



Privacy Policy



Continuous Improvement policy

1. Policy Objective

The objective of the Continuous Improvement Policy and Procedure for Kristella Training is to ensure that Kristella Training provides quality training, assessment and services to meet Standard 2.2 for RTOs 2015 requirements.

2. Policy

This Policy and Procedure version is effective as of 1 June 2022.

Kristella Training will manage its continuous improvement process by:

- Selecting the data; and
- Adhering to the improvement process outlined in this document.

Kristella Training will collect data for continuous improvement from:

- Validation report;
- Participant and employer feedback;
- Trainer and Assessor feedback;
- Internal audit report;
- Industry consultation; and
- RTO stakeholder input.

Kristella Training will improve its processes by:

- Having version controlled documents;
- Reviewing and improving its RTO Policies and Procedures annually; and
- Improving RTO processes in general.

This Policy and Procedure is to be read in conjunction with:

- Kristella Training Policy and Procedure No. 1 Training and Assessment Strategy
- Kristella Training Policy and Procedure No. 7 Validation and Moderation
- Kristella Training Policy and Procedure No. 10 Compliance with Standards for RTOs 2015
- Kristella Training Policy and Procedure No. 19 RTO Reporting Obligations
- Kristella Training Policy and Procedure No. 22 Records Management
- Kristella Training Policy and Procedure No. 25 RTO Risk Assessment
- St John RTO Policy and Procedure No. 26 Document Version Control

Version	Date	Reviewed by	Amendments
1	24 Apr 2022	Christopher Dixon	Adapted from St John's