



AMS RTO Continuous Improvement Policy

Purpose

Aerodrome Management Services Pty Ltd is committed to systematically monitoring, evaluating and continuously improving its operations in line with the Outcome Standards for RTOs (Standard 4.4). AMS will systematically monitor, evaluate and improve its policies, procedures and training and assessment tools through continuous improvement activities.

AMS is committed to progressively and actively seeking to identify and eliminate all potential problems and act upon all opportunities in a way that results in the continual improvement of its training and assessment system and customer service standards.

Policy Statement

AMS implements systematic processes to monitor, evaluate and review performance against regulatory requirements and uses outcomes to improve training and assessment practices.

Continuous improvement encompasses all operations including training and assessment services, records management, student services, financial operations, facilities, staff development and occupational health and safety.

AMS will:

- implement and maintain strategies and practices to monitor compliance with the Standards for RTOs,
- use outcomes to continually improve training and assessment strategies and practices.

Policy Principles

1 Underpinning Principles

The continuous improvement of the RTO is ongoing and may be planned or unplanned, occurring as required.

Continuous improvement includes the involvement of RTO staff, employers, students and other stakeholders. Qualitative and quantitative data is used to determine the need for improvement to the RTO's services, operations, practices and systems.

RTO staff are encouraged to report opportunities for improvement via our Continuous Improvement register as they identify them. RTO staff are to provide any information and data they have collected to support their recommendations, so it can be analysed and acted on accordingly.

Document Name: AMS RTO Continuous Improvement Policy
Revision: 8
Amendment Date: 20-03-2026
Next Review Date: 20-03-2027
RTO Provider Code: 52413

Created by: Sofia Toral
Peer Review: Wendy Strada
Approved by: Wendy Strada
Document Number: PER-TRN-POL-0004
Page 1 of 3

Improvements may be implemented immediately or at an appropriate time, depending on the urgency, circumstances, action and subsequent affect to other operational systems and practices.

Continuous improvement actions are generally recorded and monitored within the RTO Continuous Improvement register, located in the company SharePoint, however more (non-urgent) informal action points are acceptable via alternative electronic communication such as email. The focus here is that CI opportunities are captured formally and actioned as appropriate.

AMS identifies areas of continuous improvement for all aspects of its operations through (but not limited to):

- training and assessment outcomes (including validation and assessment issues),
- collected feedback (including complaints and appeals),
- annual RTO performance assessments against the Standards for RTOs,
- induction of staff and contractors,
- legislative or regulatory changes,
- changes to training packages,
- administrative processes,
- performance management and trainer observations,
- networking activities,
- professional development activities,
- quality indicator data,
- development of training and assessment resources,
- review of RTO policies and procedures,
- industry licensing/regulatory body updates,
- Industry Skills Councils (ISCs) updates,
- VET regulator and industry updates,
- Annual business planning, including business and finance reviews.

To ensure consistent implementation all impending continuous improvement actions will be verified and implemented as follows:

- Intended adjustments are carefully considered in relation to existing policies, procedures, processes and systems to evaluate the effect any adjustments may have,
- Communicating the details of the amendments throughout team email,
- Actively engaging RTO staff in continuous improvement and implementation activities,
- Potentially undertaking a trial or pilot of the amendment to test its effectiveness and cause of results.

Document Name: AMS RTO Continuous Improvement Policy
Revision: 8
Amendment Date: 20-03-2026
Next Review Date: 20-03-2027
RTO Provider Code: 52413

Created by: Sofia Toral
Peer Review: Wendy Strada
Approved by: Wendy Strada
Document Number: PER-TRN-POL-0004
Page 2 of 3

2 Responsibilities

2.1 RTO Training Lead

The RTO & Training Lead is responsible for overseeing implementation and completion of improvements actions.

The RTO & Training Lead will discuss opportunities for improvement with the RTO CEO where it is necessary and/or appropriate.

2.2 RTO CEO

The RTO CEO ensures governance, accountability and adequate resources are in place.

3 Access & Equity

The Access & Equity Policy relates to this policy (see Access & Equity Policy).

4 Records Management

All continuous improvement related documentation will be recorded in SERA.

5 Data collection

AMS collects and analyses data from students, staffs, industry and regulators to inform decision-making and improvements.

6 Monitoring and Improvement

The RTO & Training Lead is responsible for monitoring the effectiveness of the RTOs Continuous Improvement system in consultation with the RTO CEO of Aerodrome Management Services.

Document Name: AMS RTO Continuous Improvement Policy
Revision: 8
Amendment Date: 20-03-2026
Next Review Date: 20-03-2027
RTO Provider Code: 52413

Created by: Sofia Toral
Peer Review: Wendy Strada
Approved by: Wendy Strada
Document Number: PER-TRN-POL-0004
Page 3 of 3