

INDUSTRY CONSULTATION AND CUSTOMER SATISFACTION POLICY

SCOPE

Applies to all staff and contractors.

POLICY STATEMENT

LIBERTY INSTITUTE OF HEALTH AND EDUCATION recognises that systematically collected feedback from internal and external stakeholders should be a major part of our business and that it should be incorporated into our marketing and improvement plans. We will seek out feedback and talk to stakeholders bringing this information back to improve our systems, including our training and assessment, marketing, student support and customer service systems and those of any third party with which we may develop an agreement. We will consult industry to enable training and assessment strategy development and review and to establish relevance of our training and assessment and determine appropriate contexts, methods, resources and trainers and assessors.

Our feedback processes will incorporate but not be limited to collection of data for Quality Indicator reporting.

PURPOSE

The purpose of this policy is to:

- Ensure the organisation complies with the Standards for Registered Training Organisations, 2015: Standards 1.5, 1.6, 1.7
- Outline the RTO's approach to industry consultation and customer satisfaction

PRINCIPLES AND DEFINITIONS

All registered training organisations (RTOs) registered with ASQA are required to provide an annual summary report to ASQA of their performance against three quality indicators:

- i. learner engagement
- ii. employer satisfaction, and
- iii. competency completion quality.

Quality indicator data is used by registering bodies to inform each RTO's risk assessment.

The three quality indicators are:

- Employer satisfaction - This indicator focuses on employer evaluations of learner competency development and the relevance of learner competencies for work and further training, as well as employer evaluation of the overall quality of the training and assessment.
- Learner engagement - This indicator focuses on the extent to which learners are engaging in the types of activities likely to promote high-

quality skill outcomes and includes learner perceptions of the quality of their competency development and the support they received or have received from us.

- Competency completion rate - This indicator shows the number of enrolments and qualifications completed and units of competency awarded in the previous calendar year.

Collecting data from employers and can help support continuous improvement processes to ensure that:

- The RTO provides quality training and assessment across all of its operations
- The RTO adheres to principles of access and equity and maximises outcomes for its clients
- LIBERTY INSTITUTE OF HEALTH AND EDUCATION management is responsive to the needs of clients, staff and stakeholders and the environment in which the RTO operates.

To measure our performance against the indicators, LIBERTY INSTITUTE OF HEALTH AND EDUCATION will use the nationally endorsed surveys listed below:

- Learner questionnaire: https://www.acer.org/files/AQTF_LearnerQuestionnaireLQ_005.pdf
- Employer questionnaire: https://www.acer.org/files/AQTF_EmployerQuestionnaireEQ_004.pdf
- Competency completion online system: <https://www.ncver.edu.au/rto-hub/data-entry-tool>

CONSEQUENCES OF NON COMPLIANCE WITH POLICY

Any breach of this policy could impact on the RTO's registration and will be managed in accordance with Human Resources Policy.

PROCEDURES

INDUSTRY CONSULTATION

Chief Executive Officer/ Senior Management Team

1. Maintain professional relationships with ASQA and other relevant industry bodies to stay up to date with compliance matters and changes in the industry. This may involve but not be limited to:
 - *Liaison with industry associations*
 - *Establishing an Industry Advisory Board*
 - *Networking with employers*
 - *Attending conferences, seminars and workshops*
 - *Subscribing to ASQA, PWC and other relevant Industry Skills Council updates*
 - *Validation sessions*
2. Maintain contact with key clients/stakeholders
3. Consult with stakeholders in a variety of ways (may include one or more of the following methods: formation of an advisory board, participation in validation sessions, communication regarding proposed training and assessment approaches, resources and trainer/assessor requirements) each time the Strategies for Training and Assessment of each course are revised to ensure courses remain relevant to industry needs.
4. Specific details on who will be consulted and the result of these consultations for each Training and Assessment Strategy is documented in the actual strategy document for each item on scope

LEARNER SUPPORT

Student Support Services

1. Gather information about support needs of each learner from enrolment process. Support services may include but are not limited to:
 - *Language, Literacy & Numeracy (LLN) support*
 - *Additional tutorials and/or*
 - *Referral to other providers for LLN specialist support*
2. Identify whether LIBERTY INSTITUTE OF HEALTH AND EDUCATION can provide the assistance required for the learner by discussing with RTO/Training Manager.
3. *Communicate with learner if additional costs will be incurred for provision of learner support*
4. *Liaise with learner to implement support services*
5. *Any services will be recorded in student file.*

GATHERING FEEDBACK

**Chief
Executive
Officer/
Senior
Management
Team**

1. Ensure the RTO uses QI feedback forms and other RTO feedback forms to collect feedback on training and assessment practices and on client services from students and employers on a regular basis.
2. Analyse responses to identify opportunities for improvement and implement improvements
3. If a WHS risk is identified, note in risk register and act on immediately
4. Gather feedback from trainers at the end of every course.
5. Review all feedback as part of the Continuous Improvement Schedule

**Senior
Management
Team**

Administering the QI reports

1. **Competency completion** data will be submitted by AVETMISS.
2. Gather **learner feedback** at the end of every course using both of the following surveys:
 - a) The RTO's Student Feedback form and
 - b) Learner Engagement Quality Indicator form (either as a paper-based survey or via a web link)
3. Review learner feedback as part of the continuous improvement process in accordance with the Planning Continuous Improvement Schedule
4. Gather feedback from employers at least quarterly by sending an email with the employer engagement survey form attached

**Senior
Management
Team**

How to report on the learner engagement and employer satisfaction indicators

5. Report on these indicators using the ASQA Quality Indicator Annual Summary Report
<https://www.asqa.gov.au/resources/faqs/quality-indicator-reporting>
 Complete the relevant template (form) and email it by 30 June to gidata@asqa.gov.au
 6. Report to ASQA using one of the options described at www.asqa.gov.au
- (Note: Failure to do so will result in the RTO not complying with its statutory registration requirements and potentially constitute a breach of the National Vocational Education and Training Regulator Act 2011.)

**Chief
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Officer/
Senior
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Preparing QI reports

7. Submit data relating to all 3 quality indicators on or before 30 June each year.

Non-submission by the due date, or the submission of an incomplete summary report, will affect an RTO's risk rating.

STAFF MEETINGS

**Senior
Management
Team**

8. Consult with administration and training staff during staff meetings to seek feedback on systems and processes.

RECORDING COMPLAINTS

**Administrative/Student
Support
Staff**

1. Record all complaints on the Complaints Register

**Senior
Management
Team**

2. Review complaints as they arise according to the Complaints and Assessment Appeals Policy

3. Review complaints regularly as part of management meetings

4. Ensure all complaints have been fairly dealt with according to the Complaints and Assessment Appeals Policy

5. Investigate similar grievances as this may indicate the need for improvement to processes

RELATED POLICIES & DOCUMENTS

- Complaints and Assessment Appeals Policy
- Continuous Improvement Schedule
- Complaints register
- Trainer feedback
- Student feedback
- Other relevant course evaluation forms
- Student records and results databases (various)
- Notes from consultation with industry
- Industry, Marketing or Education conferences
- Notes from administration and teaching staff meetings which cover follow up on customer services matters