Continuous Improvement Policy

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Global Development College (GDC)'s management are committed to the proactive continuous improvement of its services and operations. The Continuous Improvement Strategy delivers an Annual schedule of management review meetings every month with a focus on GDC's compliance with the 'Revised Standards for RTOs' and its Training and Assessment Services through the analysis of relevant data collected to support continuous improvement.

Continuous Improvement Procedures

Stakeholders from whom data will be collected

GDC's Continuous Improvement Strategy involves the collection of relevant data, its analysis and the application of corrective actions. Relevant data is gained through actively engaging with GDC's stakeholders. Stakeholders include GDC management, clients (learners), industry and employer representatives and all staff employed or contracted by the GDC.

The mechanism(s) of data collection

The relevant data collected by GDC management in the conduct of its Continuous Improvement System will include stakeholder feedback forms, quality indicator feedback, enrolment survey's, Learner complaints, industry consultation, industry consultation surveys and employer consultation surveys and assessment validation / moderation meeting outcomes and meeting minutes.

The timing of data collection

The timing of data collection of stakeholder feedback will occur as and when the stakeholder submits advice. This will typically be collected in writing in but may include verbal advice to a GDC staff member, in which case a stakeholder feedback form will be provided to the stakeholder or alternatively completed by GDC staff member. Industry engagement surveys and Employer engagement surveys will be collected at least annually or in relation to any new training and assessment strategies being developed. The collection of data (minutes & surveys) relating to assessment validation/ moderation meetings will be required for the finalisation of the event.

How data will be evaluated

All relevant data collected and received by GDC's management will be raised as a point of business in its next scheduled Review meeting with all data collected being analysed for continuous improvement opportunities and required implementation action. All continuous Improvement data analysed will be itemised in the Review meeting minutes.

Who will evaluate the data

Data collected by GDC's management for Review meeting analysis will be evaluated by the CEO and Review meeting members with all staff present being required to participate in continuous improvement discussion.

Current Review meeting participants include :

How the data will be acted upon

Data collected and evaluated for continuous improvement opportunities within GDC's Review meetings will be recorded in the Review meeting minute's by_____. The continuous improvement opportunities that require action will be noted in the Review meeting minutes and designated to a meeting participant for immediate action. All action points will be reviewed for current status in subsequent GDC Review meetings.

Systematic continuous improvement of training and assessment services

Training and Assessment Services of GDC are monitored and continuously improved through actions taken by management in response to data collected within GDC's Management Review meetings. GDC's Continuous Improvement Schedule includes the scheduled, systematic collection, review and evaluation of data relating to GDC's Training and Assessment Services.

An **Annual Assessment System Review** is conducted against each unit of competency/qualification on GDC's scope of registration.

The Continuous Improvement of GDC's training and assessment services is achieved through the review of the Assessment validation audits, staff moderation meetings, Industry & Employer engagement feedback, internal audits and through GDC's Learner and Training staff feedback. Continuous Improvement reviews actions taken are in recorded in the Review meeting minutes.

This procedure is subject to annual review or as required by changes in legislation, standards, or organizational needs.