

# Surveys and Evaluations Policy and Procedure

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## 1 Purpose and Scope

To ensure AIE's ongoing responsiveness to learner needs and quality assurance, AIE students are offered the opportunity to evaluate their course and the AIE as part of an annualised, National Survey Schedule. Survey's focus on marketing and recruitment, enrolment, support and progression, training and assessment, completion and overall satisfaction.

Additional national, campus based, or departmental surveys may be issued at the discretion of the HOS or AIE Executive on an as needs basis to gain more in-depth information about a particular area of interest.

This policy applies to all AIE Staff.

## 2 The Policy

AIE's policy is to undertake student surveys and course evaluations to monitor quality outcomes and student engagement. The results are used to effect continual improvement quality assurance processes.

The National Survey Schedule forms part of the AIE's overall continual improvement and quality assurance process. Comments on teaching staff that are made by students may be used, in conjunction with other formal and informal employee evaluation processes to assess the performance of staff members.

Student surveys that form part of AIE's National Survey Schedule are anonymous, voluntary and not linked to enrolment records. Students may choose not to remain anonymous if that is their preference.

All aspects of delivery, facilities and student services will be considered when reviewing feedback.

Improvements and changes will be implemented, if required, after analysis of feedback from students, staff and stakeholders and on approval of the CEO or Head of School for operational matters, or the CEO for academic matters.

Heads of School must consider and appropriately consult with relevant teachers, staff and, if appropriate, students regarding the survey results in a timely manner.

Heads of School that oversee Faculty areas, in concert with the Heads of Faculty, may use the results of all surveys to guide the direction of curriculum development and AIE's annual curriculum/professional development conference in addition to other informal evaluation methods.

The Director of Marketing may use the results to highlight aspects of high performance.

The CEOs may use the results of all surveys to evaluate the performance of AIE nationally and/or specific campuses in addition to other formal and informal evaluation methods.

Copies of the Learner Survey and Employer Survey results may be kept for future reference and comparison in accordance with AIE's Records Management Policy. They will be stored on the Compliance Channel of the Academic Management Team site.

### 3 Implementation

The Board of Directors is responsible for the approval of this policy after it has been drafted or reviewed by the Academic Management and Compliance Committee. The policy is to be implemented via induction and training of staff and distribution via the AIE Intranet and other publications as required.

### 4 Procedure/s

#### 4.1 Creation of Surveys

Surveys that form part of the annualised National Survey Schedule are created by the Compliance Team in concert with the AIE Executive. National Academic and Compliance Surveys are created in the Compliance Survey Monkey Account. Localised surveys are created in the Shared Survey Monkey Account.

#### 4.2 Distribution, collection and reporting

Individual Campuses are responsible for issuing surveys in a timely manner according to the National Survey Schedule.

Survey links are placed on the Student's Learning Management System (Canvas) and are accessible under the Student Surveys icon from the Welcome pages/. Contact the Manager, Planning and Implementation if the survey link is inactive or missing.

Administration staff administer the surveys under the direction of their Head of School and teachers must not be present in class whilst surveys are being completed. Administration staff guide students to the relevant survey link on Canvas and remain in the class for the duration of the survey to respond to any student questions.

Once surveys are completed for each class, the Administration Manager should send an email to [compliance@aie.edu.au](mailto:compliance@aie.edu.au) advising the course name/s for the completed surveys so that the results can be extracted in a timely manner.

For End of Course Learner Survey's, the Administration Manager must record the following information in the Register of Learner Surveys Issued (Teams file location: Administration/National and Compliance/Surveys). This enables accurate reporting of the survey response rate in AIE's compulsory annual Quality Indicator Report.

- a. Date survey issued,
- b. Number of students present in the class at the time the survey is issued,
- c. Course name; and
- d. Campus location.

Results are collated by the Manager, Planning & Implementation, ideally within one week of all campuses completing the survey and are distributed according to the table at Appendix 1.

### 4.3 Continuous improvement

Changes that are administered as a result of survey feedback received from students are to be entered in AIE's Continuous Improvement Register. The results are reviewed by the Academic Management and compliance committee.

## 5 Definitions

### **Continuous Improvement/Continual Improvement**

The ongoing and systematic improvement of products and services, or processes, through incremental and new improvements.

### **National Survey Schedule**

An annualised survey schedule that forms part of AIE's quality assurance processes. The schedule encompasses the target audience, issue date and results reporting for surveys administered to students at AIE.

### **Quality Indicator Report**

An annual summary report submitted to the Australian Skills Quality Authority (ASQA) by close of business 30 June each year.

## 6 Related documents

**The following documents are related to this policy:**

- a. Register of Learner Surveys Issued
- b. Continuous Improvement Register
- c. Annualised National Survey Schedule

**The following legislation and standards are related to this policy:**

- a. Standards for Registered Training Organisations (RTOS (2015) Standard 2 – The Operations of the RTO are quality assured.
  - I. Clause 2.2 – evaluating training and assessment strategies and practices.
  - II. The RTO:
    - i. systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1
    - ii. systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under clause 7.5, validation outcomes, client trainer and assessor feedback and complaints and appeals.

## 7 Review

This policy will be reviewed annually by the Academic Management and Compliance Committee.



## 8 Revision History

Approval Authority	Prepared/revised by	Revision	Change	Date Approved/updated
CEO	Casey Gregory	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
BOD	Version 2.1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	20 July 2019
	Nick Markesinis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	14 April 2021

## Appendix A: Annualised National Survey Schedule

Survey Title	Target Audience	Issue Date	Results and reporting
Start of Year Survey	All 1st year full time students.	Within one month of course commencement. Before the first census date is preferred.	<p>National aggregate data including text fields to the relevant Head of Faculty and Supervising Head of School. Individual teacher feedback is excluded.</p> <p>Campus based aggregate data including text fields and teacher feedback to relevant Head of School, HR Department and the CEOs.</p>
Mid-Year Survey	All full time students.	Prior to or after the Mid-year break.	<p>National aggregate data including text fields to the relevant Head of Faculty and Supervising Head of School. Individual teacher feedback is excluded.</p> <p>Campus based aggregate data including text fields and teacher feedback to relevant Head of School, HR Department and the CEOs.</p>
End of Course Survey (Department mandated Learner Survey and	All students studying nationally accredited courses at AIE from Certificate level through to Advanced Diploma, Graduate Diploma and Degree	Towards the end of each course.	<p>Quality Indicator Summary Report to ASQA.</p> <p>National aggregate data including text fields to CEOs.</p>
Employer Survey (Department mandated Employer Questionnaire)	<p>The target population for the employer survey is all employers of learners who are enrolled in nationally recognised training where the training is being delivered by an Australian RTO, either in Australia or overseas.</p> <p>As such, employers may have directly purchased training for their employees, may have employer graduates from the RTO, or may be supervising employees in the workplace.</p>		<p>National aggregate data including positive text fields to Director of Marketing and Business Development.</p> <p>Relevant discipline based national aggregate data including text fields to Heads of Faculty and the Supervising Head of School.</p> <p>Campus based aggregate data including text fields to relevant Head of School and the CEOs.</p>