

Feedback Policy and Procedure

1.0 Purpose

The purpose of this policy is to provide a framework for distributing, capturing, summarising and reviewing information on student perceptions of the quality and effectiveness of Future Force's courses, resources, training personnel and overall learning experience for use in course review and other academic quality assurance processes and activities.

Future Force is committed to also gathering feedback from other stakeholders, such as its staff and industry representatives, with its practices outlined within separate and targeted policy and procedures.

2.0 Responsibilities

The Directors, National Training Manager and all trainers and assessors are responsible for ensuring this policy and procedure is implemented and enacted.

3.0 Scope

This policy and procedure covers all of Future Force's training and related services.

4.0 Definitions

Student means a trainee or fee for service learner that is enrolled into a Future Force Certificate level course.

ASQA means the Australian Skills Qualification Authority.

Staff includes Future Force management, trainers/assessors and administrative staff.

5.0 Policy

Student feedback is a core component of Future Force's quality assurance framework and is guided by the following principles:

- Monitoring and improving the quality of students' learning experiences through the timely collection, analysis and reporting of student feedback concerning teaching, learning and assessment
- Feedback processes will be systematic, rigorous and respectful of the rights of students, staff and stakeholders
- Providing all students with the opportunity to actively participate in the continuous improvement of courses
- Future Force recognise that whilst student participation in providing feedback is important to our continuous improvement strategy, students cannot be forced to provide feedback.
- Ensuring the provision of information to students regarding the consideration of feedback collected and the actions taken to address concerns raised in any feedback received, and
- Student feedback will be collected, recorded and stored according to the requirements of the Privacy Act (1988).

6.0 Procedure

6.1 Student Quality Indicator (QI) Surveys

The Data Provision Requirements 2012 require all RTOs registered with ASQA to provide an annual summary report of their performance against the learner engagement quality indicators to ASQA. Student engagement quality indicators are measured through the use of the standardised student *Quality Indicator Questionnaire*. QI data is required for the results of the previous calendar year (1st January to 31st December) and is collated systematically and submitted on the *ASQA Quality Indicator Annual Summary Report* by Future Force promptly.

Future Force's student Quality Indicator data report is submitted to qidata@asqa.gov.au by close of business on the 30th of June each year.

6.2 Future Force's Student Feedback Surveys/Questionnaires

In addition to the requirements noted above, Future Force is committed to further seeking student feedback on the quality of training and assessment they are undertaking and their overall experience. To this end, Future Force requests students provide feedback by:

- ongoing discussions with their trainer*
- a feedback survey at the six (6) month point of their course, and
- a feedback survey at the conclusion of their course (the QI Questionnaire)

* *These discussions are conducted face to face during training sessions*

6.3 Industry Feedback

The Future Force training methodology incorporates the requirement for trainers/assessors to regularly meet with students' supervisors. During such meetings feedback is sought on a range of topics including, but not limited to:

- The student's performance both in a work capacity and training capacity
- The quality of the training being delivered by Future Force
- Current updates or changes to industry regulation, in particular if it may necessitate a change to any training material
- The value of training topics and where or how they could be improved

These discussions are relayed to all staff during the regular staff meetings and where required, any proposed action is minuted accordingly.

This is in addition to the annual employer QI Survey and Quality Indicator data, which is required for the results of the previous calendar year (1st January to 31st December) and is collated systematically and submitted on the *ASQA Quality Indicator Annual Summary Report* by Future Force promptly.

Future Force's employer Quality Indicator data report is submitted to qidata@asqa.gov.au by close of business on the 30th of June each year.

6.4 Other Stakeholder including Staff Feedback

All stakeholders, including staff are encouraged to provide informal feedback, using *Future Force's Suggestion Form*, available on its website. This is in addition to feedback received through a scheduled validation of assessment activities.

Where feedback is a complaint, Future Force's *Complaints and Appeals Policy & Procedure* will be put into place and the completed *Suggestion Form* passed to Future Force's National Training Manager for attention, subject to the person agreeing for their personal contact details to be shared.

6.5 Monitoring Feedback and Continual Improvement

All feedback is recorded on Future Force's meeting minutes and is considered by the entire training assessment staff and management.

Future Force's directors ensure that any actions are monitored to completion and related mitigating strategies, such as staff training, are also completed.

7.0 Forms and Records

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

- FORM Training (6 month) Feedback Questionnaire
- FORM AQTF Student Questionnaire (QI Survey) – Course Completion
- FORM AQTF Employer Questionnaire (QI Survey)
- FORM Quality Indicator Annual Summary Report
- FORM Suggestion
- DOCUMENT Staff Handbook
- DOCUMENT Student Handbook

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

- POLICY & PROCEDURE Privacy
- POLICY & PROCEDURE Student Records Management
- POLICY & PROCEDURE Complaints & Appeals