

# Opportunity for Improvement

A key process for managing continuous improvement throughout the RTO is through identifying “Opportunities for Improvement”, these can be improvements to Training and Assessment, Client Services or Management Systems. Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment:
  - Reviewing a Training and Assessment Strategy
  - Feedback on Training and Assessment
  - Industry Consultation
  - Assessment Validation
  - Internal Audits
- Client Services:
  - Opportunities for Improvement
  - Training Evaluation Form
  - Enrolment Agreement Forms
  - Internal Audit Reports
  - Complaints and Appeals Forms
- Management Systems:
  - Quality and Compliance Meeting minutes
  - Review of Continuous Improvement Cycle
  - Conducting Annual Internal Audits

All staff and students are encouraged to complete an Opportunity for Improvement Form if they identify a system, process or procedure requiring implementation or improvement.

The implementation of the actions identified in the Opportunity for Improvement Form will be reviewed and discussed at the Monthly Quality and Compliance Meetings. Following is the process for opportunities for improvement:

1. An opportunity for improvement is identified
2. An opportunity for Improvement Form is completed, by outlining the details of the current weakness in the system, process, procedure, or practice.
3. In order to focus on the solution and not the weakness, the person who has identified the improvement is given the opportunity to also identify the “Action required for Improvement”. If they are not able to identify a solution, this will be given to the RTO Manager to resolve.
4. Submit the opportunity for Improvement Form to the RTO Manager.
5. RTO Manager reviews the Opportunity for Improvement Form, and either reviews the suggested “Action required for Improvement” identified by the person who completed the form or identifies what they believe the “Action required for Improvement”.
6. The RTO Manager enters the Opportunity for Improvement into the Opportunity for Improvement Register.
7. RTO Manager either then delegates the Opportunity for Improvement to be actioned by another staff member or undertakes the Action to be completed.

8. Once Actioned and finalised, the Opportunity for Improvement Form is to be filed into the Opportunities for Improvement Register.
9. The Opportunity for Improvement is reviewed at the monthly Quality and Compliance Meeting. Minutes from the Quality and Compliance Meeting are distributed to all Training and Administration staff so that they can review the Opportunities identified.