

04. Incident Management and Continuous Improvement Policy and Procedure

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04. Incident Management and Continuous Improvement Policy and Procedure

Table of Contents

Policy	3
Definitions	3
Procedure.....	4
1. Incident Reporting and Management	4
2. Appeals and Complaints	4
3. Feedback Collection and Stakeholder Input.....	4
4. Data Analysis and Review.....	5
5. Continuous Improvement Cycle	5
Extracts from Standards	6

04. Incident Management and Continuous Improvement Policy and Procedure

Policy

Minda Inc t/a South Australian Learning Centre (SALC) is committed to maintaining a safe, accountable and high-performing training environment through robust incident management and a culture of continuous improvement. The organisation takes a proactive and systematic approach to collecting, reviewing and acting on feedback, complaints, incidents and appeals to improve service quality and reduce risk.

Minda is supported by an internal Work Health and Safety (WHS) team and Incident Management specialists who provide expert guidance on risk mitigation, incident response and compliance within legislative requirements. All reportable incidents, safety events or hazards are logged and managed through Skytrust, Minda's enterprise incident management system, ensuring centralised oversight, prompt action and accurate recordkeeping.

Feedback and data are also collected from students, staff, industry stakeholders and regulators to support ongoing evaluation of program delivery and organisational effectiveness. This done through direct communication, surveys, and feedback from regulators is received through audit and similar processes. Appeal outcomes and incident reviews are not only resolved but also analysed for trends and root causes, feeding directly into the continuous improvement systems.

Definitions

Term	Definition
Appeal	A formal request by a student to review or overturn a decision made by the organisation or a third party that negatively affects them.
Continuous Improvement	An ongoing process of identifying, planning, implementing, and reviewing changes that improve the quality and effectiveness of training and organisational services.
Incident	Any unplanned event or situation that causes or has the potential to cause harm, injury, disruption, or breach of compliance. Incidents may be safety-related, behavioural, operational, or academic in nature.
Incident Management Specialist	A staff member or advisor with expertise in responding to, investigating, and resolving incidents in accordance with WHS legislation and organisational protocols.
Monitoring and Evaluation	A structured process of collecting and analysing information to assess organisational performance and inform decision-making.
Skytrust	Minda's cloud-based incident and compliance management platform used to log, track, and manage WHS events, hazards, corrective actions, and incident investigations across the organisation.
Stakeholder Feedback	Information collected from students, staff, employers, industry partners, or regulators to help evaluate service quality and identify areas for improvement.
Work Health and Safety (WHS) Team	A team of dedicated professionals at Minda responsible for monitoring safety systems, responding to incidents, and ensuring compliance with WHS legislation and internal risk management policies.

04. Incident Management and Continuous Improvement Policy and Procedure

Procedure

1. Incident Reporting and Management

- 1.1. All incidents, whether safety-related, operational, behavioural or academic, must be reported using Minda's SkyTrust platform. All incidents logged through SkyTrust are received by Minda's Chief Executive and the WHS Incident Team. The WHS Team and Quality and Safeguarding teams monitor follow up of incidents and complaints.
- 1.2. Incidents are reviewed by the SALC Manager (or delegate) and classified by severity and impact.
- 1.3. Immediate actions are taken to address safety concerns or operational disruptions.
- 1.4. A root cause analysis is conducted where appropriate to determine underlying contributing factors.
- 1.5. Incident records are logged, reviewed and monitored for emerging trends that require broader organisational response.

2. Appeals and Complaints

- 2.1. Students may lodge appeals relating to assessment outcomes, administrative decisions or third-party actions affecting their participation or progress.
- 2.2. The appeal process is clearly outlined in the Student Handbook (given to each student at enrolment) and includes timelines, escalation pathways and an opportunity for independent review.
- 2.3. Appeal outcomes are documented and communicated to the student with reasons for the decision.
- 2.4. Outcomes of appeals are reviewed annually to identify whether systemic issues exist and whether training, assessment or administrative practices require modification.

3. Feedback Collection and Stakeholder Input

- 3.1. Feedback is collected from students, trainers, industry representatives and other stakeholders through surveys, course evaluations, placement reviews and informal mechanisms.
- 3.2. Feedback channels include:
 - Learner Satisfaction Surveys (at midpoint and completion)
 - Team meetings
 - Industry engagement sessions
 - Emails and phone calls
 - Compliance reviews
- 3.3. All feedback is collected in accordance with applicable privacy and data handling laws.

04. Incident Management and Continuous Improvement Policy and Procedure

4. Data Analysis and Review

4.1. The organisation analyses feedback and incident data at regular intervals to identify patterns, risks or areas for enhancement.

4.2. Reports summarising themes, concerns and improvement recommendations are provided to senior management each quarter.

4.3. Feedback findings are discussed at staff meetings and governance forums to encourage shared responsibility for quality improvement.

5. Continuous Improvement Cycle

5.1. Identified issues or opportunities for improvement are entered into the Continuous Improvement Register.

5.2. Each improvement action includes:

- A description of the issue or opportunity
- Assigned responsibility
- Proposed actions
- Due date for implementation
- Review of impact and outcome

5.3. Improvements may result from:

- Student complaints or appeals
- Incidents or near misses
- Validation or audit findings
- Stakeholder feedback
- Compliance changes

5.4. The Continuous Improvement Register is reviewed on a case-by-case basis by management to ensure actions are implemented and closed out effectively.

04. Incident Management and Continuous Improvement Policy and Procedure

Extracts from Standards

Standard 2.4 Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.

P.I.(d) the outcomes of appeals are used by the organisation to inform continuous improvement.

Standard 4.4 An NVR registered training organisation undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.

P.I.(c) it has mechanisms in place to lawfully collect and analyse data including any feedback received from VET students, staff, industry, VET regulators, State and Territory training authorities and employers of current or former VET students.