

P6.V4-Student, Employer & Staff Feedback

1.0 Definitions

- 1.1 Feedback The collection and analysis of formal and informal data about the quality of training programs provided by Barkly International College.

2.0 Scope

- 2.1 This policy applies to all training programs and the students, employers and staff who are stakeholders within the program.

3.0 Policy

- 3.1 All Barkly International College is committed to obtaining and reviewing advice and feedback from all:
- Students,
 - Employers/Industry,
 - Training Staff.
- 3.2 Data will be collected and analysed using the AQF Quality Indicators standard survey tools.
- 3.3 Additional data will be collected by using the Barkly International College Learner Support Services survey tool.
- 3.4 Data gathered from the surveys tools will be analysed and reports produced to identify areas of high quality and opportunities for improvement.
- 3.5 Feedback survey reports will be presented to the RTO Management meeting for review and assignment of tasks and responsibilities for development and implementation of Continuous Improvement strategies.

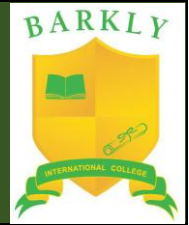
4.0 Procedures

Learners and Employers

- 4.1 Close to the scheduled completion date of training programs enrolled learners will be required to complete the Quality Indicator Learner Questionnaire and the Learner Support Services Survey.
- 4.2 At the completion of the learning program, when applicable, the employers of learners enrolled at Barkly International College be requested to complete the Quality Indicators Employer Questionnaire.
- 4.3 Training staff have responsibility for distributing the survey tools. Where appropriate student support staff will personally distribute and collect feedback forms.
- 4.4 The student admin officer will analyse the collected data and produce a report for each program identifying the training and assessment aspects rated by learners and employers as being of high quality and aspects rated as requiring improvements together with recommended strategies to address them.
- 4.5 Reports will be produced using the report template.
- 4.6 Review of feedback reports are a standing agenda item at all Management Meetings.
- 4.7 Approved program feedback reports will tabled at the next Management Meeting where it will be discussed and agreement reached as to tasks responsibilities and timeframes for the development and implementation of strategies required to address improvement opportunities.
- 4.8 The tasks and responsibilities and timeframes will be documented within a Training Program Improvement Plan and attached to the survey report.

Document Information

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- 4.9 Progress against the improvement plan will be monitored by the Management Meeting/s
- 4.10 Identified and developed strategies for improvement will be integrated into Training and Assessment Strategies and all necessary program supporting documents such as delivery schedules, program resources and assessment tools.
- 4.11 Changes to be implemented, and the implementation date, within any program delivery, assessment and other training processes such as enrolment will be communicated to all training staff at Management Meetings and supported by copies of modified procedural documents and forms.
- 4.12 Completed survey forms and survey reports are filed in a survey response file (named by calendar year) located within the administrative office for a period of two years.
- 4.13 Continuous Improvement strategies initiated as a result of survey outcomes shall be noted and recorded in the Barkly International College Continuous Improvement Register.

Training and Assessing Staff

- 4.14 Training and assessing staff are encouraged and directed to raise aspects of training programs that they have identified as requiring improvements at each Management meeting.
- 4.15 The Management Meeting will discuss and agree on strategies for improvement.
- 4.16 The Improvement strategy(s) will be documented on a Training Program Improvement Plan by the trainer/assessor raising the issue.
- 4.17 Progress against the Training Program Improvement Plan will be monitored at each Management Meeting.
- 4.18 Training and assessing staff will also complete an annual Staff Survey.
- 4.19 The Training and Compliance Manager will collate collected data from the annual survey and produce a report identifying the training and assessment aspects rated by training staff as being of high quality and aspects rated as requiring improvements together with recommended strategies to address them.
- 4.20 Improvement tasks responsibilities and timeframes will be documented within a Training Program Improvement Plan and attached to the survey report.
- 4.21 Progress against the Training Program Improvement Plan will be monitored by the Training and Compliance Manager and the CEO.

Related Documents

- AQF survey tools
- Learner Support Services Survey
- Training Program Improvement Plan
- Continuous Improvement Register

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