arc RETAIL INSTITUTE

Department		
Retail Institute – RTO (ID - 4049)		
Title		**Effective**
Continuous Improvement – Policy and Procedures		February 2026
ASQA Standards 2025 – Quality Area 4.4		
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Head of Retail Institute	July 2028	not controlled.
Reason for change	General review and RTO name change.	

Continuous Improvement Policy and Procedure

1. Policy Objective

The purpose of this policy is to ensure that ARC Retail Institute (ARC RI) implements a systematic and ongoing approach to continuous improvement. This involves regularly monitoring, reviewing, and enhancing training and assessment strategies, student support services, policies, and operations to ensure quality outcomes, compliance with the Standards for RTOs 2025, and alignment with industry and student needs.

2. Scope

This policy applies to:

- All staff, trainers, assessors, contractors, and management of ARC RI
- All training and assessment services delivered directly or through third-party arrangements
- All students enrolled in ARC RI programs

3. Procedures

ARC RI is committed to fostering quality and continuous improvement. Through structured review processes and stakeholder feedback, we ensure our practices remain compliant, effective, and relevant. Continuous improvement activities are documented, implemented, and monitored to ensure accountability and transparency.

Continuous improvement at ARC RI will:

- **Systematically monitor compliance** with ASQA's Standards for RTOs and state and federal government contract requirements
- **Evaluate training and assessment strategies** for effectiveness, industry relevance, and learner outcomes
- **Gather and act on feedback** from students, trainers/assessors, industry, and other stakeholders
- **Use outcomes of monitoring and evaluation** to inform decisions and make targeted improvements
- **Maintain accurate records** of improvements made, ensuring evidence of actions taken and outcomes achieved

4. Monitoring and Evaluation

- Conduct regular reviews of training and assessment materials, tools, and outcomes.
- Validate assessment tools and practices in accordance with the validation schedule.
- Review student progress and support services to ensure effectiveness.
- Review compliance with ASQA standards and contractual obligations.

5.2 Feedback Collection

- Collect feedback from students via surveys, course evaluations, and informal surveys and other communication
- Quarterly reviews of student feedback.
- Seek input from trainers/assessors during meetings and debriefing sessions.
- Engage with industry stakeholders to ensure training reflects current industry standards.
- Monitor complaints and appeals to identify opportunities for improvement.

5.3 Implementation of Improvements

- Document identified areas for improvement in the **Continuous Improvement Register**.
- Assign responsibility and timeframes for actions.
- Implement changes systematically to ensure minimal disruption to students and staff.
- Communicate improvements to relevant stakeholders.

5.4 Record-Keeping

- Maintain a Continuous Improvement Register to document:
  - Issue or area for improvement identified
  - Source (e.g., student feedback, validation, audit)
  - Action to be taken
  - Responsible person
  - Completion date and evidence of action taken
- Store completed records securely for audit and compliance purposes.

6. Responsibilities

- **Students** – Provide honest and constructive feedback on training and support services.
- **Trainers and Assessors** – Identify areas for improvement in training delivery, resources, and assessment tools, and raise them with management.
- **Management** – Ensure feedback is reviewed, improvements are implemented, and compliance requirements are met.
- **Compliance/Quality Team** – Maintain the Continuous Improvement Register and oversee monitoring activities.