CONTINUOUS IMPROVEMENT POLICY

HKCC is committed to a systematic and constant monitoring of internal systems, strategies and practices to respond to improvements, changes in the marketplace or to stakeholder expectations.

Continuous improvement is a planned and ongoing process that enables HKCC to systematically review and improve its policies, procedures, products and services in order to generate better outcomes for clients and to meet changing needs. It allows HKCC to constantly review its performance in accordance with the VET Quality Framework, standards, guidelines and contractual obligations to plan and action ongoing improvements. Continuous improvement involves collecting, analysing and acting on relevant information collected from clients and other interested parties, including HKCC staff.

HKCC is committed to the highest standard of integrity, fairness and ethical conduct, including compliance with the VET Quality Framework. HKCC will systematically and continually register issues &/or opportunities for improvements, review, recommend, record and undertake improvements relating to its business and processes.

Continuous Improvement Log, Record and Register

All issues &/or improvements relating to compliance within the VET Quality Framework (and grievance and complaints) will be raised by submitting a **Continuous Improvement Record** (CIR) at a continuous improvement meeting. The CIR is a form that captures the action process and by whom as discussed and recommended at the continuous improvement meeting. Each CIR raised will be logged prior to attention on the **Continuous Improvement Log**.

Continuous improvement meetings

The continuous improvement meetings will occur – as much as practical on a weekly basis – attended by the Principal, administration staff and any other relevant stakeholder.

Continuous improvement meetings will incorporate recommendations and directions from HKCC Council and its Sub-Committee meetings.

The discussions, recommendations, and expected outcomes with action timeframes will be documented on the **Continuous Improvement Register**.

Gathering Feedback

HKCC engages in a range of formal and informal review processes of implementing changes and improvements. Feedback is gathered from, but not limited to, the following sources as appropriate

- Industry consultation
- Changes in legislation
- Data received for government departments (DEC) or peak body
- Community Colleges Australia

- Participant feedback: Quality Indicators, evaluation forms and informal/formal information from learners
- Complaints – formal and informal
- Staff/Tutor/Trainer feedback
- Members of the Community
- Members of the College Council
- Job service providers
- And other relevant stakeholders.

Feedback will be collected, collated, analysed and communicated back to the relevant party or stakeholder where necessary.

Industry Consultation

As part of the improvement process key staff will liaise with local industry to gather data on improvements, recommendations and other future training opportunities. This will be documented and where necessary signed for confirmation by the industry expert.

Consultation visits will also validate HKCC's training and assessment activities by researching current skills and knowledge required by industry. Industry visits will highlight whether skills taught in the classroom meet the benchmark required by industry.

Review of Training & Assessments

Training and Assessment strategies will be regularly reviewed in consultation with qualified Trainers & Assessors, feedback from participants and local industry (through industry consultation and collaboration). Training and Assessment strategies will be updated to reflect the latest version.

Learner guides, training plans, timetables and assessments will also be reviewed on a regular basis to ensure the quality of the training conducted. Reporting forms and templates will also be updated regularly. Internal and external validation will be conducted as per Validation Schedule.

Staff

Tutors & Trainers will be inducted by their coordinator or supervisor upon commencement at HKCC. New Tutors & Trainers may require a period of mentoring for successful orientation into the positive learning environment.

Business Planning/Strategic planning

Business plans, operational plans, mission statement and vision statements will be updated and reviewed as required. Yearly budgets are developed and submitted to HKCC Council for approval.