

Continuous Improvement Policy and Procedure

Document Code / ID:	GOV-DTECH-003
Target Entity:	D-Tech Instructor Training Pty Ltd
Applicable Standards:	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Quality Area 4: Standards 4.1 & 4.4; Quality Area 2: Standard 2.7)
Owner / Approver:	Chief Executive Officer / Director
Release Date:	September 2026
Review Cycle:	Annual (Next Scheduled Review: September 2027)

1. Purpose & Scope

This policy establishes a systematic, data-informed Continuous Improvement Framework for D-Tech Instructor Training Pty Ltd. In accordance with ASQA Outcome Standards 4.1 and 4.2 of the National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025, the organisation continuously monitors, evaluates, and improves its training strategies, assessment practices, student support services, compliance mechanisms, and physical operational infrastructure supporting the TL141225 Certificate IV in Motor Vehicle Driver Training.

This policy applies across all administrative, classroom theory, and practical in-cabin driver training operations conducted at 19 Bromus Street, Marsden Park NSW 2765 and across nominated practical training zones.

2. Quality Indicators & Data Sources

D-Tech Instructor Training gathers, analyses, and acts upon quality feedback from multi-channel sources:

- **Internal Audits, Complaints & Appeals:** Root-cause findings from the Complaints Register, Appeals Register, and bi-annual internal compliance audits.
- **Student & Learner Feedback:** End-of-unit and qualification completion surveys benchmarked to national Quality Indicator survey standards.
- **Trainer & Assessor Evaluations:** Post-delivery trainer reflections, resource evaluations, and peer moderation feedback.
- **Industry & Employer Consultation:** Direct feedback from transport industry bodies, driving school operators, and Transport for NSW (TfNSW) regulatory updates.
- **Assessment Validation Outcomes:** Action items resulting from scheduled pre- and post-assessment validation sessions (VAL-DTECH-001).

3. PDCA Quality Cycle & Implementation Workflow

- **PLAN (Identify & Design):** Identify opportunities for enhancement through data analysis, risk assessments, or regulatory updates. Define corrective or preventative action plans.
- **DO (Implement):** Roll out updated resources, revised TAS schedules, trainer CPD activities, or improved dual-control vehicle safety protocols.
- **CHECK (Monitor & Evaluate):** Audit the operational impact of changes over a 3- to 6-month window to verify efficacy, consistency, and compliance.
- **ACT (Standardise & Record):** Embed successful modifications into standard operating procedures and log final outcomes in the Continuous Improvement Register.

Appendix A: Continuous Improvement Register (Sample & Live Audit Log)

This register is maintained by the CEO/Compliance Officer and reviewed quarterly during executive management meetings.

Item #	Source of Feedback	Issue / Opportunity Identified	Corrective / Improvement Action Taken	Responsible Person & Target Date	Outcome & Review Date
CI-01	Initial RTO Pre-Registration Review	Need dedicated dual-control vehicle maintenance and daily safety inspection checklists.	Created and implemented dual-control safety register (RES-DTECH-001) with mandatory pre-trip logs.	Director September 2026	Completed & operational Reviewed: September 2026
CI-02	Industry Consultation Transport for NSW (TfNSW)	Ensure hazard perception and low-risk defensive driving strategies are thoroughly integrated into in-car rubrics.	Updated practical observation checklists for TLI41225 with explicit hazard scanning benchmarks.	Head of Training September 2026	Validated in TAS v1.0 Reviewed: September 2026
CI-03	Internal System Audit	Establish automated 14-day alert triggers in SMS for pending AQF certificates to maintain 30-day mandate.	Configured SMS workflow with automated notifications to administration upon final grading.	Director September 2026	Implemented & active Reviewed: September 2026