

### **Policy Aims**

- CCAE to use best practice to guide its operations and continually reviews the quality of student learning outcomes to ensure it meets the needs and aspirations of students and the wider community and develops its student's ability to think effectively and make informed choices based on sound practices and experiences in work-placement settings.
- Ensure that CCAE establishes and maintains a Continuous Improvement [CI] process by which CCAE can identify and manage compliance risks and act in a timely manner on opportunities to improve its systems, training and assessment outcomes associated with **AQTF Standard 2 – *The RTO adheres to principles of access and equity and maximises outcomes for its clients*** and **AQTF Standard 3 – *Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.***
- Ensure that **CI** conducted by CCAE is compliant with the following **elements** of Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients
  - 2:1 – The RTO establishes the needs of clients, and delivers services to meet these needs
  - 2:2 – The RTO continuously improves client services by collecting, analysing and acting on relevant data.**
  - 2:3 – Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided and their rights and obligations.
  - 2:4 – Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of learning and assessment.
  - 2:5 – Learners receive training, assessment and support services that meet their individual needs.
  - 2:6 – Learners have timely access to current and accurate records of their participation and progress.
  - 2:7 – The RTO provides appropriate mechanisms and services for learners to have complaints and appeals are addressed efficiently and effectively.
- Ensure that **CI** conducted by CCAE is compliant with the following **elements** of Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.
  - 3:1 – The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.
  - 3:2 – The RTO uses a systematic and continuous improvement approach to the management of operations.**
  - 3:3 – The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.
  - 3:4 – The RTO manages records to ensure their accuracy and integrity

### **Procedure - Commitment to Policy Development and Implementation**

- CCAE policy development will be directed by the Manager as a continuous consultative process with staff, Board, Australian Apprenticeship Centres, Employment Service Providers, Employers, Students and community.
- When developing policy, the Manager will draft a document for comment by staff, community members, and ultimately to Board of Management for consideration and/or approval.
- The focus of all CCAE policies will be the learning needs and learning outcomes of students.
- All policies will include: title, CCAE name, aims, implementation and evaluation.
- Policies will be reviewed bi-annually unless changes to legislation/contractual obligations or methods of operation require earlier adjustment

### **Procedure - Commitment to Thinking Skills in Curriculum Programs**

- CCAE students will have the opportunity to develop skills to think systematically, reason, think laterally and creatively, think caringly, ethically and reflectively so that students are active participants in their own learning.
- CCAE students will be responsible for their learning goals, progress and outcomes by developing individual learning plans and by critically analysing their own learning.
- CCAE students will be active contributors to their own reports via self evaluations on progress in the development of thinking skills, identification of future learning needs and learning outcomes to date.
- Staff delivering accredited programs will undertake professional development in the teaching of thinking skills.

### **Procedure - Commitment to Annual AQTF-2010 Internal Audit**

- An **Audit Committee** will be formed for this purpose comprising: Manager + 2 staff representatives.
- In July each year, CCAE will conduct an internal audit of its compliance with AQTF-2010 requirements:
  - + Nominated auditors will prepare an audit checklist based on AQTF-2010 requirements
  - + Audit Committee will advise personnel of the date and purpose of the audit to ensure documentation is available for audit.
  - + Auditor will provide details of non-compliance and recommendations to the Audit Committee.
  - + Where policies/procedures are not adhered to, Audit Committee will take appropriate action to remedy concerns.
  - + The Manager will sign off on all internal audit documentation.
- Periodical reviews of all documentation, policies, procedures, contractual requirements, training resources, professional learning, staff resumes will be undertaken every six months, or updated upon changed circumstances.
- Audit committee will collect and analyse stakeholder/client satisfaction feedback on CCAE services and review policies and procedures in the light of the information received.
- Audit Committee will analyse the internal audit outcomes and document compliance with AQTF-2010 RTO Standards and develop a strategy and timeframe to correct any non-compliance issues found.

### **Procedure - Commitment to Student and Industry Satisfaction Surveys**

- CCAE will regularly seek feedback from trainees for incorporation into future programs and adopt a QA and CI system that clearly documents procedures for managing and monitoring all training operations.
- **Refer to Client Feedback Policy and Procedure for details.**
- **Refer to Quality Indicators Policy and Procedure for details.**

### **Procedure - Commitment to Staff Meetings and Learning Area Meetings**

- There will be monthly Staff meeting, and regular Learning Area Meetings. These meetings will involve a discussion of all aspects of CCAE operations:
  - + Policies
  - + Procedures
  - + Delivery Issues
  - + Resources – rooms, equipment, manuals, AV,
  - + Staffing Issues
  - + Timetables
  - + Unit Assessment
  - + Work-placements and assessments
  - + Recording of outcomes

### **Procedure - Commitment to Complaints Process and Dispute Resolution**

Students and Staff may raise any issue/concern via a complains procedure:

- **Refer to Staff Complaints-Appeals Policy and Procedure for details.**
- **Refer to Student Complaints-Appeals Policy and Procedure for details.**

### **Procedure - Commitment to Policy and Procedure Reviews**

- The CCAE will review its policies and procedures bi-annually unless changes to legislation/contractual obligations or methods of operation require earlier adjustment procedures to ensure that they are still current, relevant and accurate.
- Changes to Policy are a due diligence matter and must be approved by the Board of Management.
- Changes to Procedure are an operational matter and must be approved by the Manager.

### **Procedure – Obtaining Relevant Documentation and Feedback**

- Student and Industry Surveys
- Internal Audit Schedule
- Internal Audit Checklist
- Annual Internal Audit Report Student Feedback
- Trainer/Assessor Feedback

### **Evaluation**

This policy will be reviewed bi-annually

Adoption Date: 20 June 2012

Review Date: 01/06/2014

Version Control: V1-05/08/06

V2-16/07/07

V3-07/06/10

V4-01/06/12