Hornsby Ku-ring-gai Community College
SINCE 1925

Continuous Improvement Policy and Procedure

Policy Statement

HKCC is committed to a culture of continuous improvement that ensures our services, systems, and practices evolve to meet the changing needs of learners, industry, and the broader community. This policy aligns with the Standards for RTOs 2025, the NSW Smart and Skilled Quality Framework, and the expectations of Adult and Community Education (ACE) providers.

Continuous improvement is a planned, systematic, and evidence-based process that enables HKCC to:

- Review and enhance policies, procedures, products, and services.

- Respond to changes in legislation, industry requirements, and stakeholder expectations.

- Improve outcomes for learners and maintain compliance with regulatory frameworks.

Scope

This policy applies to all HKCC staff, tutors, trainers, and stakeholders involved in the delivery, support, and governance of training and education services.

Key Principles

- **Integrity and Fairness**: All improvement activities are conducted ethically and transparently.

- **Stakeholder Engagement**: Feedback is actively sought from learners, staff, industry, and community partners.

- **Compliance and Quality**: Improvements are guided by the VET Quality Framework, Smart and Skilled guidelines, and ACE principles.

- **Responsiveness**: HKCC adapts to emerging needs and opportunities in the education and training landscape.

Continuous Improvement Processes

1. Continuous Improvement Meetings

- Held fortnightly (where practical), involving the Principal, administration staff, and relevant stakeholders.

- These meetings serve as a platform to:

    o Update staff on college matters.

    o Exchange ideas and foster collaboration across the team.

- o Discuss operational and strategic issues affecting the college.

  - o Raise and explore potential continuous improvement opportunities.

  - o Incorporate recommendations from HKCC Council and Sub-Committee meetings.

- Improvements formally raised during these meetings are documented using a Continuous Improvement Record (CIR) and subsequently logged in the Continuous Improvement Register, including actions, timeframes, and responsible parties.

2. Continuous Improvement Record (CIR)

- Used to log issues, opportunities, and actions.

- Submitted during meetings and tracked in the **Continuous Improvement Log**.

- Each CIR includes the issue, proposed action, responsible person, and expected outcome.

3. Feedback Collection and Analysis

Feedback is gathered from a wide range of sources, including:

- Industry consultation

- Legislative updates

- Government and peak body data

- Community Colleges Australia

- Learner feedback (formal/informal)

- Complaints and grievances

- Staff and tutor input

- College Council and community members

- Job service providers

- Other relevant stakeholders

Feedback is:

- Collected ethically and in accordance with privacy laws.

- Collated and analysed for trends and actionable insights.

- Communicated back to relevant parties to close the feedback loop.

4. Industry Consultation

- Key staff liaise with local industry to validate training relevance and identify future opportunities.

- Consultations are documented and may include signed confirmations from industry experts.

- Visits assess whether classroom skills meet current industry benchmarks.

5. Review of Training and Assessment

- Training and Assessment Strategies (TAS) are reviewed regularly with input from trainers, learners, and industry.

- Learner guides, training plans, timetables, and assessments are updated to reflect current standards.

- Internal and external validation is conducted per the Validation Schedule.

6. Staff Induction and Mentoring

- Tutors and trainers are inducted by their coordinator or supervisor.

- New staff may receive mentoring to support integration into HKCC's learning environment.

7. Strategic and Business Planning

- Business and operational plans, mission and vision statements are reviewed and updated as needed.

- Annual budgets are developed and submitted to HKCC Council for approval.

Commitment to Equity and Inclusion

HKCC's continuous improvement processes include strategies to identify and address barriers faced by disadvantaged learners, ensuring equitable access and outcomes.