

1. Purpose

- 1.1. DNA Kingston Training is committed to delivering Vocational Education Training (VET) that meets the needs of students and is underpinned by processes and practices that support continuous improvement and professional practice.
- 1.2. The Continuous Improvement in Vocational Education and Training Procedure ('Procedure') details the main processes used by DNA Kingston Training to systematically review and improve its policies, procedures, products and services relating to the delivery of VET, including collection, analysis and use of relevant data from students, staff, employers, VET professionals and industry.
- 1.3. A Continuous Improvement Register ('CIR') will be maintained by DNA Kingston Training. It will contain information on all matters associated with training and college procedures and policies to ensure quality assurance and a continuous improvement culture.

2. Related Documents

This Procedure should be read in conjunction with the following:

- 2.1. Policy and Procedure: Assessment, student progression and monitoring
- 2.2. Procedure: Complaints and appeals
- 2.3. Process and policy: Industry engagement, meetings and national stakeholder surveys
- 2.4. Policy and procedure: Privacy
- 2.5. Student General Feedback form and other questionnaires, work experience feedback form, destination surveys and national learner feedback surveys.
- 2.6. Staff feedback – through Emails, Interviews, Yearly course reviews, Internal audits and Staff meetings
- 2.7. Policy and procedure Staff currency and PD

3. Student Feedback

3.1. Formal Student Feedback

- 3.1.1. The Stakeholder Feedback Framework at Attachment 1 identifies the various formal student feedback mechanisms in place to collect, analyse and report on student feedback. Formal Student Feedback mechanisms include:
 - 3.1.1.1. A national Learner Questionnaire, administered annually in October, normally within a study block period.
 - 3.1.1.2. Formal surveys, including relating to any clinical or other external placements at the time of completion, and student satisfaction with face to face teaching, online components, and other aspects of their experience.
- 3.1.3. Feedback from the national Learner Questionnaire is formally analysed by the Campus Manager and outcomes reported to CEO.
- 3.1.4. Feedback from other surveys is normally analysed by the Program Coordinator (or equivalent) and reported to the Manager.
- 3.1.5. Results of student feedback are discussed with the relevant trainer and assessors, and strategies to address any issues and/or to improve outcomes identified.

- 3.1.6. Any actions arising should be entered into the Continuous Improvement Register and progress against actions monitored monthly through formal staff meetings.
- 3.1.7. The Manager will report student feedback and improvement actions to the College Manager.
- 3.1.8. College manager is responsible for monitoring outcomes of student feedback, and for reviewing and endorsing DNA Kingston Training learner engagement outcomes annual report for the Australian Skills Quality Authority prior to submission.
- 3.1.9. An annual calendar clarifying the timing of student feedback for each student cohort and each Course is maintained and circulated by the Course Coordinator, to the trainers and assessors. (Mid year and End of year). Mentoring questionnaires are carried out at the commencement and mid year.

3.2. Continuous Student Feedback

- 3.2.1. DNA Kingston Training will encourage suggestions and feedback from students about their study experience by allowing feedback either online or in person at any of our colleges. Feedback will be recorded and considered and appropriate actions addressed. General Student Feedback forms are available on the web site.
- 3.2.2. Any actions arising will then be entered into Continuous Improvement Register and progress against actions will be monitored monthly through formal staff meetings.
- 3.2.3. Actions taken to address student feedback will be noted in the Continuous Improvement Corporate folder, along with any complaints and actions taken. Changes to program will be made accordingly.

3.3. Student Grievances

- 3.3.1. Grievance – Student support officers are located at each College to provide procedural assistance to all parties involved in making or responding to a complaint in accordance with the policy and procedure for complaints and appeals.
- 3.3.2. Student support Officers will record details of student complaints and document and maintain information to be placed in complaints and on student data base. Manager will be involved as required.
- 3.3.3. Student Complaints (including marking and issues raised) will be collated and reported annually to College manager by Manager in order to identify any systemic issues arising and to make recommendations about improvements.
- 3.3.4. All parties involved in recording grievances will adhere strictly to DNA Kingston Training confidentiality requirements in accordance with DNA Kingston Training policy. Records will be kept and reported on solely for continuous improvement, and in accordance with the Policy: Privacy.

4. Industry and Employer Feedback

4.1. Formal Employer and Industry Feedback

- 4.1.1. The Stakeholder Feedback Framework at Attachment 1 identifies the formal employer and industry feedback mechanisms in place to collect, analyse and report on this feedback.
- 4.1.2. Formal mechanisms to collect employer and industry feedback include:

- 4.1.2.1. A national Employer Questionnaire, administered to a sample of employers of DNA Kingston Training students annually in October. In conducting the employer survey, DNA Kingston Training will take account of the Employer Survey Guide issued by the Australian Skills Quality Authority ('ASQA');
College Manager at least twice per year, provides industry input and feedback on the DNA Kingston Training's Operations at our Staff meetings.
- 4.1.3. Informal mechanisms to collect employer and industry feedback include:
 - 4.1.3.1. Engagement by staff in regular contact with Industry to support continuous improvement of delivery, including through ongoing training and assessment processes (such as through formal validation meetings), and monitoring relevant information (such as from training.gov.au about training package changes and requirements);
- 4.1.4. Feedback from formal employer surveys is formally analysed by College Manager and outcomes reported to CEO (or delegate).
- 4.1.5. Where feedback is gathered through discussions or meetings with industry representatives, through validation processes, or is identified through environmental scanning, an Industry Consultation and Feedback Form will be completed by CEO or Manager after Industry meetings to record the feedback provided. Feedback will be recorded in the Continuous Improvement Register.
- 4.1.6. Results of employer and industry feedback are discussed with the relevant trainers and assessors, and strategies to address any issues and/or to improve outcomes identified.
- 4.1.7. Actions arising will then be entered into the Continuous Improvement Register and progress against actions will be monitored monthly through formal staff meetings.
- 4.1.8. College Manager and CEO, will coordinate appropriate actions as necessary to address more significant industry and employer feedback. Where appropriate, students will be advised of any actions. The College Manager will report industry and employer feedback outcomes and improvement actions to team on an annual basis. Team will be responsible for monitoring outcomes of industry and employer feedback, and for reviewing DNA Kingston Training's industry and employer satisfaction outcomes Australian Skills Quality Authority prior to submission.

5. Staff Feedback

- 5.1. DNA Kingston Training will encourage staff to provide feedback about any matters concerning the effectiveness and efficiency of delivery and systems. Feedback will be sought (at a minimum) on the following basis:
 - 5.1.1. Through discussions between management and staff in annual staff reviews (refer to section 8 below), regular staff meetings and through participation by some staff informal meetings.
 - 5.1.2. A formal comprehensive staff review covering areas including organisational direction, results, facilities, resources, processes, technology and leadership will be conducted cyclically (normally once each year). Outcomes will be benchmarked against other Australian educational institutions, industry and local action plans developed to address issues raised by staff members through the review.

- 5.2. All Staff feedback will be considered by the College Manager and CEO, who will coordinate appropriate actions as necessary to address relevant feedback. Where appropriate, students will be advised of any actions taken in response to staff feedback and these will be recorded in the minutes of meetings and Continuous Improvement Register.
- 5.3. The Manager will report staff feedback and improvement actions to Team on an annual basis. Team will be responsible for monitoring outcomes of staff feedback.

6. Review and Audit Processes

- 6.1. DNA Kingston Training wide internal reviews of policies, procedures and guidelines will be undertaken on a cyclical basis to identify necessary amendments in response to changing circumstances.
- 6.2. Reviews of Operations and processes will be undertaken by:
 - 6.2.1. Team will commission reviews of, and monitor, all academic and non-academic policies, procedures and guidelines and provide advice and recommendation to College Manager.
- 6.3. DNA Kingston Training may retain or commission independent experts to assist in conducting internal self-audits against the Quality Framework. Harmony Thuresson.
- 6.4. Unit reviews will be conducted at least annually by trainers/assessors.
- 6.5. Courses will be reviewed at least annually in accordance with the Procedures, using input from industry following formal validation and moderation meetings, student results, and outcomes from other formal feedback processes outlined in this Procedure.
- 6.6. All outcomes and actions arising from review and audit process will be recorded in the Continuous Improvement Register. Recommendations from internal reviews conducted by the Regulatory Assurance team will be monitored by the CEO through a formal implementation plan.

7. Reporting of Management Data

- 7.1. The Manager will report management data to CEO and Team on an annual basis.
- 7.2. Management data will include information regarding student enrolments, competency completion rates, summary outcomes of student feedback and internal and external audit and review results related to planning, developing and enhancing DNA Kingston Training's delivery.

8. Assessment, Validation and Moderation

- 8.1. Continuous Improvement in Assessment, Validation & Moderation will be carried out in accordance the policy and procedures for student assessment, monitoring and progression Procedures.
- 8.2. All actions and outcomes will be recorded and placed on the Continuous Improvement Register.

9. Staff Review, Training and Professional Development

9.1. The College manager will ensure that staff members have regular reviews, undergo regular professional development and that outcomes from the continuous improvement matters set out in this Procedure are considered for training and professional development activities.

CRICOS 02899B Provider No: 6811	
Kingston Training and Employment Pty Ltd	
T/As DNA Kingston Training	
Policies and Procedures	
Policy Title:	Procedure: Continuous Improvement
Policy Number:	Vol:5 0622 SL
Policy Date:	June 2022
Policy Renewal:	June 2024
Responsibility:	College Manager

Record of updates and changes

Version No.	Issue Date	Nature of Amendment
Version 1.0	May 2017	Effective date – new Guideline.
Version 2.0	April 2018	Updated
Version 3.0	May 2019	Updated with change of responsibility
Version 4.0	June 2021	Additional feedback processes added
Version 5.0	June 2022	Staff responsibilities, new associated processes for staff

Process Summary

Process Step	Responsibility
<p>Formal Student Feedback</p> <ul style="list-style-type: none"> - Formal Student Feedback surveys administered in accordance with the Stakeholder Feedback Framework at Attachment 1 and annual Student Feedback Calendar - National Learner Questionnaire outcomes sent to College Manager - College Manager summarise results of analysis of Learner Questionnaire outcomes reported to CEO - Results of other surveys analysed and strategies for improvement discussed with Trainers and Assessors. Outcomes reported to Manager - Actions entered into Continuous Improvement Register - Student Feedback and improvement actions reported to College Manager - Students informed of how their feedback has changed processes 	<p>Trainer and Assessor OR Administration Officer (in case of national Learner Questionnaire)</p> <p>Administration Manager</p> <p>College Manager, relevant Program Coordinator (or equivalent)</p> <p>Team and Manager (or equivalent) Trainers and Assessors</p>
<p>Continuous Student Feedback</p> <ul style="list-style-type: none"> - Feedback received online or in person from student - Feedback reported to College Manager, or Program Coordinator (or equivalent), and strategies for improvements discussed and implemented - Progress monitored monthly through formal staff meetings - Reported to College every six months - Actions entered into CI Register - Updates to course guide and unit Outline 	<p>Admin manager</p> <p>Lecturers, Program Coordinator (or equivalent)</p> <p>Program Coordinator (or equivalent)</p> <p>Manager Trainers and Assessors</p>
<p>Student Grievances</p> <ul style="list-style-type: none"> - Where possible, grievances should be resolved informally. 	<p>Student, Trainer and assessor</p> <p>Student</p>

<ul style="list-style-type: none"> - Student lodges grievance in accordance with Procedure: Student Complaints and appeals - Grievance is managed in accordance with Complaints and appeals policy - Nature and outcome of Student Grievances reported to College Manager 	<p>Grievance - Student Support Officer</p> <p>Manager</p>
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<p>Industry and Employer Feedback</p> <ul style="list-style-type: none"> - Employers sample for survey established, and Employer Satisfaction Questionnaire administered each July and Dec - Completed Questionnaires sent to College Manager for analysis - College Manager summarise results of analysis of national Employer Satisfaction Questionnaire outcomes reported to College Manager and CEO - Actions entered into CI Register - Updates to course guide and unit Outline - Employer Feedback survey outcomes and improvement actions reported to College Manager 	<p>Administration staff</p> <p>Administration staff College Manager</p> <p>Team Trainers and Assessors Manager,</p>
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<p>Course Senior Lecturers feedback with Industry</p> <ul style="list-style-type: none"> - Meetings convened at least twice per annum, minutes taken and outcomes reported. - Actions entered into CI Register - Updates to course guide and unit Outline 	<p>Head of Campus</p> <p>Regulatory Assurance Team Trainers and Assessors</p>
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<p>Continuous Industry and Employer Feedback</p> <ul style="list-style-type: none"> - Feedback received (e.g. via validation, informal meetings) and Industry Consultation and Feedback Form completed - Industry Consultation and Feedback Form sent to Manager, Regulatory Assurance - Feedback reported to College Manager and CEO - Strategies for improvements discussed and implemented - Actions entered into CI Register 	<p>Lecturing Staff</p> <p>Lecturing Staff</p> <p>Manager,</p> <p>CEO</p> <p>College Manager</p>
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<p>Staff Feedback</p> <ul style="list-style-type: none"> - Feedback received through staff meetings, informal meetings, interviews, emails, annual course review. - Feedback considered by manager and reported to College Manager as appropriate - Improvement actions decided and implemented - Actions entered into CI Register as appropriate 	<p>Lecturing Staff</p> <p>College Manager</p> <p>College Manager</p> <p>College Manager</p>
	
<p>Review and Audit</p> <ul style="list-style-type: none"> - Internal/external review conducted as appropriate and report with recommendations prepared - Improvement actions decided and implemented through implementation plan - Monitoring of outcomes regularly - Report on progress to College Manager - Annual course reviews conducted in accordance with Procedures 	<p>College Manager</p> <p>College Manager</p> <p>College Manager, Program Coordinator (or equivalent)</p>

Stakeholder Feedback Framework (Attachment 1)

Feedback Type	Mechanism	Group	Mode	Administered and Analysed	Frequency and Timing	Description	Reporting/Communication
Student Feedback							
National Survey	ASQA Learner Engagement Questionnaire	All Students enrolled in VET course	Paper based survey	Administered by Admin Officer Analysed by College Manager	Annually October	Evaluation of student satisfaction used by ASQA	<ul style="list-style-type: none"> - Summary report on outcomes to ASQA - Report to VETAS by the VET Manager - Improvements recorded in CI Register
Survey	Training and course Questionnaire	Students completing end each semester	Paper based	Administered by Trainers and Assessors Analysed by College Manager	End of Semester	Evaluation of student satisfaction with (face to face classroom) components of Courses	<ul style="list-style-type: none"> - Relevant trainers and assessors report results to staff meeting - Manager prepares summary report on this and other survey outcomes for VETAS each six months - Improvements recorded in CI Register
Student Destination Survey	Questionnaire	Students completing end year	Online survey OR paper based (e.g. remote students)	Administered by Trainers and Assessors Analysed by relevant Program Coordinator (or equivalent)	At end year	Evaluation of student satisfaction with Stage/Cluster, including Collaborate online sessions, block weeks and clinical placements	<ul style="list-style-type: none"> - report results to Relevant trainers and assessors at staff meeting - Coordinator (or equivalent) prepares summary report on this and other survey outcomes for College Manager - Improvements recorded in CI Register
Complaints/ Grievance	Refer to Procedure: Student Complaints and appeals	As required	Written complaint to Student support Officer	Evaluation by student support officer and manager	As required	Evaluation by student support officer and manager	Refer to Procedure: Student complaints and appeals

Mentoring survey	Interview and mentoring form completed	Commencement course / mid year	Written form	Lecturers and Students support officers	Commencement and mid year and more as required	Evaluation by Lecturer, International Manager Student Support officer	Information analysed and if student has special personal needs, issues with Agents or admission process.
General Student feedback form	Available on web site	Any time	Written or online	Administration manager	Any time	Evaluation by Lecturer, International Manager Student Support officer	Information analysed and if student has special personal needs, issues will be addressed and recorded
Student work experience feedback form	Provided end during work experience	End of work experience	Written and online	Lecturers	End of work experience	Evaluation by Lecturer	Information analysed and if work placement was suitable for future work experience or follow ups required
Student feedback learner resources and assessments	Feedback gathered off assessment forms and learning material	End of unit	Written or online	Lecturers	End of unit	Evaluation by Lecturer	Information analysed and improvements made to assessments and resources accordingly, shared with manager and team.
Industry Feedback							
Industry / Senior Lecturer meetings	Formal meetings	Refer Dental, health Age care, Leadership and management, WHS, Paramedic	Face to face meetings	College Manager convenes meeting, ensures formal minutes taken and follows through actions	Once a year	Industry input to our operations	<ul style="list-style-type: none"> - Refer to Process Guide: Industry Engagement - College Manager responsible for convening meetings and reporting outcomes - Staff PD and industry currency
National Survey	Employer Questionnaire	Employers of VET graduates	Online survey	Team	Annually, October	Employer feedback on graduates, results provided to ASQA	<ul style="list-style-type: none"> - Results reported to College Manager
Validation	Validation meeting	Refer Dental, health Age care, Leadership and management, WHS, Paramedic	Face to face meetings or emails	Trainers and Assessors, clinical supervisors, lead validators	Validation schedule	Evaluation of Assessment documents	<ul style="list-style-type: none"> - Refer to Process Guide: Validation

Informal meetings	Industry Consultation and Feedback Form Attend industry onsite For interview	Employers	Face to face meetings or emails	Trainers and Assessors Manager, CEO	Ongoing	Consultation	<ul style="list-style-type: none"> - report results to Relevant trainers and assessors at staff meeting and one on one. - College manager - Staff PD and industry currency - relevant senior lecturer regarding Improvements and recorded in CI Register
Staff Feedback							
DNA Kingston Training	Interviews	All staff	Staff meetings	Staffing Office	Each year	Staff satisfaction and engagement	<ul style="list-style-type: none"> - College Manager releases results - Action plan developed for each area - Results benchmarked with other institutions and industry
Informal	Staff meetings, access to manager	All staff	Oral or written	Manager	Ongoing	Issues and ideas for improvement encouraged	<ul style="list-style-type: none"> - Escalated as necessary to management - Staff meetings to discuss improvement opportunities identified and actioned
Yearly course reviews Emails Internal audits	Working with reviews and audits - feedback	Lecturing and assessing staff	Oral and written	Manager Senior Lecturer	Yearly and ongoing	Issues and ideas for improvement encouraged	<ul style="list-style-type: none"> - Escalated as necessary to management - Staff meetings to discuss improvement opportunities identified and actioned