

Policy Aims

- Ensure that **Client Feedback** conducted by CCAE is compliant with **AQTF Standard 1 - The RTO provides quality training and assessment across all its operations.**
- Ensure that **Client Feedback** conducted by CCAE is compliant with the following **elements** of Standard 1:
 - 1:1 – The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment
 - 1:2 – Strategies for training and assessment meet the requirements of the relevant training package or accredited course and are developed in consultation with industry.
 - 1:3 – Staff, facilities, equipment, training and assessment materials used by the RTO are consistent with the requirements of the training package or accredited course and the RTO’s own training and assessment strategies.
 - 1:4 – Training and assessment is delivered by trainers and assessors who:
 - a. have the necessary training and assessment competencies as determined by the NQC or its successors
 - b. have the relevant vocational competencies at least to the level being delivered or assessed
 - c. can demonstrate current industry skills directly relevant to the training/assessment being undertaken
 - d. continue to develop their VET knowledge/skills as well as their industry currency and trainer/assessor competence
 - 1:5 – Assessment including Recognition of Prior Learning (RPL)
 - a. meets the requirements of the relevant training package or accredited course
 - b. is conducted in accordance with the principles of assessment and the rules of evidence
 - c. meets workplace and, where relevant, regulatory requirements
 - d. is systematically validated

Policy Outline

CCAIE Industry Area Coordinators will ensure:

- CCAIE staff undertake community information gathering techniques with students, industry and community sectors.
- Client needs and expectations gained from community information gathering are addressed in CCAIE courses.
- Client services are continuously improved by collecting, analysing and acting on relevant data.
- Community feedback is reflected in CCAIE scope of operations, program resourcing, training techniques and assessment.

Procedure

- ✚ Each Industry Area will, working with colleagues, undertake a review of their training resources and materials, training procedures and practices by inviting student and industry feedback from clients.
- ✚ Reviews at the 50% and 90% completion stage of programs will be conducted with using the Learner Engagement Questionnaire developed by the AQTF.
- ✚ Reviews conducted with industry and community sectors can take a variety of forms:
 - Letters to business and community leaders
 - Workshops with industry and community groups
 - Entries by trainers in VETtrak “events” from their business visits
 - Completion of the Employer Satisfaction Questionnaire developed by AQTF.
- ✚ CCAIE Administration will also conduct random client surveys developed by ACFE using mail out methods requesting either a written response or a simple highlighter response.
- ✚ Industry Area Coordinators must present evidence of their findings and reasons for desired changes or maintenance of the status quo to the Staff Meeting via the continuous improvement reporting at staff meetings.
- ✚ Should changes be required, the TAS [Training & Assessment Strategy] policy and procedure must be followed.

Evaluation

This policy will be reviewed bi-annually.