



# Feedback Policy & Procedure

## RTO PP016

### Purpose

The purpose of this policy is to outline the Australian Childhood Foundation (ACF) Registered Training Organisation (RTO) commitment to collecting, evaluating, and sharing feedback received from its stakeholders about the quality of its training and assessment services to meet regulatory requirements and inform the continuous improvement process.

### Responsibilities

The Executive Manager, Education and Safeguarding Services is responsible for ensuring this procedure is implemented under the direction of the ACF CEO.

### Scope

This policy and procedure covers all of ACF's RTO training and related services and applies to all students enrolled in nationally recognised qualifications, ACF staff and organisations that use the training and assessment services provided by the RTO

### Definitions

**A stakeholder** means a student or organisation that uses or purchases the accredited training and assessment services provided by ACF.

**Feedback** means formal data collected through the use of regular surveys and informal feedback provided by the stakeholders at any time.

**ASQA** means the Australian Skills Quality Authority.

**Quality Indicator Data** is the information required to be submitted to ASQA on an annual basis. It uses standardised survey tools that are mandated by ASQA and measures learner engagement and employer satisfaction.

### Policy

Feedback is a core component of ACF's quality assurance framework and is guided by the following principles:

- A positive student experience is a core component of the training and assessment services provided by the ACF RTO.
- ACF RTO will strive to provide quality outcomes for students at all times.
- The ACF RTO will allow multiple opportunities for stakeholders to provide feedback about the RTO and its services.
- The RTO will use the feedback provided to continuously improve its training and assessment services.
- Stakeholders will be encouraged but not forced to provide feedback. Feedback may be provided anonymously if required.
- Feedback will be collected, recorded and stored according to the requirements of the Privacy Act (1988).

## Procedures

### Quality Indicator Surveys

#### Background

All RTOs registered with ASQA must provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA. This data is captured using pre-developed survey tools mandated by ASQA and covers the period from 1 January to 31 December each year.

Each RTO must collate and submit the data annually using the prescribed ASQA Quality Indicator Annual Summary Report. Data must be submitted to ASQA each year by the prescribed date, which is currently June 30.

#### Procedure

- A. All survey data will be collected using the in-built survey functionality in the aXcelerate student management system.
- B. In March each year, Support Services will send out the following surveys:
  - Learner engagement surveys to all students who had an active enrolment during the previous calendar year
  - Employer surveys to all employers who had at least 5 employees actively enrolled in training and assessment in the previous calendar year
- C. In June each year, the **Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO** will request a report of the returned survey data from Support Services.
- D. The Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO will collate the required data and submit it to ASQA through the prescribed methods outlined in the ASQA communications for that year.

### Additional Feedback and Data

#### Background

To ensure the quality and continuous improvement of the student experience and training and assessment services the ACF RTO collects additional feedback and data from stakeholders. The feedback methods may include a combination of the following:

- Formal student surveys at prescribed points in the student journey (always completed)
- Verbal feedback sessions conducted by facilitators during contact sessions
- Employer feedback as part of any contextualised programs
- Informal feedback that is voluntarily provided by stakeholders at any point
- Information provided by other ACF business areas such as the Centre for Excellence in Therapeutic care (CETC), Therapeutic Services and Knowledge Mobilisation
- Focus or expert groups
- Industry engagement activities
- Validation activities
- Complaints and Appeals

### Student Surveys

- A. Support Services are responsible for sending out the student surveys and collating the reports as a result of the returned data.
- B. The Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO, in conjunction with the Knowledge Mobilisation business unit, is responsible for reviewing and maintaining the questions asked in the surveys. These will be reviewed every 2 years or earlier if required to capture specific information to assist with continuous improvement.
- C. Support Services will provide each student with an electronic survey, through the aXcelerate system, at the following prescribed points:
  - Two (2) weeks after the commencement of the course
  - Mid-way through the course
  - After their course is completed
  - If they withdraw from the course
- D. At the end of each month, Support Services will collate the data from the previous month's surveys and provide them to Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO, and any other interested ACF stakeholders.
- E. The Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO will review the survey data and make note of any trends. Where required, actions will be taken to address areas of concern that may include:
  - Noting required actions in the continuous improvement register
  - Providing professional development or performance management for identified personnel
  - Contacting stakeholders (where identified) to investigate if further actions are required where feedback may indicate a complaint that hasn't previously been notified or addressed
- F. Documenting noteworthy feedback and compliments in the Stakeholder Feedback (Non-Evaluation) register.

### Ad-hoc or Informal Feedback

Ad-hoc or informal feedback includes the following:

- Verbal feedback sessions conducted by facilitators during contact sessions
  - Employer feedback as part of any contextualised programs
  - Informal feedback that is voluntarily provided by stakeholders at any point
  - Information provided by other ACF business areas such as the Centre for Excellence in Therapeutic care (CETC), Therapeutic Services and Knowledge Mobilisation
- A. The ACF staff member who received the feedback will document it using the Stakeholder Feedback (non-evaluation) Form contained within the Smartsheet platform. This information automatically populates into the Stakeholder Feedback (Non-Evaluation) register.

- B. The Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO will review the Stakeholder Feedback (Non-Evaluation) register at least monthly and action the information where required which may include:
- Noting any required actions in the continuous improvement register
  - Conducting any professional development or performance management required for identified personnel.
  - Contacting stakeholders (where identified) to investigate if further actions are required where feedback may indicate a complaint that hasn't previously been notified or addressed

### Focus or Expert Groups

Focus or expert groups may be held from time to time with a range of stakeholders to gather specific information that can assist the ACF RTO with both design and development of new training and assessment products and processes or continuous improvement of existing ones.

- A. The ACF staff member responsible for facilitating the focus group will document the following:
- The purpose of the group meeting
  - The audience of stakeholders including their roles
  - An overview of the key discussion points
  - Any recommendations or other outcomes that will assist with design, development, or continuous improvement.
- B. The ACF staff member responsible for facilitating the focus group will send the completed documentation to the Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO for review.
- C. The Executive Manager, Education and Safeguarding Services and/or delegate appointed by the CEO will review the information and take the appropriate actions which may include:
- Advising any personnel involved in the relevant design and development process of the recommendations
  - Noting any required actions in the continuous improvement register
  - Providing feedback to the focus group on the outcomes of their recommendations.

### Other formalised data-gathering activities

Other formalised data and information gathering activities conducted by the ACF RTO include

- Industry engagement activities
- Validation activities
- Complaints and Appeals

Each of these activities is covered by its relevant Policy and Procedure as outlined below:

- RTO PP007 Industry engagement
- RTO PP010 Validation of assessment
- RTO PP020 RTO complaints & appeals

## Forms and Records

The following forms and registers should be used in conjunction with this procedure:


- RTO PP016/03 Initial Student Feedback Questionnaire (aXcelerate)
- RTO PP016/04 Mid-Course Feedback Questionnaire (aXcelerate)
- Smartsheet Continuous Improvement Register and attached form
- Smartsheet Stakeholder Feedback (Non-Evaluation) register and attached form
- AQTF Learner Engagement Questionnaire within aXcelerate
- AQTF Employer Questionnaire within aXcelerate
- AQTF Quality Indicator Annual Summary Report

*Note RTO PP004-01 Continuous improvement register from previous versions of this PP has been replaced with the Smartsheet register*

*RTO PP016/02 Feedback Form has been replaced by other feedback mechanisms*

The following references should be read in conjunction with this procedure:

- RTO PP025 Privacy
- RTO PP007 Industry engagement
- RTO PP010 Validation of assessment
- RTO PP020 RTO complaints & appeals
- RTO PP004 Commitment to Quality

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