

# VPS29 FEEDBACK FROM STUDENTS, STAFF, AGENTS AND EXTERNAL AGENCIES POLICY AND PROCEDURE

## Abbreviations:

<b>ASQA</b>	Australian Skills Quality Authority
<b>ATMC (The Company)</b>	Australian Technical and Management College
<b>AVETMISS</b>	Australian Vocational Education and Training Management Information Statistical Standard
<b>NCVER</b>	National Centre for Vocational Education Research
<b>SMS</b>	Student Management System
<b>VET</b>	Vocational Education and Training

## Policy

### 1 Purpose

The purpose of this Policy and Procedure is to ensure ATMC gathers feedback from all invested parties and use this data to further develop the quality and delivery of educational services.

### 2 Scope

This Policy and Procedure applies to students, staff and external partners.

### 3 Principles

- 3.1 In-line with the ATMC drive for quality and delivery of exceptional educational services, ATMC will actively elicit feedback from several sources and via a variety of methods to ensure that the internal perception of quality provision matches the external reality.
- 3.2 By regularly collecting and analysing 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.
- 3.3 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.
- 3.4 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 for AVETMISS reporting.
- 3.5 By regularly collecting and analysing 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.

## 4 Policy Statements

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

## 5 VET Students

- 5.1 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.
- 5.2 Students placed at ATMC through an education agent will be asked to provide feedback through an interview with new students one (1) month after orientation using the ATMC’s agent survey form.
- 5.3 VET Quality Indicators Student Surveys are given twice per year to all students that are in attendance on the issue day.
  - 5.3.1 This is known as the “Learner Questionnaire”. This may either be printed or administered on-line. Refer to Appendix 1 – Quality Indicators Process.
- 5.4 AVETMISS Data will be collected for all VET students during the application process or on enrolment.
  - 5.4.1 The data will be requested on the application form and will be input into the Student Management System (SMS) for the purpose of providing the required yearly reports.

## 6 Staff

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

## 7 Agents

- 7.1 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. Refer to the Agent Management Policy and Procedure.

## 8 External Agencies

- 8.1 ATMC will actively seek feedback from external agencies.
- 8.2 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.
- 8.3 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. Refer to Appendix 1 – Quality Indicators Process.
- 8.4 External moderation and validation of academic transcripts or assessments will be conducted in line with the Moderation and Validation Policy and Procedure.
- 8.5 Feedback will also be created from Industry Consultation.

## 9 General

- 9.1 All survey reports will be collected together, and the results collated into summary reports.
  - 9.1.1 These reports will become one of the inputs for the Continuous Improvement process.

## 10 Responsibilities

- 10.1 Student Support Department:
  - 10.1.1 Are responsible for collecting any data relating to students and trainers.
- 10.2 Compliance Department:
  - 10.2.1 Are responsible for collecting data from administration staff.
- 10.3 Marketing Department
  - 10.3.1 Are responsible for collecting data relevant to agents.

### Definitions:

<b>Quality Indicators</b>	<p>Two (2) standard questionnaires to be administered to VET students and the associated employers (if any) producing statistics for analysis nationally.</p> <p>The statistics are then linked to the third set of statistics – enrolments and completions.</p>
<b>Continuous Improvement</b>	<p>The process adopted by ATMC senior management, supports its effort to continually improve on quality of education provided and services associated with that provision. Refer to ‘Continuous Improvement Policy and Procedure’.</p>

## Legislation

- [Education Services for Overseas Students Act 2000](#)
- [National Code of Practice 2018](#)
- [Standards for Registered Training Organisations \(RTO's\) 2015](#) – Standard 1 (1.9d), 2 (2.2b)

## Related Documents

- Agent Management Policy and Procedure
- Continuous Improvement Policy and Procedure
- Industry Consultation Policy and Procedure
- Marketing Policy and Procedure
- Moderation and Validation Policy and Procedure
- Quality Indicators and AVETMISS Policy and Procedure

## Version Control

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Version	Date of Changes	Change Summary	Author	Review Due
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V1.3	March 2023	Review content, update links, formatting and version control table	Compliance Manager	March 2025
<b>Organisation</b>		Australian Technical and Management College		
<b>Document Controller</b>		Compliance Manager		

## APPENDICES

### Appendix 1

#### Quality Indicators Process

<b>Administration</b>
<ul style="list-style-type: none"> <li>• The students sampled will be from all current VET courses on ATMC’s scope with students enrolled.</li> <li>• Tabulate the student feedback using the student management system.</li> <li>• Review the tabulated data and document any improvement actions required.</li> <li>• Document the outcomes for input onto the Continuous Improvement process plan for implementation.</li> </ul>
<b>Frequency</b>
<ul style="list-style-type: none"> <li>• Collect student feedback (Learner’s survey) and analyse it twice a year.</li> <li>• Student feedback about agents’ services is collected one month after orientation by marketing department. (Refer to the Agent Monitoring Policy and Procedure).</li> <li>• Student feedback (through informal discussions) are collected by student support officers.</li> </ul>
<b>Tools</b>
<ul style="list-style-type: none"> <li>• Learner questionnaire.</li> <li>• Student Management System.</li> <li>• Informal Discussions documentation.</li> <li>• Agent service feedback form.</li> </ul>
<b>Tracking</b>
<ul style="list-style-type: none"> <li>• Distribute the tabulated data and improvement actions required to all ATMC staff.</li> <li>• All issues are to be listed in a summary spreadsheet.</li> <li>• Report the required improvement actions to the VET Manager.</li> <li>• Document the implementation of the required improvement actions on the Continuous Improvement process plan.</li> <li>• Tracking of improvement actions are made continuously and follow up closely by VET Manager and documented on the Continuous Improvement process plan.</li> </ul>
<b>Sign-off</b>
<ul style="list-style-type: none"> <li>• Implementation of the required improvement actions is signed off by the VET Manager.</li> <li>• Outcomes are documented on the Continuous Improvement process plan.</li> </ul>
<b>Employers Survey</b>
<b>Administration</b>
<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>
<b>Frequency</b>
<ul style="list-style-type: none"> <li>• At the completion of each course.</li> </ul>

## Tools

- Employer questionnaire.
- Student Management system.
- Informal Discussions documentation.

## Tracking

- Distribute the tabulated data and improvement actions required to all ATMC staff.
- All issues are to be listed in a summary spreadsheet.
- Document the required improvement actions on the Continuous Improvement process plan.
- Document the implementation of the required improvement actions on the Continuous Improvement process plan.
- Tracking of improvement actions are made continuously and follow up closely by the VET Manager and documented on the Continuous Improvement process plan.