Feedback and Continuous Improvement Policy & Procedure

HCR Constructions Pty Ltd t/a Step Into Training Services (SITS)

RTO No: 91533 | CRICOS Code: 03474G

Contents

Purpose

This policy and procedure ensures that Step Into Training Services (SITS) has an effective quality assurance approach and systematically evaluates the services it provides to implement ongoing and continuous improvement.

This ensures compliance with Clauses 1.9, 2.1, 2.2 and 6.5 of the *Standards for Registered Training Organisations 2015* and contributes to compliance with the *National Vocational Education and Training Regulator Act 2011* and the *National Vocational Education and Training Regulator Amendment Act 2020 Education Services for Overseas Students Act 2000.*

Definitions

The **Act** means the National Vocational Education and Training Regulator Act 2011

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Data Provision Requirements is the legislative instrument which is a subsection of the Act

Quality Indicators means Learner engagement and Employer Satisfaction data as outlined in the Data Provision Requirements 2012

RTO means Registered Training Organisation

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

SRTOs means the Standards for Registered Training Organisations – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 which can be accessed at www.asqa.gov.au

Policy

1. **Principles**

   - SITS:

     – Is committed to ensuring the quality of services provided across of all of its operations – this includes training and assessment services and processes, student support, customer service and effective management of the business operations and its staff. This also includes ensuring the quality of any services provided on SITS's behalf by third parties.

     – Ensures that effective systems, policies, procedures and resources are in place to ensure the quality delivery of all services.

     – Compliance Head works with other SITS staff members to ensure the quality of SITS services.

     – Ensures improvements and actions required to rectify non-compliances identified (either by internal or external audits and reviews) are carefully planned and monitored by SITS Compliance Head.

2. **Feedback and Continuous Improvement**

   - Opportunities for improvement will be identified through the following mechanisms:

     – Regular feedback is collected from students, staff, industry and employers on a regular basis and data gathered is collated and analysed. Regular feedback is collected through:

        – Surveys completed by students. SITS collects student surveys minimum every six months that relates to the quality of SITS services. The timeline does not limit students from providing their feedback on quality of SITS services at any given time. Students are encouraged to provide their feedback by completing a *Feedback Form.*

        – Quality Indicator Surveys provided to students and employers at the end of their course

        – Survey completed by SITS staff minimum every six months. Staff is also required to complete a survey at the end of their employment with SITS.

     – Complaints and appeals will be reviewed to identify root causes of the incidents and identify areas that need improving to prevent recurrence.

     – Internal audits conducted on a regular basis will identify areas of non-compliance and areas in which quality or performance could be stronger.

     – Management meetings held by the RTO will be used as an opportunity for managers to identify areas that require improvement from their knowledge and what they have learnt from staff and by analysing the data collected from surveys of student, staff and employers.

     – Outcomes of assessment validation meetings will identify areas where assessment and training systems and practices can be improved.

     – Industry consultation sessions with the employers of the industry for all courses on SITS scope to assess course training and assessment resources, facility and support services offered and how does the course meet the current and emerging needs and demands of the industry.

   - Improvements will be recorded and acted upon on a continual basis to ensure SITS is responsive to areas that require improvement in continuous improvement register.

3. **Internal Audits**

- As an RTO, SITS is required to comply with the requirements of the VET Quality Framework, the Standards for RTOs 2015, ESOS Legislative framework and other relevant legislation and regulations. Regular internal audits are scheduled to monitor ongoing compliance with these requirements and ensure quality delivery.

Procedures

1. Feedback and Surveys

Procedure	Responsibility
A. Student Feedback and Survey • SITS collects survey from students' every six months into their course. It is not compulsory for students to submit the completed survey; however they are encouraged to submit the completed survey. • Where a student course duration is less than six months, they are requested to complete a survey at the end of their course. • SITS also request survey completion from students who withdraw or cancel their course of study. • The survey is optional however all students are encouraged to submit a completed survey. • Student can submit their survey via an email, in person at SITS reception, or via post. • Student can handwrite or type their responses to the survey. • SITS survey collection cycle that is every six months does not limit students' from providing their feedback on quality of SITS services at any given time. Students are encouraged to provide their feedback by completing a *Feedback Form.* • Information collected through student surveys is dealt in accordance with SITS Privacy Policy.	Administration Team Student Support Officers

B. Collect feedback from employers and students at workplace visits
 	
• At every second workplace visit:
 	
   – Students are provided with a *Student Workplace Visit Survey*
 	
   – Workplace is provided with *Host Employer Feedback Survey*
 	
• The surveys are optional however students and workplace are encouraged to submit a completed survey.
 	
• Students and workplaces' can submit the completed survey to SITS representative visiting the workplace for the purpose of conducting student assessment or via email or in person at SITS reception or via post.
	Administration team
	
	Student Support Officers
	
	Trainer/Assessor

C. Collect Quality Indicator Surveys from students – Learner Engagement (Learner questionnaire) • Students will be requested to complete the Quality Indicator Survey at end of their course. • The participation in the survey is optional however students are encouraged to complete and submit the Quality Indicator Survey (Learner questionnaire).	Administration team Student Support Officers Trainer/Assessor

Procedure	Responsibility
• Student can submit their survey via an email, in person at SITS reception, or via post. • Student can handwrite or type their responses to the survey.	
D. Collect Quality Indicator Surveys from workplaces – Employer Satisfaction (Employer questionnaire) • The Quality Indicator Survey will be provided to employers at the end of students' workplace completion. • The participation in the survey is optional however employers are encouraged to complete and submit the Quality Indicator Survey (Employer questionnaire). • Employers' can submit their survey via an email, in person at SITS reception, or via post. • Employers' can handwrite or type their responses to the survey.	Administration team Student Support Officers Trainer/Assessor
E. Collect feedback from staff • Request for all trainers and assessors to complete a *Feedback Form* at least every six months – this asks a range of questions on training and assessment practices. • Other staff are asked to provide formal and informal feedback at any time by discussing feedback with Compliance Officer, or to make improvement suggestions, by filling in a *Feedback Form*.	Compliance Officer
F. Analysis of the collected surveys • Compliance officer will analyse all the surveys at the end of each year. • Surveys from different groups (students, staff and employers) are to be analysed separately. • Use the analysed data to identify areas that requires improvement. • A summary of the analysis should be communicated to the Compliance Head and incorporated into the continuous improvement register to the extent that it forms the basis of continuous improvement activities undertaken by SITS. • Bring completed analysis to the next management meeting to discuss. This will include making a plan for implementing identified improvements and discussing all feedback received.	Compliance Head Compliance Officer

2. Continuous Improvements

Procedure	Responsibility
A. Continuous Improvement Register • The *Continuous Improvement Register* is a master list of all the improvement suggestions identified and acted upon by SITS. • Improvements identified through feedback and surveys, quality indicator data, industry consultation with employers, internal management meetings, informal suggestions, assessment validation and complaints and appeals will also form the part of this register to the extent that SITS continuous improvement activities will address the feedback collected in any form. • The register is a living document and will be updated accordingly. • A plan will be put in place for implementing improvements during the internal management meeting. • Management meetings will also be used as an opportunity to identify improvements made that may not have been recorded on the register. • The plan should be recorded on the register and items marked as complete once the improvement has been made. (Please refer to SITS Continuous Improvement Register) • To effectively monitor continuous improvement, SITS creates Continuous Improvement Register for each year.	Compliance Head Compliance Officer
B. Complaints and appeals • In line with the *Complaints and Appeals Policy and Procedure*, complaints and appeals incidents should be used as an opportunity to identify areas for improvement. • Complaints and Appeals are dealt in accordance with SITS C*omplaints and Appeals Policy and Procedure.*	Compliance Head Compliance Officer