



4.2 Continuous Improvement and Quality Assurance Policy – Purpose

This policy outlines TVSA's commitment to a continuous improvement approach to their training, delivery and business operations. TVSA Pilot Training strives to achieve excellence in all areas of their business operations, ensuring that students have a rewarding and memorable learning experience. This policy outlines the steps TVSA Pilot Training takes to ensure it:

- Provides quality training and assessment across all of its operations;
- Adheres to principles of access and equity and maximises outcomes for its clients; and
- Has management systems that are responsive to the needs of clients, staff and other stakeholders and the environment in which it operates.

4.2.1 Policy

Quality assurance

- TVSA Pilot Training has a systematic approach to assuring quality in all aspects of the business – in training and assessment services, client services and the management of its operations.
- The following mechanisms are in place to ensure quality within TVSA Pilot Training:
 - TVSA has a total quality management system including documented policies, procedures, systems and plans on which all staff are given access to.
 - Systems that ensure feedback is collected from a range of stakeholders on a regular basis. Feedback is collated and analysed at management meetings to measure performance and identify areas for improvement.
 - An internal audit cycle that ensures TVSA Pilot Training systematically checks that it meets the requirements of legislation, regulatory frameworks, and client expectations.
 - Regular moderation and validation sessions that ensure the training and assessment practices used by TVSA Pilot Training are of high quality, meet the needs of industry and regulatory requirements.
 - A management team that meets quarterly to ensure effective organisational governance, discuss performance and provide direction on the operations of the business.

Continuous Improvement

- TVSA Pilot Training has a continuous improvement approach to its business operations. The organisation considers all business outcomes and processes to be an opportunity to learn, reflect and improve.



- Self-reflection and evaluation play a key role in the organisation's quality assurance system and all staff are encouraged to regularly reflect, evaluate performance and make recommendations for improvement.
- TVSA Pilot Training's management team will consider all recommendations for improvement made during management meetings. Recommendations, or an alternative strategy for improving the area, will be implemented if the improvement is considered viable and where the recommendation is considered to be an improvement to current practices, systems or services.
- A detailed register of the organisation's continuous improvement suggestions, plans and achievements is maintained.

Stakeholder Feedback

- The following groups are considered key stakeholders of TVSA Pilot Training's business:
 - Students and individuals seeking to enrol in a course with TVSA.
 - Current employers or prospective employers of students and graduates – flight schools, charter operations, commercial airlines and those who employ pilots.
 - Staff, contractors and managers and owners of TVSA Pilot Training.
 - Civil Aviation Safety Authority – the licensing body for the Aviation industry
 - Australian Industry Standards – the skills council relevant to TVSA's courses.
 - Other training organisations delivering aviation courses.
- TVSA Pilot Training collects formal and informal feedback in the following ways and uses findings to gauge performance and identify opportunities for improvement.
 - Surveys are collected from students at the end of each unit of study, upon commencement and at the end of the course to gather feedback about the student's experience during their time with TVSA Pilot Training.
 - 1:1 Meetings with students
 - Discussions and meetings with the Civil Aviation Safety Authority about changes and updates within the industry and any updates to training requirements for the Aviation industry.
 - Informal discussions with trainers and assessors about student progression and their experiences during delivery.
 - Staff feedback gathered during yearly employee reviews.
 - Discussions during Management Meetings.
 - Discussions with other aviation training organisations about best practice approaches to training and assessment.
 - Findings of internal and external audits.



- All stakeholders are invited to provide their feedback on any aspect of the organisation's products and services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in TVSA Pilot Training's continuous improvement cycle.

Staff Participation

- Feedback provided by staff plays an integral role in organisational self-assessment and performance evaluation. Trainers and assessors are likely to receive formal and informal feedback during their regular face-to-face interactions with students and others. Trainers and assessors are expected to participate in the organisation's continuous improvement strategy by providing all feedback, whether formal or informal, that they receive during their work to TVSA Pilot Training.
- Trainers and assessors are also expected to provide their own feedback to the organisation during the staff review process so that their experiences as a trainer and/or assessor can provide valuable input to the business decisions and operations of TVSA Pilot Training.
- Staff are provided with the following opportunities to provide their feedback or pass on feedback received from others:
 - Informal discussions with management.
 - Assessment validation sessions.
 - Staff meetings.
 - Emails to management
- TVSA Pilot Training ensures that decision making of senior management is informed by the experiences of its trainers and assessors by recording all feedback received from trainers and assessors and contributing it to the continuous improvement and quality assurance cycle.

Quality Indicators

- In line with the requirements of the Standards for RTO's 2015, TVSA Pilot Training collects and uses data on three Quality Indicators to gauge its own performance. Relevant indicator data is reported to the ASQA, the RTO's registering body, by the 30th June each year. The three indicators are:
 - Learner Engagement
 - Employer Satisfaction
 - Competency Completion.
- Reports from the Quality Indicator feedback collection tools will be used by TVSA Pilot Training to monitor and benchmark its performance. Any improvements that arise out of the reports are identified, recorded and acted upon.

4.2.2 Related policies

- Complaints and Appeals Policy



- Staff Code of Conduct
- Staff Management Policy
- Continuous Improvement and Quality Assurance Procedures
- Complaints and Appeals Register

4.2.3 Related procedures, forms and documents

- Complaints and Appeals Procedure
- Audit Schedules & Registers / Continuous Improvement



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