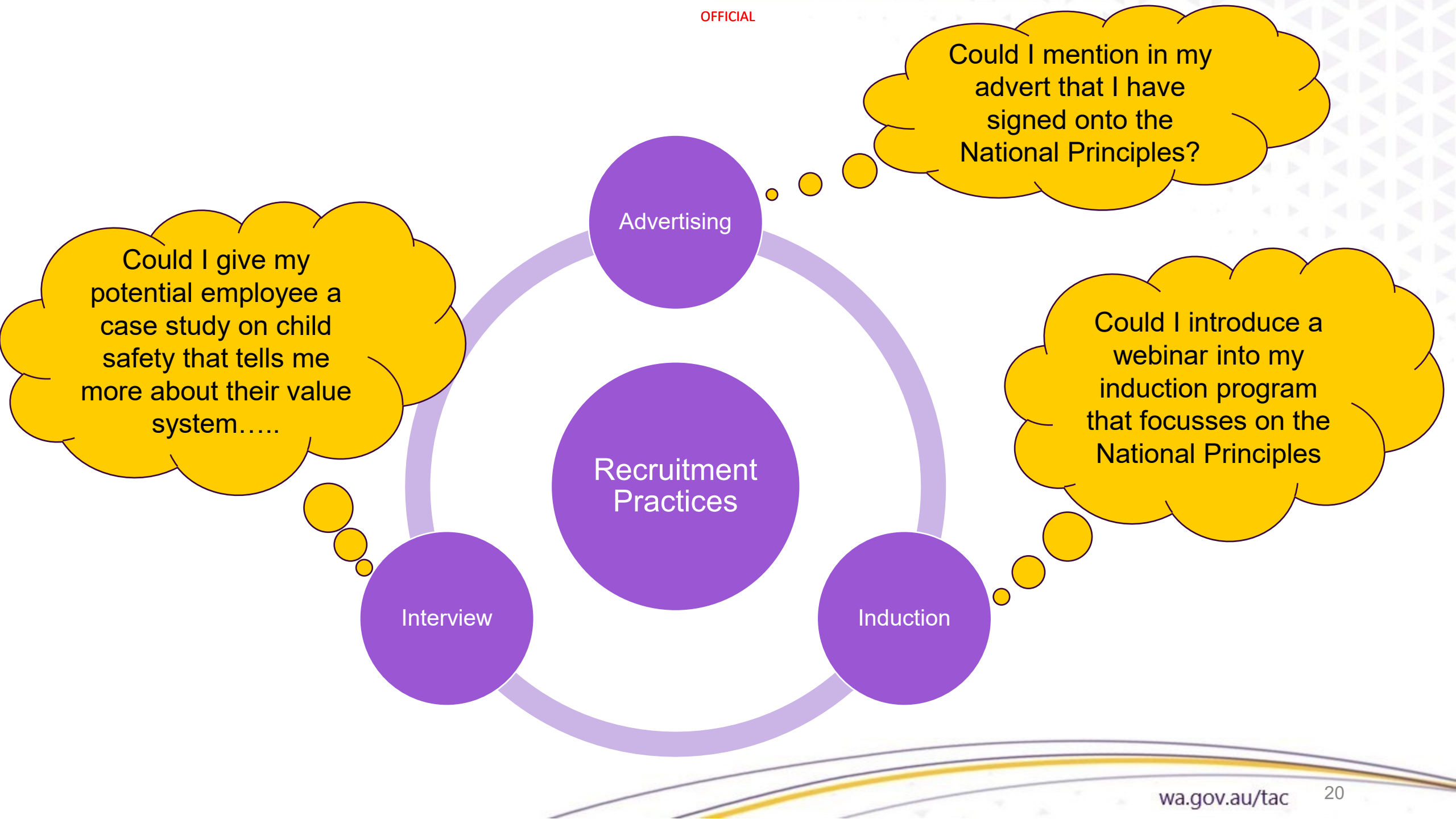- Wellbeing

Standard 4.3
Risks to VET students, staff and the RTO are identified and managed

(d) where the RTO offers training or assessment to VET students aged under 18, risks to their safety and wellbeing are identified and managed consistent **with principles for child safe organisations**, having regard to the training content and mode(s) of delivery.
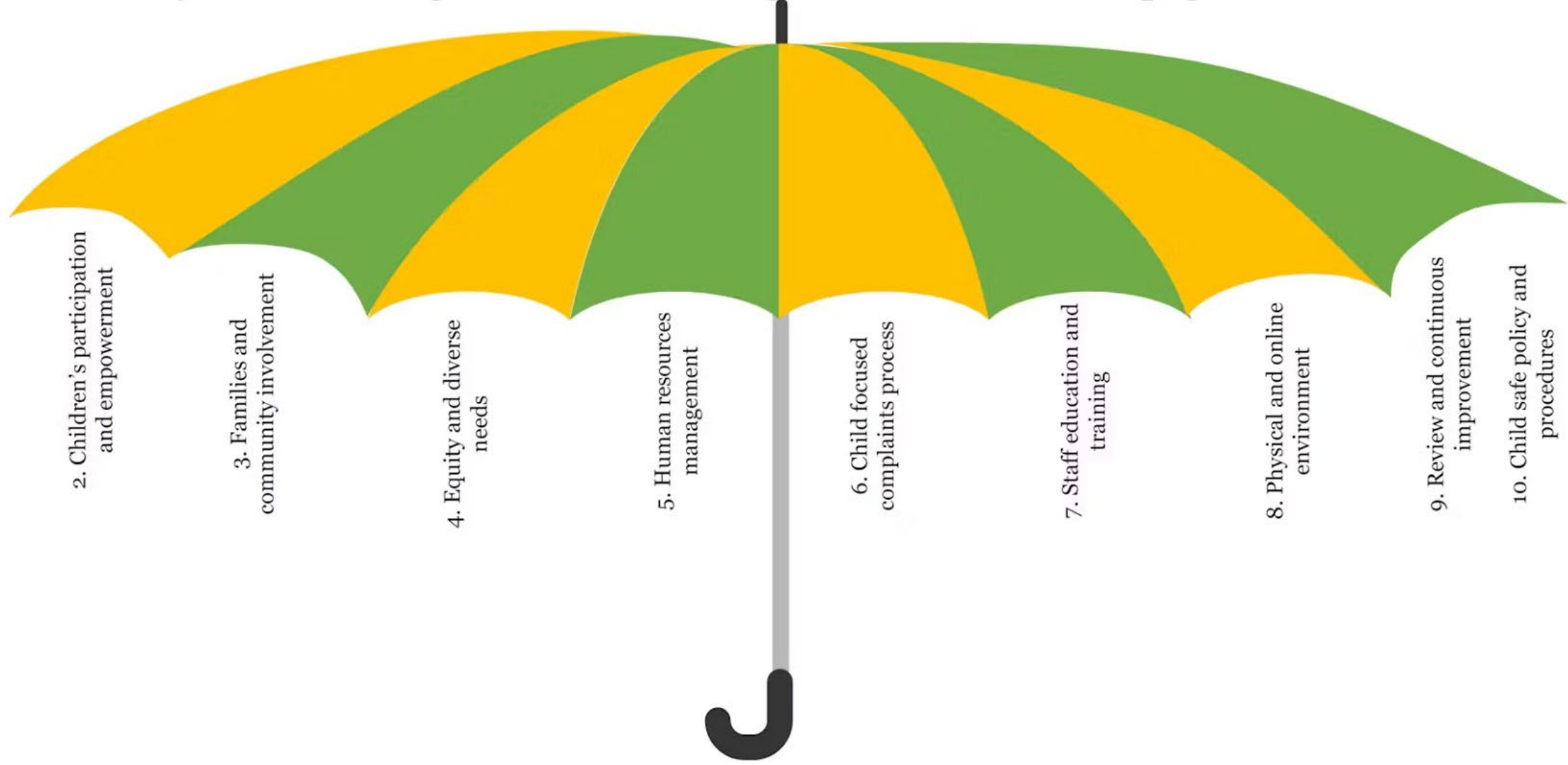
Standard 2.6
The wellbeing needs of the VET student cohort are identified and strategies put in place to support these needs.

(a) it identifies the wellbeing needs of the VET student cohort, as relevant to the **training content**, and appropriate wellbeing support services

Continuous Improvement
Achieving Better Outcomes for Everyone

Internally for RTO Team

- Positive culture
- Increased levels of engagement
- Increased efficiency
- Robust governance frameworks
- Openness to change

Externally for Students

- Streamlined practices
- Improved learning outcomes/experiences
- Application of modern teaching approaches
- Increased satisfaction
- Greater connection

Continuous Improvement
Achieving Better Outcomes for Everyone

Externally for Employers

- Ensures RTOs practice reflects industry practice
- Creates confidence in the education system
- Provides opportunities for ongoing discussion (not just one-off conversations)
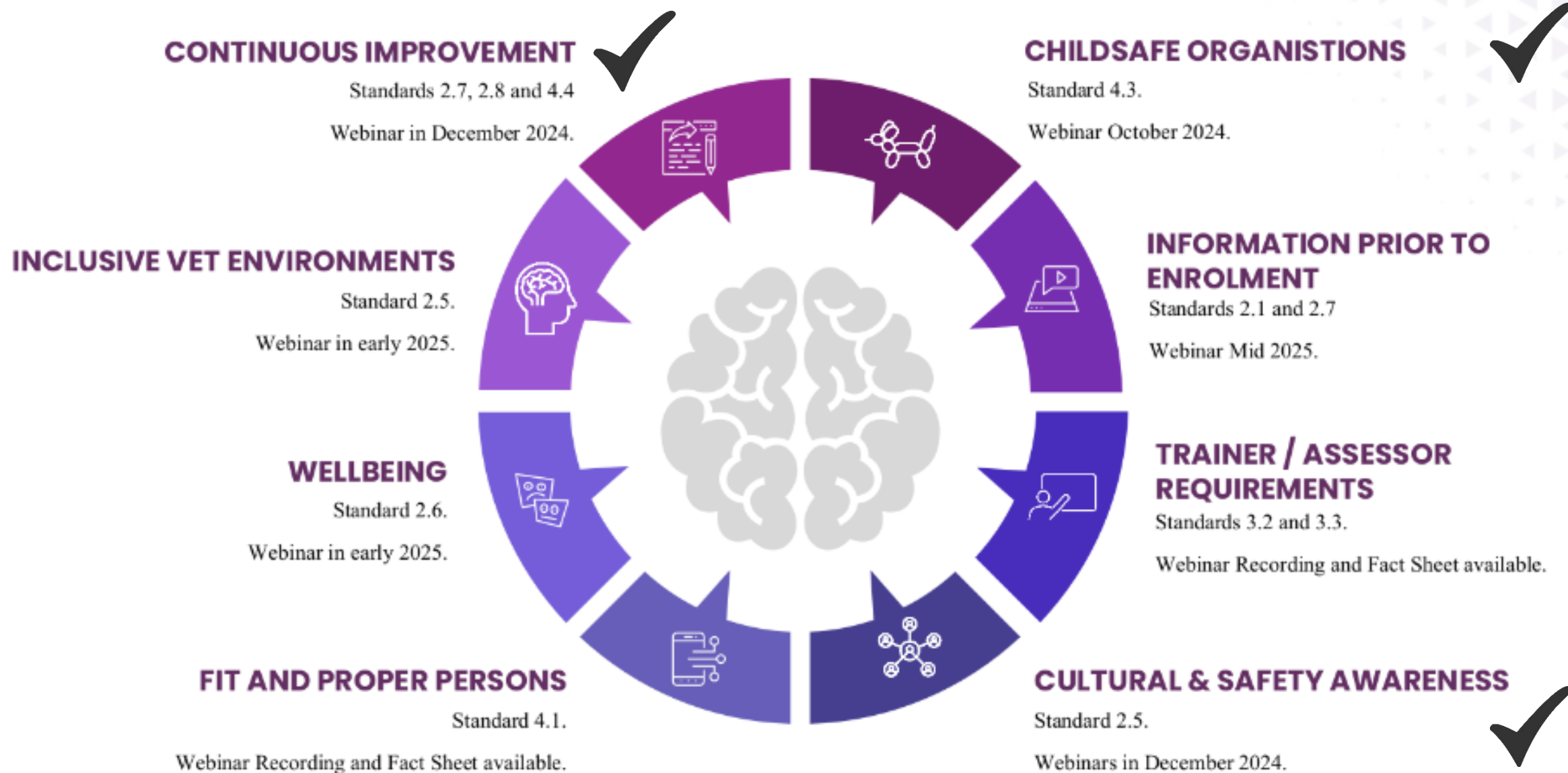

THINK DIFFERENT!

Externally for Regulators & Broader Community

- Improved compliance outcomes
- Builds trust between RTOs and other interested parties
- Creates confidence in the education system

SUMMARY

Continuous Improvement is now an inherent part of the revised Standards so embrace the opportunity to review your practices.

Significant Differences

CONTINUOUS IMPROVEMENT

Standards 2.7, 2.8 and 4.4

Webinar in December 2024.

CHILDSAFE ORGANISTIONS

Standard 4.3.

Webinar October 2024.

INCLUSIVE VET ENVIRONMENTS

Standard 2.5.

Webinar in early 2025.

INFORMATION PRIOR TO ENROLMENT

Standards 2.1 and 2.7

Webinar Mid 2025.

WELLBEING

Standard 2.6.

Webinar in early 2025.

TRAINER / ASSESSOR REQUIREMENTS

Standards 3.2 and 3.3.

Webinar Recording and Fact Sheet available.

FIT AND PROPER PERSONS

Standard 4.1.

Webinar Recording and Fact Sheet available.

CULTURAL & SAFETY AWARENESS

Standard 2.5.

Webinars in December 2024.

Revised Standards for RTOs
Online Guidance Hub

Overview
- Context of the Standards in the VET Sector
- About the Standards

Quality Area 1: Training and Assessment
- Training
- Assessment
- Credit Transfer
- Facilities

Quality Area 2: Student Support
- Information
- Training Support
- Diversity and Inclusion
- Wellbeing
- Feedback, Complaints and Appeals

Quality Area 3: VET Workforce
- VET Workforce Management
- Risk Management
- Trainer and Assessor Competencies

Quality Area 4: Governance
- Leadership and Accountability
- Risk Management
- Continuous Improvement

Compliance Requirements Guidance
- Information and Transparency
- Integrity of Nationally Recognised Training Products
- Accountability Requirements

Credential Policy

VET Regulations

Glossary

FAQs

wa.gov.au/tac

References and Resources

- The revised Standards for RTOs

- **TAC Fact Sheet:** Continuous Improvement

- TAC Fact Sheet: Internal Audit

- TAC Fact Sheet: RTO Complaints and Appeals

- TAC Fact Sheet: Industry Engagement

- **TAC Webinar:** Using Internal Audits for Continuous Improvement

What do you think the main challenges will be with meeting the requirements of Standard 4.4?

Mentimeter

Thinking specifically about Diversity and Inclusion and Wellbeing – what do you think will be the main ways in which you will be able to gather data to improve your practice in this area?

Questions

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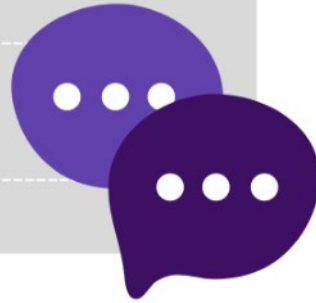
Survey Link

Upcoming Events

9 Dec - Part II: Cultural Safety Training by Kambarang Services - Webinar for TAC Regulated RTOs