



COLLECTION AND ANALYSIS OF CLIENT/STUDENT FEEDBACK

Objective

To ensure that the company collects and analyses stakeholders and client feedback data on the services it provides to meet quality assurance and continuous improvement requirements under the AQTF Standards for Registered Training Organisations.

Scope

All [insert RTO name] Operations

Procedures

- One or more staff members are assigned to develop or modify client/stakeholders feedback surveys that meet the services and operations of the company.
- Trainers/Assessors distribute the Client Feedback Survey (Form IY) to client for completion and return to The RTO.
- Trainers/Assessors distribute the Student Feedback Survey (Form IX) to students for completion and return to The RTO and also the course progression survey.
- Upon return of these survey forms, the Training Manager will compile and analyse clients/stakeholders responses. Qualitative and quantitative data is prepared, together with a report proposing and policy reviews or areas for change or improvement.
- A Corrective Action Record form (Form CG) will be completed with the recommendations for modifications or change. All actions arising from analysed data will be recorded in the Management Review Report (Form MRRT) and on the Corrective Action Register (Form CReg).
- This data is forwarded to the CEO and relevant staff for information and consideration
- Staff place on file the original copy of all evaluation surveys and ensure they are readily available for audit or review purposes
- The Training Manager will modify or adapt any policies or procedures on the recommendation of the CEO or nominated representative/s, ensuring they comply with the AQTF Standards for RTO's.

- The Training Manager is also responsible for collection of accurate and timely data relevant to measures of the RTOs performance, such as Learner and Employer Satisfaction and Module Load Completion Rates. This data must be submitted to the Registering Body every year or as directed by the Registering Body, the current method of submission is via ACER software (SMART).