

POLICY: C4.1

CONTINUOUS IMPROVEMENT POLICY

1.0 INTRODUCTION

1.1 Context

The Australian Institute of Management Education and Training (AIM), as a nationally registered training organisation (RTO 0049), is committed to fostering learning and professional development. AIM strives to deliver exceptional training and assessment experiences that enable individuals and organisations to achieve their goals in a supportive, innovative, and high-quality environment.

1.2 Purpose

This policy outlines AIM's commitment to continuous improvement, ensuring the quality of its products, services, and practices. It serves as a framework to:

- Foster a culture of continuous improvement.
- Systematically evaluate academic and student services throughout the learner journey.
- Ensure compliance with regulatory and quality standards through robust quality assurance practices

1.3 Scope

This policy applies to all AIM management, staff, and relevant third-party contractors engaged in providing, assessing, and improving AIM's training and assessment products and services.

1.4 Scope Exceptions

None

2.0 RESPONSIBILITIES

1. All Staff and Contractors:
Individuals covered by this policy must comply with the principles and procedures outlined within.
2. Management Team:
Responsible for fostering a culture of continuous improvement and ensuring effective implementation by:

- a) Conducting regular reviews of compliance and quality assurance.
- b) Encouraging staff and learner participation in improvement initiatives.
- c) Acting on feedback and data collected through formal and informal means.
- d) Maintaining and regularly updating the Continuous Improvement Register to document and track key improvements.
- e) Supporting staff capability through engagement in innovation, compliance, and quality assurance activities.

3.0 Policy

3.1 Principles

AIM's approach to continuous improvement is guided by the following principles:

1. AIM is committed to providing high-quality training and assessment services, ensuring continuous improvement is central to its operations.
2. Continuous improvement efforts are underpinned by a systematic approach, supported by:
 - a) Annual self-assessment against RTO standards.
 - b) Clearly defined roles, responsibilities, and delegation systems.
 - c) Maintenance of a Continuous Improvement Register.
 - d) Internal controls and quality reviews.
 - e) Comprehensive risk management frameworks, including risk assessment and monitoring.
3. Improvement efforts are data-driven and responsive to changes in regulatory, legislative, and industry requirements.
4. Feedback from learners, trainers, assessors, and industry stakeholders drives enhancements to training and assessment products and services.
5. Strategies for improvement may include revising training and assessment plans, professional development for staff, and investment in new resources and technologies.
6. All changes will align with the *Outcome Standards for RTOs, the Australian Qualifications Framework (AQF)*, and other relevant legislative frameworks.
7. Continuous improvement will be evaluated to ensure alignment with learner and stakeholder needs.
8. AIM will actively engage in external benchmarking and collaboration to:
 - a) Gain independent assessment of quality operations.
 - b) Use external insights to drive internal improvements, particularly for student outcomes.
 - c) Foster shared improvement initiatives with stakeholders and third parties.
9. Continuous improvement encompasses all aspects of the student journey, including:
 - a) Marketing and recruitment.

- b) Admission and enrolment.
- c) Student engagement, progression, and wellbeing.
- d) Facilities, equipment, and resources.
- e) Training and assessment.
- f) Academic integrity, completion, and certification.
- g) Governance and compliance.

4.0 Definitions

- **Continuous Improvement:** An ongoing process of monitoring, reviewing, and implementing evidence-based improvements to enhance quality and effectiveness.
- **Continuous Improvement Register:** A centralised record of key improvements implemented over time, demonstrating AIM's commitment to quality and compliance.
- **Internal Controls:** Policies and procedures designed to guide staff, reduce errors, and ensure adherence to organisational standards.
- **Internal Quality Reviews:** Regular checks on processes, policies, and student records to assess compliance and quality, ranging from brief reviews to comprehensive audits.
- **Quality Assurance:** Processes to ensure activities consistently meet or exceed desired quality standards.
- **Risk Management:** The practice of identifying, assessing, and addressing uncertainties that may impact AIM's objectives.
- **Self-Assurance:** A proactive evaluation of performance and outcomes to ensure alignment with goals and identify areas for improvement.
- **Self-Assessment of Compliance:** An annual review of AIM's adherence to RTO standards to confirm systems, procedures, and practices meet regulatory requirements.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- AIM Continuous Improvement Guide
- Australian Qualifications Framework
- Outcome Standards for NVR Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011.
- The VET Quality Framework

6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Chief Education Officer - Future Skills
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Implementation Owner	Senior Compliance Manager VET
Maintenance Owner	Senior Compliance Manager VET
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7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
C4.0	18 November 2024	VET Compliance and Operations Manager	New policy
C4.1	19 January 2025	Senior Compliance Manager	Updated position titles