

Continuous Improvement Policy, Procedure & Strategies

09 June 2011

Purpose

Timber Training Creswick is committed to continuous improvement in all operations as a means of maintaining its status as a pre-eminent provider of Vocational Education and Training for Forest Industries.

Scope

These policies, procedures and strategies will encompass all company operations and include:

- Risk Management
- Occupational Health and Safety
- Training and Assessment, both accredited and unaccredited and including AQTF requirements
- Staff development
- Facilities and equipment
- Timber processing operations

Method

Timber Training Creswick will use the *Plan, Do, Check, Act* continuous improvement model as the basis for constant review and updates of all aspects of operations.

Key Documents

The following documents are integral to the implementation of this continuous improvement policy and will need to be reviewed, and may need to be updated when improvements are implemented:

- TTC Quality Assurance Manual
- TTC Continuous Improvement Matrix
- Continuous Improvement Register
- Delivery and assessment strategies for individual qualifications and/or units of competence
- TTC Risk Analysis matrix
- Occupational Health and Safety policy document
- Staff development plan
- Facilities and equipment plan
- Strategic Plan
- Internal audit records
- Employee Induction form

Document Referencing

Continuous improvement documents by their nature will be regularly updated. Any documentation referred to in these policies will be stored with the document title and then the year, month and day date to allow referral to the most recent version of the document (ie YYYYMMDD).

Procedure

Timber Training Creswick will engage in a range of formal and informal review processes to inform its' continuous improvement system.

Feedback will be sourced from, but not limited to, the following sources as appropriate:

- Industrial newsletters
- Legislative changes affecting company operations
- Government authorities in the work area
- Discussions with employer or industry groups and their representatives
- Students, both existing and potential
- Members of the community
- Staff
- Employers
- Company directors
- Other relevant stakeholders

Gathering Feedback

Timber Training Creswick will use a range of mechanisms to gather feedback and information for evaluation and incorporation into operating systems. These may include, but not be limited to:

- Staff and directors meetings
- Liaison with forest industry associations
- Quality Indicator student and employer feedback sheets
- Industry advisory groups
- Industry Skills Councils
- Industry representatives
- Complaints/grievance processes
- Internal and external audits
- Internal and external validation/moderation sessions with peers and/or contemporaries
- Informal feedback received via discussions between TTC representatives and relevant stakeholders

Feedback Evaluation

Feedback will be evaluated as soon as possible after receipt, and within 5 working days will be the expected target. If necessary, action or improvement plans will be formulated, documented and



incorporated into the *Key Documents* listed under *Policy*. As improvements are implemented they will be recorded on the *Continuous Improvement Register* to maintain a record of what has occurred.

Timber Training Creswick reserves the right not to incorporate changes if they are evaluated to negatively impact on company operations.

Strategies and Mechanisms

Timber Training Creswick will use the strategies and/or mechanisms below to gather feedback from each of the identified sources.

Industrial Newsletters

Timber Training Creswick will subscribe to the Worksafe industrial portal, Friday Offcuts, Daily Timber News, Timber and Forestry e-news publications. In addition hardcopy distribution of National Forests and Timber, Timberman and Timber Trader News are received by the office.

Legislative Changes

As above, and in addition, VAFI bulletin, FTMA newsletter, VFCA newsletter.

Government Authorities

Worksafe industry portal, VRQA newsletter, VETAB newsletter, DPI newsletter, Vicforests update, email alerts from DET (Qld), DFEEST (SA), Skills Tasmania, Skills Victoria, and Training market e newsletter from DET NSW.

Discussions with employer or industry groups

6x TTC directors meetings each year, newsletters as above, attendance by the manager at group events (eg the VAFI dinner).

Existing Students

Via "Quality Indicator" feedback sheets or similar which will be evaluated immediately after courses and collated annually. Via informal discussions at training sessions. Via monthly SMS contact in the months when students do not receive face to face visits. Complaint and grievance processes.

Potential students

Via phone conversation (recorded on course enquiry sheets) or email liaison

Community members

formal and informal discussions with shire representatives, community group representatives, flood or bushfire recovery committees.

Staff



Three staff meetings annually. E-mail liaison, verbal feedback, informal contact at morning and afternoon teas, etc. Professional development activities. Validation and moderation sessions.

Employers

Via "Quality Indicator" feedback sheets, via discussions at the worksite, via the "Workplace report" form that monitors trainees. Via informal phone and email messages. Via irregular meetings with large employer representatives.

Company Directors

Six directors meetings annually. Formal and informal email and/or phone discussions on issues as they arise.

Internal and external audits

Internal audits will be conducted six monthly. External audits as required, and at least annually with TTC to procure the services of an auditor if not audited by other authorities.