



## 1 Purpose

This policy has been developed to ensure compliance with NVR Standard 15.1 - regulated by the National Vet Regulator; Australian Skills Quality Authority (ASQA).

## 2 Policy Statement

The Taronga Training Institute (TTI) will comply with the abovementioned standard via the implementation of this policy as follows.

## 3 Policy Outline

The Taronga Training Institute (TTI) provides a range of both short and extended accredited and non-accredited courses, which are delivered via a blend of distance and face-to-face methods. TTI recognises that in order to deliver quality education services regular feedback is required from its various stakeholders including:

- Learners
- Staff
- Parents
- School Principals
- Trainers and Assessors

In order to continuously improve its service offering, feedback needs to be obtained regarding TTI's facilities, course co-ordination, course content, course structure and training and assessment staff. This information is obtained through the delivery of regular manual or electronic surveys, developed in line with the AQTF Learner and Trainer requirements. Surveys are distributed as follows:

Learners:

- Unit of Competency – at the completion of each Unit
- Course – at the last classroom session, or just after the completion of the Course
- Orientation – at the end of the orientation session

School and Parents –

- After the last classroom session, or just after the completion of the course

Staff – to coincide with [validation calendar](#)

Survey responses are collated and the subsequent reports analysed, with actions from these reports added to the TTI [continuous Improvements register](#) and distributed to the stakeholder through [face-to-face sessions](#) (or diarised through the electronic calendar system) or stored in an electronic [feedback](#) file for management, administration staff and trainers and assessors to access, or discussed with stakeholders at relevant meetings.

In order to ensure that the feedback process is providing timely and relevant information, it will be reviewed annually and changes updated in the [continuous Improvements register](#).



## **4 Process and Procedure**

### **4.1 Collect and Analyse Feedback: manual procedure**

Feedback forms are provided for TTI learners and staff to rate all elements of the services provided by TTI, using a rating scale.

TTI has eleven data collection forms:

- *SN15.1 (1).1 Assessment Evaluation Form*
- *SN15.1 (1).2 Unit Evaluation Form*
- *SN15.1 (1).3 Course Evaluation Form*
- *SN15.1 (1).4 Provision of Learner Services Evaluation Form*
- *SN15.1 (1).5 TTI Operations Evaluation Form*
- *SN15.1 (1).6 Learner Practical Evaluation Form*
- *SN15.1 (1).7 Staff Practical Evaluation Form*
- *SN15.1 (1).8 Principal Evaluation Form*
- *SN15.1 (1).9 Parent Evaluation Form*
- *SN15.1 (1).10 Orientation Evaluation Form*
- *SN15.1 (1).11 Trainer Self Evaluation Form*

TTI has eight data collation spreadsheets (future analysis has been done by online survey):

- *SN15.1 (1).1 Assessment Collation*
- *SN15.1 (1).2 Unit Delivery Collation*
- *SN15.1 (1).3 Course Delivery Collation*
- *SN15.1 (1).4 Provision of Learner Services Collation*
- *SN15.1 (1).5 TTI Operations Collation*
- *SN15.1 (1).6 Learner Practical Collation*
- *SN15.1 (1).7 Staff Practical Collation*
- *SN15.1 (1).8 Principal Collation*

Information is entered into the matching spreadsheet from the collection form. The spreadsheet calculates average ratings for each item, presents the information graphically in a chart and provides a numerical average score for each item.

TTI has eleven data analysis forms:

- *SN15.1 (1).1 Unit Assessment Analysis Form*
- *SN15.1 (1).2 Unit Delivery Analysis Form*
- *SN15.1 (1).3 Course Delivery Analysis Form*
- *SN15.1 (1).4 Provision of Learner Services Analysis Form*
- *SN15.1 (1).5 TTI Operations Analysis Form*
- *SN15.1 (1).6 Learner Practical Analysis Form*
- *SN15.1 (1).7 Staff Practical Analysis Form*
- *SN15.1 (1).8 Principal Analysis Form*
- *SN15.1 (1).9 Parent Analysis Form*
- *SN15.1 (1).10 Orientation Analysis Form*
- *SN15.1 (1).11 Trainer Self Analysis Form*



Summary data from the collation spreadsheets is transcribed into the appropriate analysis form. These completed forms are used to inform discussions on actions to be taken to continuously improve all areas of operation. Any feedback criteria which have an average rating of less than 2.5 will be investigated thoroughly. Where an issue is substantiated/confirmed, relevant TTI policies and procedures will be reviewed, recommended solutions developed, and corrective action implemented as appropriate.

Hard copies of all evaluation forms are retained by TTI for one year. Soft copies of the collation files and analysis files are retained by TTI for two years. Soft copies are named according to the Course Code and Start date, and stored in the [Feedback](#) folder as appropriate.

#### File Name Examples:

        /ACM2-15-03-08-Analysis  
or        /ACM3-02-07-08-Collation

At the end of each unit, feedback forms are completed by learners to rate Unit Delivery and Unit Assessment.

At the end of each course, learners are asked to complete the Course Evaluation Form and a Learner Services Evaluation Form.

Staff and other stakeholders are required to complete the Operations Evaluation Form annually.

## **4.2 Online Procedure**

### **4.2.1 Online Systems**

- TTI proprietary software: <http://ttieval.taronga.org.au/user>
- Survey Monkey: <http://www.surveymonkey.com/>

### **4.2.2 Short Courses**

After the last day of any TTI Short Course, learners are sent an email with a customised survey from TTI Administration via the online survey tool, to request feedback on the Course content and the Course Assessment (if applicable), as well as their experience with the TTI Administration and trainers and Assessors (if applicable).

The feedback is collated in spreadsheets which outline average ratings for each item. Summary data from the collation spreadsheets is transcribed into the appropriate analysis form. These completed forms are used to inform discussions on actions to be taken to continuously improve all areas of operation. Any feedback criteria which have an average rating of less than 2.5 will be investigated thoroughly.



Where an issue is substantiated/confirmed, relevant TTI policies and procedures will be reviewed, recommended solutions developed, and corrective action implemented as appropriate

#### **4.2.3 Certificate Courses**

The online procedure is the same as the offline survey procedure, with the following exceptions:

The course content and assessment content questions are combined in the one survey.

If several Units are delivered together as clusters, the learner feedback surveys may be sent at the end of those clusters rather than at the end of each unit.

## **5 Approval**

**Cameron Kerr**

Director and Chief Executive