

## AE2.2 Student and Stakeholder Feedback Policy

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### 1. Purpose

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NSS is committed to providing quality training and assessment in accordance with the 2016 Victorian Registration & Qualification Authority (VRQA) Guidelines for VET Providers and the Australian Quality Training Framework's (AQTF) Essential Conditions and Standards for Continuing Registration. As such, NSS is required to have a policy to ensure that feedback is gained from all participants and relevant stakeholders and that the data collected will be fed into the cycle of continuous improvement.

### 2. Policy Statement

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NSS is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services including students, parents and carers, employers, industry representatives, and staff. This policy should be read in conjunction with the Learning and Assessment Strategies Policy and the Continuous Improvement Policy.

### 3. Guidelines and Legislation

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This policy is implemented to ensure meet the requirement under the 2016 VRQA Guidelines for VET Providers and the Australian Quality Training Framework's Essential Conditions and Standards for Continuing Registration. All feedback and data will be dealt with confidentially as per our obligations under the Australian Privacy Principals and the *Privacy Act 1988*.

### 4. Process

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NSS is committed to collecting and analysing all feedback and data on all aspects of its training program and related operations and to the ongoing continuous improvement of all aspects of its operations.

Feedback can be collected by two key methods;

#### Informal

Informal feedback is ad hoc information provided by staff and trainers in the process of their dealing with students, parents and employers. This occurs during the training delivery and through conversations and communication. To collect this feedback are the following processes.

- Fortnightly RTO staff meetings; a permanent agenda item is feedback and continuous improvements where trainers and staff can provide this information. Issues can be discussed with actions for continuous improvement documented.
- Industry Consultation: informal feedback form employees and industry representatives is documented into the Industry Consultation register for input into the ongoing review of Training and Assessment Strategies.

## Formal

Formal feedback is the planned and regular collection of data and feedback through formal processes including;

- Annual Quality Indicator Data, <https://www.asqa.gov.au/vet-registration/meet-data-provision-requirements/quality-indicator-reporting> The NSS is committed to collecting the ASQA Quality Indicator surveys, analysis of the data and submitting the annual report to the regulator.
- NSS Student Feedback Form
- NSS Parent/Carer Feedback Form
- NSS Work Placement Employers Feedback Form
- Industry Consultation Forms
- RTO Trainers and Staff fortnightly meetings
- NSS Management fortnightly meetings

Student Feedback is collected twice annually at the end of each semester. Parent/Carer feedback is collected at the annual NSS Open Day and at the twice annually Reservoir Neighbourhood Open House.

Work Placement and Employers Feedback is collected towards the end of the work placement for each separate work place.

All formal methods of feedback collected are returned to the Compliance Manager and analysed and documented. Results are discussed at the next RTO staff fortnightly meeting and submitted for review by the NSS Management Meeting (if required). Feedback where relevant can be fed back into the Complaints and Compliments Register and all members present shall consider and review all relevant feedback and data as an opportunity for Continuous Improvement.

Continuous Improvement Actions initiated will be recorded in the Continuous Improvement Register and utilised in the annual Internal Audit review of NSS's Policies and Procedures and Training and Assessment Strategies.

All documents shall be stored in the allocated file.

## 5. Related Documents

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- Student Feedback Form
- Parent/Carer Feedback Form
- Work Placement/Employer Feedback Form
- AQTF Learner Questionnaire
- AQTF Indicators Annual Summary Report
- Industry Consultation Policy and Register

- NSS Complaints and Compliments Register
- Continuous Improvement Policy and Register
- VROA Guidelines for VET Providers. [http://www.vrqa.vic.gov.au/Documents/vetproviderguidelines\\_1.pdf](http://www.vrqa.vic.gov.au/Documents/vetproviderguidelines_1.pdf)
- Essential Conditions and Standards for Continuing Registration  
<http://www.vrqa.vic.gov.au/Documents/VETEsecondstandrdscont.pdf>

## 6. Records Management

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All feedback documents are maintained securely. All documentation is stored as per the Records Management Policy.

## 7. Monitoring and Improvement

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All data and feedback is monitored by the RTO Manager of NSS with areas for improvement identified and acted upon. (See Continuous Improvement Policy)