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| Aged and Community Services Association of NSW & ACT | | LC 21 LD  <small>Aged & Community Services Association of NSW & ACT Incorporated</small> ABN: 13 737 853 254 |
| Quality Policy | | |
| Section(s) Revised: All Reviewed: 24/11/99; 1/2/01; 26/11/02; 23/3/08 | | Page: 1 of 4 |
| Authorised By: Learning & Development Manger | Issued To: Learning Centre Staff | |

1. Overview

ACS recognises that the delivery of training and the conduct of assessments are important to the development of the aged care sector. Therefore, it is imperative that the level and consistency of quality is maintained throughout all processes. This applies to ACS's own services and in making provision for its members to train and assess on its behalf.

Continuous improvement is an integral component of AQTF 2007. An effective quality system includes processes that encourage and achieve continuous improvement. This includes a planned and ongoing process to systematically review and improve policies, procedures, products and services through analysis of relevant information and the collection of data from clients and other interested parties including staff.

AQTF 2007

STANDARD 1:

The Registered Training Organisation provides quality training and assessment across all its operations

- **Element 1.1** The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.

STANDARD 2:

The Registered Training Organisation adheres to principles of access and equity and maximises outcomes for its clients

- **Element 2.1** The RTO continuously improves client services by collecting, analysing and acting on relevant data.

STANDARD 3:

Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the Registered Training Organisation operates:

- **Element 3.1** The RTO uses a systematic and continuous improvement approach to the management of operations.

2. Policy

ACS is committed to building the principles of continuous quality improvement into every stage of ACS Learning Centre activities through the following procedures:



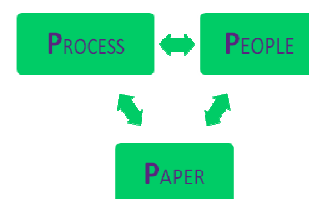
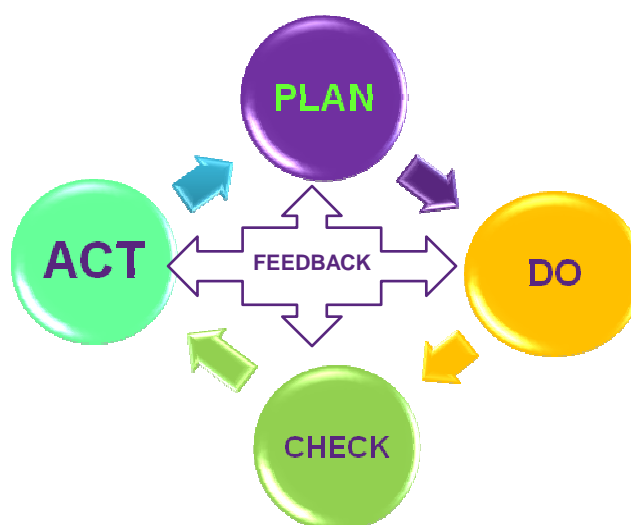
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3. Continuous improvement cycle



- 3.1 The Plan, Do, Check, Act cycle will be used to identify areas for improvement and to implement, monitor and evaluate interventions.
- 3.2 The Total Management System (People, Paper, Process) describes key processes and allocated responsibility and links them to the continuous improvement cycle.
- 3.3 Learning Centre staff will receive education on continuous improvement during orientation using FLC80 PowerPoint presentation.
- 3.4 Meeting minutes (FLC79), the Plan for Continuous Improvement (FLC80) and action plans are based on the Plan, Do, Check, Act cycle with built in prioritising, responsibility, and timeframes.

4. Protocol

4.1 ACS Learning Centre will achieve our vision of quality through:

4.1.1 Implementing a framework to support the quality cycle. This includes processes for:

- Input mechanisms:
 - suggestion logs
 - incident and hazard reports
 - monitoring of participant/member complaints




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- regular departmental meetings
 - feedback through member forums and advisory committees
 - Monitoring mechanisms:
 - Meetings and workgroups
 - Quality Activity Program (including quality indicators)
 - Course and Member Agreement Review Schedule
 - Plan for continuous improvement
 - Annual self assessment against AQTF 2007 Essential Standards for Registration.
 - Feedback mechanisms include:
 - Meetings and meeting minutes
 - Responses to suggestions and complaints
 - Reports on findings of audits and reviews
 - Updates to the Plan for Continuous Improvement.
- 4.1.2 Implementation of the Quality Activity Program which is monitored at each LC Committee meeting (refer to LC 41LD Internal Audit Policy). The Quality Activity Program is a schedule of systematically planned audits and reviews of items identified as potential areas of risk to the Learning Centre. It also has a set of quality indicators to monitor ongoing performance.
- 4.1.3 Implementation of the Course and Member Agreement Review (refer to LC 51 Course and Member Agreement Review)
- 4.1.4 Conducting random audits of members' training and assessing under the Member Agreement.
- 4.1.5 Providing Induction training to new trainers, assessors and consultants, including the Trainer & Assessor Handbook.
- 4.1.6 Providing induction training for all new Learning Centre staff.
- 4.1.7 Using standardised training and assessment tools to ensure consistency.
- 4.1.8 Providing development opportunities through the ACS regional networks for trainers and assessors for the purposes of monitoring, feedback, benchmarking & learning.
- 4.1.9 Monitoring of trainers and assessors through participant feedback and random observation.
- 4.1.10 Communicating changes to trainers and assessors through the regions, circulars, meetings, email group etc.
- 4.1.11 Maintaining regular contact with members.

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4.1.12 Monitoring the outcomes of training & assessments using information such as:

- client, student and supervisor feedback
- number of qualifications issued
- feedback from members.