



CONTINUOUS IMPROVEMENT FORM

Office Use Only	
Please insert the CI number allocated as per the Register	
Please insert the Institute of Business and Management Studies Standard(s) that apply to this Continuous Improvement (<i>please refer to the back of this document for further information</i>)	

Please complete the following:

Submitted by (insert Student ID/Staff member name/Stakeholder name)		
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This continuous improvement relates to: (tick ✓ appropriate box/es)

<input type="checkbox"/> Policy	<input type="checkbox"/> Training Resources	<input type="checkbox"/> Systems
<input type="checkbox"/> Procedure	<input type="checkbox"/> Assessment Resources	<input type="checkbox"/> Trainers/Assessors
<input type="checkbox"/> Form	<input type="checkbox"/> Legislation	<input type="checkbox"/> Other
What is the suggested change/s?		
What is the reason for the suggested change/s?		
Actions to be taken and timeframe (to be completed by Institute of Business and Management Studies Manager/delegate)		
Signed by		
Date		

All continuous improvement requests are to be logged into the Continuous Improvement Register and this form is to be filed in the Continuous Improvement File. Outcomes of continuous improvement requests will be communicated to the instigator of the request



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STANDARDS FOR REGISTERED TRAINING ORGANISATIONS(RTO's) 2015

Standard One	<p>The Institute of Business and Management Studies' s Training and Assessment Strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses</p> <ul style="list-style-type: none"> • Training and assessment Strategies • lawIndustry engagement • Learner support • Conducting effective assessment • Skilled trainers and assessors • Provide supervision of trainers where needed • Employ experts to teach trainers and assessors • Manage transitions from superseded training products
Standard Two	<p>The operations of the Institute of Business and Management Studies are quality assured</p> <ul style="list-style-type: none"> • Quality indicator data • Validation outcomes • Client feedback • Trainer/assessor feedback • Complaints and appeals
Standard Three	<p>The Institute of Business and Management Studies maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records</p> <ul style="list-style-type: none"> • Provide secure certification • Provide Credit for prior studies
Standard Four	<p>Accurate and accessible information about an Institute of Business and Management Studies, its services and performance is available to inform prospective and current learners and clients</p> <ul style="list-style-type: none"> • Provide accurate information to learners about services and qualifications
Standard Five	<p>Each learner is properly informed and protected</p> <ul style="list-style-type: none"> • Inform and protect learners by providing current and accurate information that enables the learner to make informed decisions about undertaking training with the Institute of Business and Management Studies prior to enrolment • Provision of information about collection and refund of fees
Standard Six	<p>Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively</p>
Standard Seven	<p>The Institute of Business and Management Studies has effective governance and administrative arrangements in place</p>
Standard Eight	<p>The Institute of Business and Management Studies cooperates with the VET Regulator and is legally compliant at all times</p>