Care Plus Training Pty Ltd

T/A

PROMOTING HOLISTIC TRAINING

RTO ID 41009

LEARNER SUPPORT & FEEDBACK

References:
Standard 5 Clauses 5.1 - 5.4
Quality Indicator Data

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LEARNER & CLIENT SUPPORT & FEEDBACK

PURPOSE
Nurse Training Australia (NTA) recognises good client service is critical to our success as an organisation and an RTO.
Good client service means we will meet our obligations to learners and clients. The RTO will:
- identify learners existing skills and knowledge
- identify learners' particular needs
- provide learning support to address specific needs
- seek participant input through feedback surveys on our RTO services and programs
- Seek trainer and staff feedback on our RTO services
- analyse feedback data on a regular basis
- use the Quality Indicators to gather, analyse and report on our programs and services

Measuring the effectiveness of our services is incorporated into our planning and quality assurance system. Feedback is an agenda item on our management meetings and course reviews.

References

Standard 1	Clause 1.7 The RTO determines the support needs of individual learners and provides access to support services necessary for individual learners . . . . . .
Standard 2	Clause 2.2 The RTO systematically monitors training and assessment . . . . and Systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation includes but is not limited to: Quality /Performance Indicator data Validation outcomes Student feedback Trainer and assessor feedback Complaints and appeals
Standard 7	Clause 7.5 The RTO provides accurate and current information on its performance ….consistent with the Data provision Requirements … (the Quality Indicator surveys and data)
NC Standard 6.1, 6.5	Student Support Services

Implementation

The **Director** is responsible for the College governance and performance and will manage the collection of data
The **Administration and Compliance Manager** is responsible for the administration of student support services and feedback arrangements.
The **Director of Studies** is responsible for monitoring the quality of training and assessment strategies and practices and the input from trainers and assessors and students on the courses.

APPLICATION PROCESS IDENTIFIES CLIENT NEEDS

The website and course information is provided and accessible
The website includes Handbooks for both domestic and International students which is accessible
The course advisors and student services staff assist with application queries and provide direct communication.
The enrolment form for domestic students can be downloaded or sent by email. It sets out fees and the terms and conditions.
The enrolment process for International students will be done using RTO Manager system (online application).
The enrolment form or online application asks additional questions where people can indicate:

- A request for RPL
- A request for Credit Transfer
- Identity check
- Entry requirements check

The application will be processed and checked for eligibility before the letter of offer is sent.
The follow up may include the College Placement Test to be returned by the student.

IDENTIFY EXISTING SKILLS AND KNOWLEDGE

Where a course is targeted for people with existing skills, existing knowledge or access to a workplace or equipment, this is identified in the course information but followed up as part of the application and confirmation stages.
We provide a checklist of "entry requirements".
We provide additional information is RPL or Credit Transfer is requested. See the RPL & CT Policy

IDENTIFY LEARNER'S PARTICULAR NEEDS

Where applicants have identified language, literacy, numeracy or special needs on the application form this is referred to the Marketing Manager or Administration and Compliance Manager. The Administration and Compliance Manager may contact the person to clarify their needs before an offer of a place in the course is made. This is on a case by case basis. The applicant may be required to complete an English language course of study prior to the VET course.

EDUCATION AND LEARNER SUPPORT

The general student support as required under the ESOS Act and National Code Standard 6 is covered in the Student Services & Welfare Policy.
The specific support that can be offered by the College includes:

- Tutorial time outside of group classroom timetabled hours
- Additional time to complete the course and assessment including extended duration
- Some adaptive technology
- Referral to specialist counselling for personal matters

Education support is also covered in the training and assessment policy and in each training and assessment strategy document (course by course).

FEEDBACK ON OUR SERVICES

PURPOSE
We seek input through feedback, reviews and data on our services and courses and analyse that data on a regular basis

PROCESS
Participant feedback
Feedback forms and surveys are used regularly. There are a number of feedback forms that provide us with different feedback and these are used as appropriate. This includes:
- Informal qualitative feedback and initial complaints come through phone and email via marketing and student services or training staff and social media
- "Survey monkey" quick feedback questions on enrolment, induction, administration etc. (this will be introduced through the website and student portal in the future)
- End of unit of study or end of term participant feedback that seeks views on trainer, course, materials etc.
- Quality Indicator Learner Feedback survey that is used at the end of the qualification. See the following section on the Quality Indicators.

We include participant feedback reporting as an agenda item:
- At staff meetings
- At management meetings
- At course reviews with trainers
- At internal audits against Standards RTO's 2015 and National Code

Immediate changes and improvements are made based on this feedback.
Written analysis of evaluations is kept on file.

Trainer /Assessor Feedback
We request that our trainers and assessor participate in regular course monitoring and reviews and validations.
This feedback feeds into quality assurance of our operations in particular against Standard 1 – Training and Assessment
This is a set agenda item in the course review meeting.
We include trainer feedback as an agenda item:
- At management meetings
- At internal audits against Standards RTO's 2015 and National Code

Immediate changes and improvements are made based on this feedback.
Written minutes from course reviews and validations and trainer meetings are kept on file.

Administration Staff Feedback
We hold regular staff meetings to review our systems and processes and seek feedback from administration and student services staff.
- We hold informal weekly operational staff meetings

- We include staff feedback as an agenda item on our management meetings
- At internal audits and self-assessment reviews against Standards RTO's 2015

Immediate changes and improvements are made based on this feedback.

QUALITY INDICATOR SURVEYS

DATA REPORTING ABOUT COURSES AND OPERATIONS

PURPOSE

The Quality Indicators are survey tools used by all RTO's in Australia. This gives the government evidence-based data that assists in evaluation of the Australian vocational education and training system. The requirements for RTO's are in the *Data Provision Requirements 2012*

PROCESS

Information to maintain compliance with quality indicator reporting will come from:

Where to look	What to look for at this site
asqa.gov.au (ASQA)	Sections on Data Provision Requirements 2012 Sections of Standards Clause 7.5 and the User Guide Publications and forms area – for the ASQA report template
Industry.gov.au (Department of Industry & Science)	This website linked through ASQA provides PDF files of the surveys and the Guides for RTO's. These resources are used for the survey questions and assists us to identify the sampling and conduct of the surveys.

The two quality indicator surveys

The Learner engagement questionnaire - 35 items provide measurement of these areas.

Domain	Scale	Scale description
Training Quality	Trainer Quality	competence and effectiveness of trainers and teachers
	Overall Satisfaction	overall satisfaction with the education and training
	Effective Assessment	appropriateness and effectiveness of assessment
	Clear Expectations	Clarity of training plan and approach
	Learning Stimulation	extent to which learning stimulated people to learn
Work Readiness	Training Relevance	relevance of the training for work
	Competency Development	assessment of competencies developed in the training
Training Conditions	Training Resources	quality and appropriateness of learning resources
	Effective Support	support provided to help people learn
Learner Engagement	Active Learning	participation in active learning linked with high-quality outcomes

The Employer satisfaction questionnaire – 30 items provide measurement of these same areas.

Domain	Scale	Scale description
Training Quality	Trainer Quality	competence and effectiveness of trainers and teachers
	Overall Satisfaction	overall satisfaction with the education and training
	Effective Assessment	appropriateness and effectiveness of assessment
Work Readiness	Training Relevance	relevance of the training for work
	Competency Development	assessment of competencies developed in the training
Training	Training Resources	quality and appropriateness of learning resources

Conditions	Effective Support	support provided to help people learn

How we will collect the data and report to ASQA

We survey using these methods

- Learner surveys will be gathered in printed surveys in courses or through RTO Manager or Survey Monkey.
- Employer surveys will be gathered through RTO Manager or Survey Monkey or direct interview
- Data is exported and submitted following the ASQA procedures.

Quality indicators reporting requirements – annual summary report by 30 June each year

RTOs are required to submit data relating to the quality indicators on or before 30 June of each year. This data will relate to the previous calendar year. For example, the data due on 30 June 2017 will relate to the activities of the RTO undertaken between 1 January 2016 and 31 December 2016
The quality indicator summary report is a template on the ASQA website.

The final date submissions will be accepted is 30 June every year. Non-submission by the due date, or the submission of an incomplete summary report, will affect an RTO's risk rating.

Quality Indicator data resources and support is listed above and bookmarked on the ASQA website. We will check for currency at a minimum every year.

We will keep up to date by subscribing to newsletters and receiving notifications from ASQA.

QUALITY ASSURANCE

How we use the quality indicator surveys in NTA

These surveys provide useful data on performance in our RTO.
- We will analyse the survey responses
- We will act on negative ratings and feedback immediately
- We will extract reports and use these annually in our management meeting
- The data will be part of our internal review and self –assessment reviews against Standards RTO's 2015