

# Surveys and Evaluations Policy and Procedure

## 1. Purpose and Scope

This policy outlines AIE's ongoing responsiveness to learner needs and quality assurance through the administering of surveys and evaluations. AIE learners are offered the opportunity to evaluate their course and the AIE as part of an annualised, National Survey Schedule (refer Appendix A). Survey's focus on marketing and recruitment, enrolment, support and progression, training and assessment, completion and overall satisfaction, in compliance with Clause 2.2 of the *Standards of Registered Training Organisations (RTOs) 2015* and Clause 9 of the *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020*.

Under the *Data Provision Requirements 2020*, all Registered Training Organisations (RTOs) registered with ASQA are required to ask their learners and employers for feedback. Providers must send ASQA a summary of this feedback for each calendar year, using the QI summary report by 30 June the following year (see section 4 Procedure below).

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. Discretionary surveys are not listed in the National Survey Schedule, however, may be added as a more formalised survey at the request of the AMC.

This policy applies to all AIE Staff.

## 2. The Policy

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

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

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

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

Improvements and changes will be implemented, if required, after analysis of feedback from learners, staff and stakeholders and on approval of the CEO/COO 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, learners 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 CEO/COO 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 BU: Academic Management Teams site.

### 3. Implementation

The following positions, departments and/or groups are responsible for implementing this policy:

Party	Responsibility
<b>Board of Directors:</b>	Approval of policy.
<b>Academic Management Committee:</b>	Drafting and review of policy and related documents.
<b>Heads of School:</b>	Administering surveys.
<b>Heads of Faculty:</b>	Administering surveys.
<b>Administration Department:</b>	Administering surveys.
<b>Manager, Planning and Implementation:</b>	Collation of survey data.
<b>Intranet Content Coordinator:</b>	Uploading new version to the AIE intranet.
<b>Senior Web Developer:</b>	Uploading new version to the AIE website.

### 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.

Learner Survey and Employer Survey templates which are used to collect data for Quality Indicator (QI) reporting purposes must use the exact wording provided on the ACER Learner Questionnaire and Employer Questionnaire.

## 4.2. Distribution, collection and reporting

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### 4.2.1. Surveys Distributed by AIE

Individual Campuses are responsible for issuing surveys in a timely manner according to the National Survey Schedule (see Appendix A of this document).

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

Employer Surveys are distributed via email or web links to employers.

Heads of School, in concert with Heads of Faculty administer surveys to employers.

### 4.2.2. Learner Survey reporting

For End of Course Learner Survey's, the National Administration Coordinator 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 learners present in the class at the time the survey is issued,
- c. Course name; and
- d. Campus location.

Results for the Learner Survey are collated by the Manager, Planning and Implementation, ideally within one week of all campuses completing the survey and are distributed according to the National Survey Schedule at Appendix A.

### 4.2.3. Employer Survey reporting

Results for the Employer Survey are collated by the Manager, Planning and Implementation and are distributed according to the National Survey Schedule at Appendix A.

#### 4.2.3.1. Quality Indicator Summary Report

The results from the Learner Survey and the Employer Survey are utilised for Quality Indicator (QI) Reporting to ASQA. The QI report is due annually by 30 June and is submitted using the webform provided on the. However, if AIE is invited to participate in the VET Student Experience Survey (VETSES), it does not have to report QI Data for that year.

The QI Summary Report must be submitted using the webform provided by ASQA.

#### 4.2.4. Start of Year and Mid-year Survey Reporting

Once surveys are completed for each class, the National Administration Coordinator 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.

Results are collated by the Manager, Planning and Implementation as soon as practicable once notified and distributed according to the results and reporting column of the National Survey Schedule.

#### 4.2.5. Surveys Distributed by Third Parties

##### 4.2.5.1. Student Outcomes Survey

The Student Outcomes Survey (SOS) is an annual survey that collects information on VET learners' reasons for training, their employment outcomes, satisfaction with training, and further study outcomes. The survey covers learners who completed nationally recognised VET delivered by registered training organisations (RTOs) in Australia in the previous calendar year.

The Student Outcomes Survey (SOS) is distributed by NCVET from June to August annually. RTOs are contacted in May regarding promoting the survey to their learners. Results of the survey are published in December Annually.

##### 4.2.5.2. VETStat

This survey is issued by the Victorian Skills Authority for the Department of Education and Training. It reports on Student Satisfaction and Employer Satisfaction over multiple years (where available) to allow for examination of trends over time.

### 4.3. Continuous improvement

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

## 5. Definitions

The following definitions apply to this policy:

Term	Definition
<b>Continuous Improvement</b>	The ongoing and systematic improvement of products and services, or processes, through incremental and new improvements. AIE's Compliance Department maintains a <i>Continuous Improvement Register</i> to track improvements across all of AIE's operational areas.
<b>National Survey Schedule</b>	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 learners at AIE.
<b>Quality Indicator Report</b>	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 internal 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. National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, Clause 9
- b. Standards for Registered Training Organisations (RTOS) 2015, Clause 2.2

## 7. Review

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

## 8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	First version of document. Approved by Board of Directors and published.	-	BOD	-
2.0	Amended.	<b>Casey Gregory</b> (Manager, Planning and Implementation)	BOD	-
2.1	Amended.	-	-	20 July 2019
2.2	Style and formatting update.	<b>Nick Markesinis</b> (Intranet Content Coordinator)	-	14 April 2021
3.0	Reviewed. Expanded Purpose and Scope. Added procedures for distribution, collection and reporting. Added procedures for employer surveys, start-of-year and mid-year surveys, and surveys distributed by third parties.	<b>Casey Gregory</b> (Manager, Planning and Implementation) <b>Linda Burrows</b> (Compliance Consultant) <b>Nick Markesinis</b> (Intranet Content Coordinator)	BOD	31 July 2023

## Appendix A: Annualised National Survey Schedule

Survey Title	Target Audience	Issue Date	Results and reporting
<b>Start of Year Survey</b>	All 1st year full time learners.	Within one month of course commencement. Before the first census date is preferred.	<p>National aggregate data including text fields to the relevant HOF and supervising HOS. Individual teacher feedback is excluded.</p> <p>Campus based aggregate data including text fields and teacher feedback to relevant HOS, HR and the CEOs.</p>
<b>Mid-Year Survey</b>	All full time learners (Diploma, Advanced Diploma and Graduate Diploma learners only).	Prior to or after the Mid-year break.	<p>National aggregate data including text fields to the relevant HOF and supervising HOS. Individual teacher feedback is excluded.</p> <p>Campus based aggregate data including text fields and teacher feedback to relevant HOS, HR and the CEOs.</p>
<b>Learner Survey (Department mandated Learner Questionnaire)</b>	All learners studying nationally accredited courses at AIE from Certificate level through to Advanced Diploma, Graduate Diploma and Degree		Quality Indicator Summary Report to ASQA.
<b>Employer Survey (Department mandated Employer Questionnaire)</b>	<p>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. 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>To assist with continuous improvement, RTOs may choose to include employers in their target population who are not linked with nationally recognised training. These employers should be distinguished from those linked with nationally recognised training for the purposes of analysis and reporting.</p>	<p>Towards the end of each course (Learner).</p> <p>In the first half of the year after each Calendar year (Employer)</p>	<p>National aggregate data including text fields to CEOs.</p> <p>National aggregate data including positive text fields to Director of Marketing.</p> <p>Relevant discipline based national aggregate data including text fields to HOFs and the supervising HOS.</p> <p>Campus based aggregate data including text fields to relevant HOS and the CEOs.</p>