

CONTINUOUS IMPROVEMENT POLICY

Axiom College is committed to continuously improving the quality of product and service that we provide. This will be done through the vigorous application of QA processes and systems for reviews, evaluation, audits and improvements. Feedback is sought and encouraged from clients, students, various interested parties, government and industry bodies and our own staff members. All improvement initiatives will be linked to the mission, vision and values of the company.

Solicited and unsolicited feedback

Contributions and feedback is actively sought from all key stakeholders to improve quality. We will ensure that all complaints are acted upon, and use these as learning experiences for this organisation so that the cycle of continuous improvement enables us to provide ever better levels of product and service. All feedback from classroom and onsite training will be formally evaluated, and the results passed automatically to the Quality Manager and/or the General Manager. Feedback will also be presented at Management meetings. Corrective Action will be undertaken as per relevant QA procedures.

Customisation and innovations

Staff of Axiom College is encouraged to provide suggestions and innovative ideas for improvement through one of the colleges multiple avenues for input including staff, trainer, administration and key personnel meetings, quality improvement request processes and verbal suggestions. Suggestions from staff and clients for customisation of products and/or services and any other innovations will be examined so that improvements can be made to generic products and services where appropriate, while at all times maintaining client confidentiality and respect of their own intellectual property or competitive advantages. Improvement Requests from staff will follow relevant QA procedures.

Staff Performance Reviews

All staff will be appointed subject to a 6 month probation. Staff will be reviewed at least twice a year by their immediate manager. Their performance will be measured against the Key Performance Indicators that are listed in their contract / job description which are reviewed on an annual basis. They will have the opportunity to discuss their work environment, provide feedback and voice any concerns and their ambitions. The review will also be an opportunity to discuss future directions and professional development as an enabler of service improvement. Trainers and assessors are given the opportunity to demonstrate how they plan to and have maintained their industry currency over the period, relevant to their vocational competencies applicable to their role. Axiom College is committed to staff development and staff may discuss their ongoing professional development at any time.

Quality Systems

Axiom College adopts the VET Quality Framework as its Quality System. This system allows the organisation to have a continual process of evaluation and review at all organisational levels. Processes have been put in place that reflects the Standard and the Axiom College commitment to continuous improvement.

Internal Review

An internal audit of VQF requirements is to be conducted throughout the year. The Quality Officer will conduct audits or delegate sections for audit to appropriate personnel. A report of findings and recommendations will be generated in conjunction with the Quality Manager at completion of the review. Audit outcomes and improvements to be actioned and those which are recommended are communicated and discussed with the Executive Directorate. Progress on the implementation of the improvements is to be included on the Agenda for the key personnel management meeting.

External Methods of Continuous Improvement

Axiom College will further seek opportunities for continuous improvement of its systems by utilising external sources such as staff attendance at workshops, lectures and seminars, gaining membership and subscription to Industry Bodies of interest and membership of industry network groups that align to Axiom College's business profile.

Benchmarking

Axiom College will actively seek ways to improve its processes, practices and performance by benchmarking against other industry organisations delivering similar products and services. Benchmarking opportunities may occur through networking activities, industry committee memberships, subscriptions, statistics, and other research methods.