

Learner and Employer Feedback Policy and Procedure

1.0 Purpose

- 1.1 National Training Services (NTS) is committed to the continuous improvement of its resources, systems and processes. To achieve this on-going commitment to continuous improvement, NTS will conduct learner and employer surveys to evaluate its services.
- 1.2 Data gathered from learners and employers will be used to improve training and assessment resources, operational practices, policies and procedures.
- 1.3 The data contributes to evidence that NTS:
 - 1.3.1 Provides quality training and assessment services across all its operations
 - 1.3.2 Adheres to principles of access and equity and maximises outcomes for its clients
 - 1.3.3 Management systems are responsive to the needs of learners and employers
 - 1.3.4 Quality can be monitored over time to identify both improvements and any downward trends

2.0 Responsibility

The CEO will ensure that all learner and employer feedback is collected and analysed to ensure NTS is providing quality training and assessment across all its training areas.

3.0 Definitions

N/A

4.0 Methods

Learner Surveying

- 4.1 Each cohort of learners is provided with the Learner Survey as mandated by the National VET Regulator in each calendar year they are actively engaged in learning and assessment with NTS.
- 4.2 The Coordinator for each training area is to ensure that learner surveys are distributed and monitor the return of the surveys. The benchmark is for a minimum of 50% of surveys to be returned.
- 4.3 Once the survey is returned, the information is to be entered into survey monkey. Each training area will have its own survey data entry point, so that NTS can monitor the data for each area.
- 4.4 Where improvements are identified, each training area is to review this with the Training and Quality Manager and make necessary improvements. Improvements are to be documented in the Continuous Improvement Register.
- 4.5 Survey Data will be collated and submitted to the National VET Regulator by 30 June of every calendar year for the previous calendar years data.
- 4.6 Other learner surveying may occur throughout each calendar year, as per the particular training area's need.

Employer Surveying

- 4.7 Where training and assessment is occurring in the workplace, employers will be provided with the Employer Survey as mandated by the National VET Regulator in each calendar year their employees are actively engage in learning and assessment with NTS.
- 4.8 The Coordinator for each training area is to ensure that employer surveys are distributed and monitor the return of the surveys. The benchmark is for a minimum of 50% of surveys to be returned.

- 4.9 Once the survey is returned, the information is to be entered into survey monkey. Each training area will have its own survey data entry point, so that NTS can monitor the data for each area.
- 4.10 Where improvements are identified, each training area is to review this with the Training and Quality Manager and make necessary improvements. Improvements are to be documented in the Continuous Improvement Register.
- 4.11 Survey Data will be collated and submitted to the National VET Regulator by 30 June of every calendar year for the previous calendar years data.
- 4.12 Other employer surveying may occur throughout each calendar year, as per the particular training area's need.

5.0 Revision history

Revision	Date	Description of modifications
1	Jan 2016	Original
2	Aug 2017	Amendments to meet RTO Standards 2015
3		
4		
5		