

P29 - Feedback – Students, Staff and External

1.0 Purpose

- 1.1 In line with the ATMC drive for quality and delivery of exceptional educational services, ATMC will actively elicit feedback from a number of sources and via a variety of methods to ensure that the internal perception of quality provision matches the external reality.
- 1.2 By regularly collecting and analyzing the information received, ATMC will be able to objectively identify and measure trends and issues and feed these into the continuous improvement process to ensure that ATMC remains a leading provider in quality educational services.
- 1.3 Meeting the needs is about providing the education and assessments that meet the needs of the qualification which the student has signed up to. The expectations relate to marketing and quality of delivery of education, assessments, administration and associated services.
- 1.4 The collection of data from the complete student cohort will be conducted on a regular basis. In addition for VET students ATMC is required to provide statistical information relating to the quality indicators and also for AVETMISS reporting.
- 1.5 By regularly collecting and analyzing the information received, ATMC will be able to objectively identify and measure trends and issues and feed these into the continuous improvement process to ensure that ATMC remains a leading provider in quality educational services.

2.0 Responsible

- 2.1 Student support department will be responsible for collecting any data relating to students and trainers.
- 2.2 Compliance department will be responsible for collecting data from administration staff.
- 2.3 Marketing department will be responsible for collecting data relevant to agents.

3.0 Definitions

- 3.1 **Quality Indicators** – Two standard questionnaires to be administered to VET students and the associated employers (if any) producing statistics for analysis nationally. The statistics are then linked to the third set of statistics – enrolments and completions.
- 3.2 **AVETMISS** – Australian Vocational Education and Training Management Information Statistical Standard.
- 3.3 **NCVER** - National Centre for Vocational Education Research – statistical collection body.
- 3.4 **ASQA** – Australian Skills Quality Authority.
- 3.5 **Continuous Improvement** – the process adopted by ATMC senior management to supports its effort to continually improve on quality of education provided and services associated with that provision (see policy P28)

4.0 Requirements / Process

- 4.1 For ATMC to continuously improve it must collect accurate objective data from various parties. The output of this set of processes will be collated and summarised and act as input to the Continuous Improvement process.

VET Students

- 4.2 Students will be encouraged to provide spontaneous feedback at any time either by filling in a comments form and or submitting suggestions into the “Suggestion box” that is located at the student support centre and reception.

- 4.3 Students placed at ATMC through an education agent will be asked to provide feedback through an interview with new students one month after orientation using the ATMC's agent survey form.
- 4.4 VET Quality Indicators Student Surveys are given 2 times per year to all students that are in attendance on the issue day. This is known as the "Learner Questionnaire". This may either be printed or administered on line. – See Quality Indicators Process below.
- 4.5 AVETMISS Data will be collected for all VET students during the application process or on enrolment. The data will be requested on the application form and will be input into the Student Management System to produce the reports required each year.

Agents

- 4.6 Agents, during the annual review, will be asked to provide feedback of the service that ATMC provide and the service we provide to their clients – our students. See Managing agent policy P04

Staff

- 4.7 At the end of the year, staff members are required to initially complete self appraisals on their annual performance. In this review they are encouraged to include any concerns or give input. If relevant to the organisation, the comments and feedback will be collected and added as an item of continuous improvement.
- 4.8 Inputs from all staff meetings should be formally recorded and input into continuous improvement process.

External

- 4.9 ATMC will actively seek feedback from external agencies. Informal feedback should be directed to the Compliance Manager for a formal response and for collation into the Continuous Improvement register for consideration at the next management meeting.
- 4.10 Where a student has been placed at ATMC by an employer then a copy of the Quality Indicators "Employers Questionnaire" should be provided with a request to complete annually. For process see Quality Indicators Process below.
- 4.11 External Moderation and validation of academic transcripts or assessments will be conducted in line with the P22 Validation and Moderation P&P.
- 4.12 Feedback from Industry Consultation.

General

- 4.13 All survey reports will be collected together and the results collated in to summary reports. These reports will become one of the inputs for the Continuous Improvement process.

Quality Indicator Surveys

- 4.14 AQTF Learner's survey

- i. Administration

- The students sampled will be from all current VET courses on ATMC's scope with students enrolled
- Tabulate the student feedback using the student management system
- Review the tabulated data and document any improvement actions required
- Report the outcomes for input into the Continuous Improvement process for implementation

- ii. Frequency

- Collect student feedback (Learner's survey) and analyse it twice a year according to the schedule in the latest version of the compliance calendar.
- Student feedback about agents services are collected one month after orientation by marketing department. (see section on monitoring agents)

- Student feedback (through informal discussions) are collected by student support officers
- iii. Tools
- Learner questionnaire
 - Student Management System
 - Informal Discussions documentation
 - Agent service feedback form
- iv. Tracking
- Distribute the tabulated data and improvement actions required to all Institute staff
 - All issues are to be listed in a summary spreadsheet
 - Report the required improvement actions to the Institute's Management team meeting
 - Report the implementation of the required improvement actions to the Continuous Improvement process
 - Tracking of improvement actions are made continuously and follow up closely by department manager and reported to the Continuous Improvement process
- v. Sign-off
- Implementation of the required improvement actions is signed off by the Director of studies/Coordinator
 - Outcomes are reported to the Continuous Improvement process / Department meeting
- a. Employers Survey
- i. Administration
- All employers of VET students who either fund or sponsor student should be invited to complete a Quality Indicators "Employer Questionnaire".
- ii. Frequency
- At the completion of each course.
- iii. Tools
- Employer questionnaire
 - Student Management system
 - Informal Discussions documentation
- iv. Tracking
- Distribute the tabulated data and improvement actions required to all Institute's staff
 - All issues are to be listed in a summary spreadsheet
 - Report the required improvement actions to the Continuous Improvement process
 - Report the implementation of the required improvement actions to the Continuous Improvement process
 - Tracking of improvement actions are made continuously and follow up closely by department manager and reported to the Continuous Improvement process

_____ **End** _____