

PP005 Student Feedback Policy

1. INTRODUCTION

SGAE is firmly committed to achieving best practice in the provision of vocational education and training and adheres to the Australian Skills Authority (ASQA) Standards for RTOs 2015. This policy relates to Standard 2.2. The RTO:

- a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
- b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals.

2. PURPOSE

To comply with Standard 2.2 above in order to improve services to clients and to continue positive practices identified through evaluation and demonstrate SGAE commitment to continuous improvement. The feedback may be from:

- Students
- Employers
- Industry representatives
- Specific groups within government departments or Skills Councils (eg., Workplace Health and Safety)

Methods of data collection will include:

- Surveys & questionnaires
- Interviews with:
 - Focus groups
 - Enterprise clients
 - Industry organisations
 - Licensing bodies
- Records of staff planning meetings and agreed actions
- Records of complaints and appeals & their resolution
- Internal audit reports & organisational self assessment
- Staff performance reviews/appraisal reports.

3. PROCESS

At mid point and completion of each training program, a student evaluation form or link will be handed out or emailed with a request for feedback. (Student Evaluation Survey).

Once collected, the data will be analysed for each training course and any pattern arising, which may indicate an improvement is required, will be noted on the Quality Improvement Form and recorded in the Continuous Improvement Register.

A Client Survey Form will be forwarded to the employer, if applicable, at the conclusion of the training. (Client Satisfaction Survey). The focus of this evaluation is to ensure the training and assessment is addressing industry requirements.

Specific industry evaluation of training and assessment methods will occur at scheduled validation events with industry representatives and participating RTO's and recorded on the TAS Validation Record and Assessment Tool Validation Record.



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After administering LLN assessments to trainees prior to enrolment in order to ascertain their suitability to complete the course, (F179 LLN Assessment Tool), SGAE also collects feedback from the trainees regarding the assessment and support they have been given (F176 LLN Feedback Form).

4. RESPONSIBILITIES

SGAE Training Coordinator has the first line of responsibility to ensure that the ASQA Standards for RTOs 2015 are adhered to. Trainers and student records are responsible for distributing feedback/survey forms at mid point and completion of training.

Administration staff are responsible for entering the data into the system.

The Compliance Manager is responsible for distributing, collecting, analysing data and generating reports for further references with the Executive Officer to discuss outcomes of feedback and implement changes if required and to advise clients of the results and invite further comment.

SCOPE

This policy applies to all SGAE offices and delivery sites.

4. Associated documents

- Student Survey document
- aXcelerate Survey Data
- Continuous Improvement Register

5. Related Standards

- Standard 2, Clauses 2.2

6. RESPONSIBILITY

- EO
- Training Coordinator
- Compliance Manager
- Student Records

Approved by: Erin White

Position: Executive Officer

Signature:

Date: 18/3/2020

Version	Created by:	Reason for update	Implementation Date
2	Jayne Mark	Replace old policy	18/3/2020