



Quality, Risk and Improvement

Feedback and Evaluation Policy and Procedure

Purpose

Mayfield Education is committed to continuous improvement of services and in order to inform the actions associated with this a number of mechanisms exist for customers to provide feedback.

The purpose of providing a variety of regular, consistent and transparent evaluation processes enhances the validity and relevance of the service.

In line with the Commonwealth Privacy Act 1988 (2020) and other relevant education compliance requirements, raw data from evaluation mechanisms is protected and de-identified for reporting purposes.

This policy is developed in line with Mayfield Education's commitment to the quality and delivery of exceptional educational services. Mayfield Education will actively elicit feedback from its stakeholders via a variety of methods to ensure that the internal perception of quality provision matches the external reality.

This policy ensures that Mayfield Education:

- Provides quality education, training and assessment to all students.
- Considers the view that this vital information if used wisely, can support ongoing continuous improvement.
- Meets student and, where applicable, employer needs by providing quality training and assessment services including marketing and delivery of high-quality education, assessment, support services, administration and associated services.
- Seeks this information through a range of formal and informal mechanisms that form the basis of Mayfield Education's business strategy.
- Collect data from student cohorts regularly. The collated results will be reported to the Quality and Performance meeting to develop appropriate actions and strategies to respond to improvement opportunities. By regularly collecting and analysing the information received, Mayfield Education will objectively identify and measure trends and issues and feed these into the continuous improvement process to ensure that it remains a leading provider of quality educational services.
- Provides statistical information (quality indicators) and complies with all AVETMISS reporting requirements.
- Adheres to principles of access and equity and maximises outcomes for its clients; and
- Has management systems that are responsive to the needs of clients, staff and other stakeholders and the environment in which they operate.

All feedback received from external stakeholders about their satisfaction or dissatisfaction with the RTO's services or program delivery falls within the scope of this policy.

This policy though does not cover:

- a) decisions where an external review or appeal mechanism already exists
- b) complaints by RTO employees about employment or work-related issues
- c) Allegations about misconduct or criminal conduct. These will be investigated under Mayfield Education's Code of Conduct through the appropriate departmental channels.

Scope

This policy and procedure ensure the collection, use, disclosure, security and access to information. This policy and procedure apply to all students, all staff (both academic and administrative), sessional staff, contractors, relevant visitors, internal and external customers including employers where applicable.

Objective

The objective of this policy and procedure is to ensure that Mayfield Education:

- Has suitable and appropriate feedback collection, processing and analysing systems and processes in place.
- Has a policy framework that supports the feedback collection, processing and analysis of data.

- Makes respective personnel know their responsibilities and obligations.

Responsibilities

Mayfield Education's CEO, Managers, Trainers/Assessors and Coordinators have a responsibility to ensure that this policy and procedure is understood and implemented.

Method

General Processes

Mayfield Education's feedback management charter is based on the following principles:



- The right of the client:** the right of clients to provide feedback and to have their say in their learning journey complaints heard and actioned
- Fair and equitable access:** All clients have fair and equitable access to feedback channels.
- Confidential and non-discriminatory:** The feedback provided is confidential, and clients who provide feedback will not be discriminated against.
- Responsive and fair:** Feedback is dealt with in a responsive, efficient, effective, and fair way.
- Well-equipped:** Employees are well-trained and equipped to advise clients on how to lodge feedback and help those who may need assistance.
- Feedback is welcomed:** encouraging and supporting an environment where feedback is valued by employees and integrated into business improvement programs and processes.

Collection of Feedback

Mayfield Education is committed to obtaining hard and soft copy feedback from multiple channels. The main types of feedback are;

- Formal Feedback
- Informal Feedback
- Formative Feedback
- Summative Feedback
- Constructive Feedback

Some of the sources of Feedback can be as follows;

- Online surveys pertaining to specific issues.
- Feedback at the conclusion of a short course.
- Feedback at the conclusion of a subject/unit within a certificate course.
- Feedback from trainers and assessors.
- A summative evaluation at the conclusion of a certificate course.
- At the conclusion of clinical placement (from students and the placement agency).
- During and at the conclusion of a traineeship agreement.
- Spontaneously at any time during the course or student experience.
- Evaluations are also conducted in relation to the facilitation performance of new and ongoing sessional staff.
- Pre-determined points during a certificate course.
- Learner Engagement/Employer Questionnaires emailed out to VET students annually as part of the Quality Indicators requirement.

Requirements/Process of Handling of Feedback

Students

- Students will be encouraged to provide feedback at various times during their studies at Mayfield Education either by completing our internal survey or by submitting suggestions for improvement via the suggestion box located at Reception.
- At the completion of the Orientation Program students will be asked to complete the Student Orientation Feedback Form.
- The Quality Indicators Student Surveys will be completed and reported by 30 June annually for the previous calendar year. This is known as the “Learner Questionnaire”. This may either be printed or administered online. – See the Quality Indicators Survey Process below.
- The collection of student evaluations is through its Learning and Survey Monkey survey tools.
- Summary data is de-identified and presented in the course evaluation review forms and assessed by the course coordinators, Education Manager and CEO.
- Any actions to be undertaken associated with the feedback are listed by the Course Coordinator and outcomes are raised at the Quality and Performance Group meetings, Education meetings, and Validation meetings.
- Subsequent evaluations of implemented changes are presented according to the review date schedule. Implemented changes contribute to the training and assessment review for each course and to the validation meetings.

Staff

- Staff will be asked to complete a review form as a part of their annual review assessment. The comments and feedback from these forms will be collated and form another input into the Continuous Improvement process.
- Outputs from all staff meetings should be formally recorded and Mayfield Education’s CEO should be copied in on the minutes. The CEO will review any issues arising and advise Mayfield Education management of any issues that are arising and how they are being handled.
- All issues will be added to the Continuous Improvement Register; the information is to be distributed to the management team at least twice per annum.
- Feedback from staff is also used in the development of business strategy and in management decision-making with respect to policies, processes and systems.

External

- Mayfield Education will actively seek feedback from external stakeholders. Feedback should be directed to the Chief Executive Officer (CEO) for collation into the Continuous Improvement Register for consideration at the next management meeting.
- Where a student has been placed at RTO by an employer then a copy of the Quality Indicators “Employers Questionnaire” should be provided with a request to complete annually. For the process see the Quality Indicators Process below.
- Moderation and validation will be conducted in line with the Validation and Moderation Policy.

General

- All survey reports will be collected, and the results collated into summary reports. These reports are used in the Continuous Improvement Process.
- All forms will be collated and stored safely for a period designated by the records management policy. Forms may be scanned and stored electronically (subject to secure access) and the original forms shredded.

RTO's Quality Indicator Surveys Process

AQTF Learners and Employers Survey

a) Administration

- The students' and employers (where applicable) feedback sampled will be from all current VET courses on the RTO's scope.
- Tabulate the feedback using an appropriate tool.
- Review the tabulated data and document any improvement actions required.
- Report the outcomes for input into the Continuous Improvement process for implementation.

b) Frequency

- Collect feedback (at the end of each course)

c) Tools

- Learner Questionnaire and Employer Questionnaire.
- Survey Management, Analysis and Reporting Tool (NCVER).
- Informal Discussion documentation.

d) Tracking

- Prepare the consolidated data and undertake analysis and development improvement actions.
- Report the data, analysis and recommended improvement actions to the Mayfield Education Management Group for review and approval.
- All approved actions are recorded in the Continuous Improvement Register.
- Report the implementation of the required improvement actions via the Continuous Improvement process.
- Tracking of improvement actions is made continuously and followed up closely by the CEO or the delegate and reported to the Continuous Improvement process.

e) Sign-off

- Implementation of the required improvement actions is signed off by Mayfield Education's CEO.

Continuous Improvement

A summary of all feedback-related matters and concerns will be presented as a part of the Continuous Improvement policy and procedure at the management meeting for review. The purpose of this is to ensure management becomes aware of:

- Repeat issues.
- Common threads relating to compliance and quality assurance.
- (when viewed collectively) any general adverse trend that needs correcting.