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Business Works is a series of training and assessment resources developed for qualifications within the Business Services Training Package.





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| Student name: |  |
| --- | --- |
| Assessor: |  |
| Date: |  |
| Business/work area this assessment is based on: |  |
| Leadership role and team: |  |

| A close up of a logo  Description automatically generated | **Section 1: Identifying the continuous improvement needs of your business** |
| --- | --- |

*Record the outcomes of your customer meeting and identify the continuous improvement needs of your business.*

| Preparing for the meeting  *How did you prepare for the customer meeting? What information did you review? What policies and procedures did you refer to?* |  | |
| --- | --- | --- |
| Outcomes of the customer meeting  *Document the feedback that your customer provided you with. What did this tell you about the continuous improvement needs of your business?* |  | |
| Attach:Paperclip | Recording of customer discussion (if assessor did not participate or directly observe) | ☐ |
| Program Management Policy and Procedures | ☐ |

| A close up of a logo  Description automatically generated | **Section 2: Systems and processes research** |
| --- | --- |

*Write your research report below.*

| Benefits of continuous improvement  *Describe the benefits of continuous improvement to the organisation, its employees and other stakeholders.* | | |
| --- | --- | --- |
| Continuous improvement models | | |
| Building in continuous improvement  *Describe strategies for incorporating continuous improvement into business systems and procedures including performance management, organisational sustainability, health and safety and knowledge management and to address issues within the company.* | | |
| Continuous improvement tools | | |
| Decision-making processes for supporting continuous improvement | | |
| Strategies for encouraging staff to participate in continuous improvement decision-making. | | |
| Strategies for ensuring that staff are informed about continuous improvement processes and outcomes | | |
| Ways of collecting feedback to inform continuous improvement | | |
| Ongoing mentoring and coaching processes that can be used to ensure that staff are able to implement and support continuous improvement processes. | | |
| Strategies for ensuring continuous improvement in sustainability. | | |
| A discussion of strategies for knowledge management and suitable strategies | | |
| Two strategies for improving insights and experiences from business activities | | |
| Attach:Paperclip | Reference list | ☐ |

| A close up of a logo  Description automatically generated | **Section 3: Continuous Improvement Policy** |
| --- | --- |

*Use this template to develop your Continuous Improvement Policy. Alternatively, if your organisation has a standard template for policy development, work into that document.*

| Purpose | | |
| --- | --- | --- |
| Scope | | |
| Continuous improvement principles | | |
| Continuous improvement model and implementation | | |
| Tools to support the continuous improvement process  *List the tools which are relevant to the implementation and support of this procedure. Don’t forget that you will develop two of these tools later in this assessment.* | | |
| Knowledge management systems  *List the knowledge management systems which are relevant to the implementation and support of this procedure. Don’t forget that you will develop two of these systems later in this assessment.* | | |
| Strategies for encouraging staff to participate in continuous improvement decision-making | | |
| Processes for communicating the continuous improvement processes and outcomes | | |
| Responsibilities | | |
| Attach:Paperclip | Relevant supporting policies and procedures | ☐ |

| A close up of a logo  Description automatically generated | **Section 4: Knowledge management systems** |
| --- | --- |

*Select two of the knowledge management systems that you outlined in your continuous improvement strategy and develop them.*

| Describe the systems  *Describe both systems. How did they meet the organisation’s needs? How will they contribute to continuous improvement within the organisation?*  *Attach copies of both systems (or links to both systems) to this section of your Portfolio.* | Knowledge management system 1 | |
| --- | --- | --- |
| Knowledge management system 2 | |
| Attach:Paperclip | Knowledge management system 1 | ☐ |
| Knowledge management system 2 | ☐ |

| A close up of a logo  Description automatically generated | **Section 5: Continuous improvement tools** |
| --- | --- |

*Select two of the continuous improvement tools that you outlined in your continuous improvement strategy and develop them.*

| Describe the tools  *Describe both tools. How did they meet the organisation’s needs? How will they contribute to continuous improvement within the organisation?*  *Attach copies of both tools (or links to both tools) to this section of your Portfolio.* | Continuous improvement tool 1 | |
| --- | --- | --- |
| Continuous improvement tool 2 | |
| Attach:Paperclip | Continuous improvement tool 1 | ☐ |
| Continuous improvement tool 2 | ☐ |

| A close up of a logo  Description automatically generated | **Section 6: Continuous improvement presentation development** |
| --- | --- |

Develop the script and PowerPoint for your information and feedback session.

| Meeting the needs of your team  *How does your presentation meet the needs of your team?*  *How have you applied your organisation’s policies and procedures?*  *Attach a copy of your notes/script for the presentation and your PowerPoint to this section of the Portfolio.* |  | |
| --- | --- | --- |
| Gathering feedback  *Describe the strategy that you will use to gather, analyse and apply feedback during the session.*  *Attach any forms, surveys and/or questionnaires that you will use.* |  | |
| Attach:Paperclip | Presentation notes/script | ☐ |
| PowerPoint presentation | ☐ |
|  | Feedback form/notes/questionnaires | ☐ |

| A close up of a logo  Description automatically generated | **Section 7: Continuous improvement presentation** |
| --- | --- |

| Feedback  *Summarise the feedback gathered from your assessor, during your presentation and from any other stakeholders.*  *Attach copies of all feedback to this section of your Portfolio.* | Feedback – assessor | |
| --- | --- | --- |
| Feedback – during presentation | |
| Feedback – other stakeholders | |
| Feedback analysis  *Analyse the feedback and summarise your conclusions. How will you implement the feedback?*  *Attach copies of revised documents, tools and systems to this section of your Portfolio.* |  | |
| Attach:Paperclip | Feedback from your assessor, presentation session participants and other stakeholders | ☐ |
| Revised documents | ☐ |