

LATROBE COLLEGE OF ART AND DESIGN

POLICY

Outcome Standards for RTOs 2025

RTO Standard 4.4

CONTINUOUS IMPROVEMENT

POLICY

This policy outlines how LCAD ensures systematic, continuous improvement in the delivery of training and assessment, and in its operations, in accordance with Standard 4.4 of the Standards for RTOs 2025. LCAD is committed to reviewing, evaluating, and improving its practices based on feedback and outcomes to ensure high-quality learning experiences for all students.

This policy applies to all LCAD staff, trainers, assessors, students, and stakeholders involved in the delivery, support, and administration of LCAD's accredited courses.

LCAD will:

- Systematically collect and analyse data and feedback.
- Regularly review policies, procedures, training and assessment practices, student services, and operational activities.
- Implement improvements that lead to better outcomes for students, staff, and stakeholders.
- Maintain documented evidence of improvements and actions taken.

PROCEDURE

Data Collection & Monitoring

LCAD collects data from the following sources:

- Student Questionnaires and Summary and Action
- Teacher Advisory Group meetings
- Teacher Questionnaires
- Teacher feedback (staff meetings, professional discussions, reflection logs)
- Teacher performance reviews
- Employer and industry feedback (when applicable)
- Validation activities
- Complaints and appeals records
- Audit reports and internal reviews
- Assessment outcomes and completion rates
- CQG and CGB board minutes
- Actions and Jobs register
- Survey of graduates

All data is collected at least once per term and recorded in the Continuous Improvement registers and checklists.

LCAD checklists, registers and forms are reviewed and checked at least annually:

Checklist Actions & JOBS (College Quality)
Checklist Staff
Checklist Staff
Staff Professional Development
Staff Questionnaires, Summary & Action

Staff Monitoring
(Check Student Files)

Campus Students Using Google Sheets, under LCAD: Coll Students

Online Students Using Google Sheets, under LCAD: GAA Students

Student Questionnaires & Summary & Action

Student Monitoring

Checklist Programs

Checklist Validation & Schedule

Checklist Courses & TAS

Checklist Third-Party Arrangements

Checklist Compliance & DATA Reporting

Checklist Financial Health

Checklist Harassment, Discrimination & Bullying

Checklist Agent Reviews

Checklist Marketing Compliance

Checklist Risk & Maintenance

Meetings CGB

Meetings Teachers Advisory Group

Meetings CQG

Meetings Outside Industry

Business Plan

Organisation Chart

Analysis and Evaluation

- The coordinator reviews feedback and data at the end of each term.
- Key findings are discussed with relevant staff and boards – CQG, CGB and the Advisory Teacher Group, including issues to be rectified, patterns and concerns
- Opportunities for improvement are documented in the board minutes.

Planning and Implementation

- Improvement actions are assigned to relevant staff with clear timelines.
- Actions may include:
 - Changes to course content or delivery
 - Updates to assessment tools
 - Policy amendments
 - Staff development initiatives
 - Changes in support services
- Actions are tracked in the Actions & Jobs Register with regular follow-up to ensure completion.

Communication and Documentation

- All improvements are documented and retained for audit purposes.
- Relevant changes are communicated to staff through team meetings and email updates.
- Students are informed of changes that directly affect them (e.g. improved assessment processes, new support resources).
- Records are maintained for a minimum of 5 years in the Actions & Jobs Register.

Review and Evaluation of Improvements

- The effectiveness of implemented improvements is reviewed in subsequent terms.
- Feedback is sought to determine whether changes have led to better outcomes.
- Adjustments are made if required.

Responsibilities

See Organisation Chart for job roles and responsibilities.

**Standards for RTOs,
Standard 4.4 Continuous Improvement**

LCAD undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.

LCAD demonstrates:

- (a) it has a system in place for monitoring and evaluating its performance with the requirements set out in this instrument and any other instrument made under section 185 of the Act, as in force from time to time;
- (b) how outcomes derived from monitoring and evaluating its performance are used to inform continuous improvement; and
- (c) it has mechanisms in place to lawfully collect and analyse data including any feedback received from VET students, staff, industry, VET regulators, State and Territory training authorities and employers of current or former VET students.