

# No.3.1.12: Students, Staff and External Feedback Policy and Procedure

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## Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	Standards for RTOs 2015 – Standard: 2.2(b);
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

## Purpose

The RTO is a training organisation with best practice as its main benchmark.

This policy is developed in line with RTO's commitment to quality and delivery of exceptional educational services, RTO will actively elicit feedback from its stakeholders via a variety of methods to ensure that the internal perception of quality provision matches the external reality.

This policy ensures that RTO:

- Provides quality education, training and assessment to all students
- Considers the view that this is vital information that if used wisely, can support ongoing development. Hence RTO seeks this information through a range of formal and informal mechanisms. Each year the data is aggregated into a course report and a student feedback and benchmarking report and forms the basis of future RTO business strategy.
- Meeting student and, where applicable, employer needs is about providing quality training and assessment services including marketing and quality of delivery of education, assessment, support services and administration and associated services.
- The collection of data from student cohorts will be conducted on a regular basis. The collated results will be reported to Management and appropriate actions and strategies developed to respond to improvement opportunities. RTO is required to provide statistical information (quality indicators) and to comply with AVETMISS reporting requirements.

- By regularly collecting and analysing the information received, RTO will be able to objectively identify and measure trends and issues and feed these into the continuous improvement process to ensure that RTO remains a leading provider of quality educational services.
- Adheres to principles of access and equity and maximises outcomes for its clients; and
- Has management systems that are responsive to the needs of clients, staff and other stakeholders and the environment in which they operate.

This policy provides guidance to all RTO employees and stakeholders. All feedback received from external departmental clients about their satisfaction or dissatisfaction with the RTO's services or program delivery fall within the scope of this policy.

This policy though does not cover:

- (a) decisions where an external review or appeal mechanism already exists
- (b) complaints by RTO employees about employment or work-related issues
- (c) allegations about misconduct or criminal conduct. These will be investigated under the RTO's Code of Conduct through the appropriate departmental channels.

## **Objective**

The objective of this Policy and Procedure for RTO to ensure:

- It has suitable and appropriate feedback collection, processing and analysing systems and processes in place.
- policy framework supports the feedback collection, processing and analysis
- personnel know their responsibilities and obligations

## **Scope**

This policy applies to the following:

- All staff members and students

## **Policy Statement: Our Commitment**

RTO is committed to maintaining compliance with all regulatory, legislative and contractual requirements.

Specifically, we will:

- Ensure that all relevant staff have access to the policy
- Ensure staff know their obligations and responsibilities

- Ensure RTO has suitable and appropriate feedback collection, processing and analysing systems and processes
- Ensure RTO has a compliant policy framework to support the confidentiality, integrity, availability and privacy in feedback collection, processing and analysing
- Ensure staff know their limitations

### General Processes

Items	Processes	Roles
The Feedback management charter	<p>RTO's feedback management charter is based on the following principles:</p> <p>(a) The right of the client: the right of clients to provide feedback and to have their complaints heard and actioned</p> <p>(b) Fair and equitable access: all clients have fair and equitable access to feedback channels</p>	

	<p>(c) Confidential and non-discriminatory: feedback provided is confidential, and clients who provide feedback will not be discriminated against</p> <p>(d) Responsive and fair: feedback is dealt with in a responsive, efficient, effective, and fair way</p> <p>(e) Well-equipped: employees are well-trained and equipped to advise clients on how to lodge feedback, and help those who may need assistance</p> <p>(f) Feedback is welcomed: encouraging and supporting an environment where feedback is valued by employees and integrated into business improvement programs and processes.</p>	
Feedback received by RTO	<p>RTO receives different types of feedback from multiple channels. The main types of feedback are defined below.</p> <ol style="list-style-type: none"> <li>1) Feedback</li> <li>2) Complaints</li> <li>3) Anonymous feedback</li> </ol>	

	<div style="background-color: #c0392b; color: white; padding: 10px; text-align: center;"><b>Feedback</b></div> <div style="background-color: #80bfff; color: white; padding: 10px; text-align: center;"><b>Complaints</b></div> <div style="background-color: #8050a0; color: white; padding: 10px; text-align: center;"><b>Anonymous Feedback</b></div>	
Requirements / Process for handling the feedback	<p>(a) For RTO to continuously improve it must collect accurate objective data from various parties. The output of this set of processes will be collated, analysed and reported and acted upon through the Continuous Improvement process.</p> <p><b>VET Students</b></p> <p>(b) Students will be encouraged to provide feedback at various times during their studies at RTO either by completing our internal survey or by submitting suggestions for improvement via the suggestion box located at Reception.</p> <p>(c) At the completion of the Orientation Program students will be asked to complete the Student Orientation Feedback Form</p> <p>(d) The Quality Indicators Student Surveys will be completed and reported by 30 June annually for the previous calendar year. This is known as the "Learner Questionnaire". This may either be printed or administered on line. – See Quality Indicators Survey Process below.</p> <p>(e) AVETMISS Data will be collected for all students during the application process or on enrolment. The data will be requested on the application form or on a supplementary questionnaire (for</p>	

	<p>International Students) at orientation and will be input into the Student Management System to produce the reports required each year.</p> <p><b>Staff</b></p> <p>(f) Staff will be asked to complete a review form as a part of their annual review assessment. The comments and feedback from these forms will be collated and form another input into the Continuous Improvement process</p> <p>(g) Outputs from all staff meetings should be formally recorded and the CEO of RTO should be copied in on the minutes. The CEO of RTO will review any issues arising and advise management of any issues that are arising and how they are being handled.</p> <p>(h) All issues will be added to the Continuous Improvement Register; the information is to be distributed to the management team at least twice per annum.</p> <p>(i) Feedback from staff is also used in development of business strategy and in management decision making in respect to RTO educational policy, processes and systems.</p> <p><b>External</b></p> <p>(j) RTO will actively seek feedback from external stakeholders. Informal feedback should be directed to the Chief Executive Officer (PEO) for collation into the Continuous Improvement Register for consideration at the next management meeting.</p> <p>(k) Where a student has been placed at RTO by an employee then a copy of the Quality Indicators "Employers Questionnaire" should be</p>	
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	<p>provided with a request to complete annually. For process see Quality Indicators Process below.</p> <p>(l) External Moderation and validation will be conducted in line with the Validation and Moderation Policy.</p> <p><b>General</b></p> <p>(m) All survey reports will be collected, and the results collated into summary reports. These reports are used in the Continuous Improvement Process</p> <p>(n) All forms should be collated and stored safely for a period designated by the records management policy. Forms may be scanned and stored electronically (subject to secure access) and the original forms shredded.</p>	
<p>RTO's Quality Indicator Surveys Process</p>	<p>AQTF Learner's survey</p> <p>(a) <b>Administration</b></p> <ul style="list-style-type: none"> <li>The students sampled will be from all current VET courses on the RTO's scope with student's enrolled year of review.</li> <li>Tabulate the student feedback using an appropriate tool.</li> <li>Review the tabulated data and document any improvement actions required.</li> <li>Report the outcomes for input into the Continuous Improvement process for implementation.</li> </ul> <p>(b) <b>Frequency</b></p> <ul style="list-style-type: none"> <li>Collect student feedback (at the end of each course)</li> </ul>	

	<p>(c) <b>Tools</b></p> <ul style="list-style-type: none"> <li>• Learner questionnaire.</li> <li>• Survey Management, Analysis and Reporting Tool (NCVER).</li> <li>• Informal Discussions documentation.</li> </ul> <p>(d) <b>Tracking</b></p> <ul style="list-style-type: none"> <li>• Prepare the consolidated data undertake analysis and development improvement actions.</li> <li>• Report the data, analysis and recommended improvement actions to the Institute Management Group for review and approval.</li> <li>• All approved actions are recorded in the Continuous Improvement Register.</li> <li>• Report the implementation of the required improvement actions via the Continuous Improvement process.</li> </ul> <p>(e) <b>Sign-off</b></p> <ul style="list-style-type: none"> <li>• Implementation of the required improvement actions is signed off by the CEO RTO.</li> <li>• Outcomes are reported to the Continuous Improvement process.</li> </ul> <p>(f) <b>Administration</b></p>	
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	<ul style="list-style-type: none"> <li>• All employers of VET students who either fund or sponsor student should be invited to complete a Quality Indicators "Employer Questionnaire".</li> </ul> <p>(g) <b>Frequency</b></p> <ul style="list-style-type: none"> <li>• At the completion of each course.</li> </ul> <p>(h) <b>Tools</b></p> <ul style="list-style-type: none"> <li>• Employer questionnaire.</li> <li>• Survey Management, Analysis and Reporting Tool.</li> <li>• Informal Discussions documentation.</li> </ul> <p>(i) <b>Tracking</b></p> <ul style="list-style-type: none"> <li>• Distribute the tabulated data and improvement actions required to all RTO staff.</li> <li>• All issues are to be listed in the Continuous Improvement Register</li> <li>• Report the required improvement actions to the Institute's Management Group meeting.</li> <li>• Report the implementation of the required improvement actions to the Continuous Improvement process.</li> <li>• Tracking of improvement actions are made continuously and follow up closely by department manager and reported to the Continuous Improvement process.</li> </ul>	
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## Procedures

Procedures are provided with the general processes.

### **Continuous Improvement**

A summary of all feedback related matters and concerns will be presented as a part of the Continuous Improvement policy and procedure at the management meeting for review. The purpose of this is to ensure management become aware of:

- repeat issues
- common threads relating to the compliance and quality assurance.
- (when viewed collectively) any general adverse trend that needs correcting.

### **Publication**

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

### **Review processes**

The policy and procedure will be reviewed annually by the Compliance Manager .