

Procedure:

Continuous Improvement in Vocational Education and Training (VET)

Effective: 1 May 2014; updated 21 May
2019

Audience: Staff and Students

Policy Category: Governance
Policy Sub-category: Quality
Assurance

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Procedure Owner:	VET CEO
Responsible Officer:	Head of Campus
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1 PURPOSE

- 1.1 The University of Notre Dame Australia (**'University'**) is committed to delivering Vocational Education Training (**VET**) that meets the needs of students and is underpinned by processes and practices that support continuous improvement and professional practice.
- 1.2 The *Continuous Improvement in Vocational Education and Training Procedure* (**'Procedure'**) details the main processes used by the University to systematically review and improve its policies, procedures, products and services relating to the delivery of VET, including collection, analysis and use of relevant data from students, staff, employers, VET professionals and industry.
- 1.3 A Continuous Improvement Register (**'CIR'**) will be maintained on each Campus at which VET is offered by the University. It will contain information on all matters required by this Procedure.

2 RELATED POLICIES AND REGULATIONS

This Procedure should be read in conjunction with the following:

- 2.1 *Policy: VET Assessment*
- 2.2 *Procedure: VET Assessment*
- 2.3 *Procedure: Student Grievance*
- 2.4 *Process Guide: (VET) Industry Engagement*
- 2.5 *Policy: Privacy*
- 2.6 *VET Continuous Improvement Form*

3 STUDENT FEEDBACK

3.1 Formal Student Feedback

- 3.1.1 The Stakeholder Feedback Framework at **Attachment 1** identifies the various formal student feedback mechanisms in place to collect, analyse and report on student feedback.
- 3.1.2 Formal Student Feedback mechanisms include:
 - 3.1.2.1 A national *Learner Questionnaire*, administered annually in October, normally within a study block period.
 - 3.1.2.2 Formal surveys, including relating to any clinical or other external placements at the time of completion, and student satisfaction with face to face teaching, online components, and other aspects of their experience.
- 3.1.3 Feedback from the national *Learner Questionnaire* is formally analysed by the Quality Management Office (**'QMO'**) and outcomes reported to the Head of Campus (or delegate), and VET CEO (or delegate).
- 3.1.4 Feedback from other surveys is normally analysed by the Assistance Dean, Nursing or relevant Program Coordinator (or equivalent) and reported to the VET Manager.
- 3.1.5 Results of student feedback are discussed with the relevant trainer and assessors, and strategies to address any issues and/or to improve outcomes identified.
- 3.1.6 Any actions arising should be entered into the Continuous Improvement Register and progress against actions monitored monthly through formal staff meetings.
- 3.1.7 The VET manager will report student feedback and improvement actions to the Vocational Education Training Academic Sub-Committee (**VETAS**) twice per year.

- 3.1.8 VETAS is responsible for monitoring outcomes of student feedback, and for reviewing and endorsing the University's learner engagement outcomes annual report for the Australian Skills Quality Authority prior to submission.
- 3.1.9 An annual calendar clarifying the timing of student feedback for each student cohort and each VET Course is maintained and circulated by the Assistant Dean of Nursing and/or Course Coordinator, to the trainers and assessors.

3.2 Continuous Student Feedback

- 3.2.1 The University will encourage suggestions and feedback from students about their study experience by allowing feedback either online or in person at any location that VET is offered. Feedback will be recorded and considered and appropriate actions addressed.
- 3.2.2 Any actions arising will then be entered into the Continuous Improvement Register and progress against actions will be monitored through formal staff meetings.
- 3.2.3 Actions taken to address student feedback will be noted in the Training and Assessment Strategy for the relevant qualification.

3.3 Student Grievances

- 3.3.1 Grievance officers will be located at each Campus to provide procedural assistance to all parties involved in making or responding to a complaint in accordance with the *Procedure: Student Grievance*.
- 3.3.2 Grievance Officers will record details of VET student complaints on a VET Complaints Register set up and maintained by them, and provide monthly to VET Manager.
- 3.3.3 VET Student Complaints (including numbers and issues raised) will be collated and reported annually to VETAS by VET Manager in order to identify any systemic issues arising and to make recommendations about improvements.
- 3.3.4 All parties involved in recording complaints and appeals will adhere strictly to University confidentiality requirements in accordance with University policy. Records will be kept and reported on solely for continuous improvement in accordance with the *Policy: Privacy*.

4 INDUSTRY AND EMPLOYER FEEDBACK

4.1 Formal Employer and Industry Feedback

- 4.1.1 The Stakeholder Feedback Framework at **Attachment 1** identifies the formal employer and industry feedback mechanisms in place to collect, analyse and report on this feedback.
- 4.1.2 Formal mechanisms to collect employer and industry feedback include:
 - 4.1.2.1 A national Employer Questionnaire, administered to a sample of employers of University students annually in October. In conducting the employer survey, the University will take account of the Employer Survey Guide issued by the Australian Skills Quality Authority ('ASQA').
 - 4.1.2.2 Industry Advisory Committees that are convened by the Head of Campus at least twice a year to provide industry input and feedback on the University's VET Operations.
- 4.1.3 Informal mechanisms to collect employer and industry feedback include:
 - 4.1.3.1 Engagement by VET staff in regular contact with industry to support continuous improvement of VET delivery, including through ongoing training and

assessment processes (such as through formal validation meetings), and monitoring relevant VET information (such as from training.gov.au about training package changes and requirements);

- 4.1.4 Feedback from the formal employer surveys is formally analysed by QMO and outcomes reported to the Head of Campus (or delegate) and VET CEO (or delegate).
- 4.1.5 Where feedback is gathered through discussion or meetings with industry representatives, through validation processes, or is identified through environmental scanning, an *Industry Consultation and Feedback Form* will be completed by staff to record the feedback provided. Feedback will be recorded in the Continuous Improvement Register.
- 4.1.6 Results of employer and industry feedback are discussed with the relevant trainers and assessors, and strategies to address any issues and/or to improve outcomes identified.
- 4.1.7 Actions arising will then be entered into the Continuous Improvement Register and progress against actions will be monitored monthly through formal staff meetings.
- 4.1.8 The Head of Campus and VET CEO, will coordinate appropriate actions as necessary to address more significant industry and employer feedback. Where appropriate, students will be advised of any actions.
- 4.1.9 The VET Manager will report industry and employer feedback and improvement actions to VETAS on an annual basis. VETAS will be responsible for monitoring outcomes of industry and employer feedback, and for reviewing the University's industry and employer satisfaction outcomes annual report for ASQA prior to submission.

5 STAFF FEEDBACK

- 5.1 The University will encourage VET staff to provide feedback about any matters concerning the effectiveness and efficiency of VET delivery and systems. Feedback will be sought (at a minimum) on the following basis:
 - 5.1.1 Through discussions between VET management and staff in annual staff reviews (refer to section 8 below), regular staff meetings and through participation by some VET staff in formal VET governance committee meetings, including VETAS.
 - 5.1.2 A formal comprehensive staff survey covering areas including organisational direction, results, facilities, resources, processes, technology and leadership will be conducted cyclically (normally once each three years). Outcomes will be benchmarked against other Australian educational institutions, and local action plans developed to address issues raised by staff members through the survey.
- 5.2 All VET Staff feedback will be considered by the Head of Campus and VET CEO, who will coordinate appropriate actions as necessary to address relevant feedback. Where appropriate, students will be advised of any actions taken in response to staff feedback and these will be recorded in the Continuous Improvement Register.
- 5.3 The VET Manager will report staff feedback and improvement actions to VETAS on an annual basis. VETAS will be responsible for monitoring outcomes of staff feedback.

6 REVIEW AND AUDIT PROCESSES

- 6.1 University wide internal reviews of policies, procedures and guidelines will be undertaken on a cyclical basis to identify necessary amendments in response to changing circumstances.

- 6.2** Reviews of VET Operations and processes will be undertaken by:
- 6.2.1 VETAS (in accordance with the University Statutes) commission reviews of, and monitor, all VET academic and non-academic policies, procedures and guidelines and provide advice and recommendation to Academic Council.
 - 6.2.2 The Senior Operations Officer, Governance and Assurance, who may recommend that audits and review of VET Operations be conducted by the Regulatory Assurance team as deemed appropriate in consultation with the DVC, Academic and VET CEO.
- 6.3** The University may retain or commission independent experts to assist in conducting internal self-audits against the VET Quality Framework.
- 6.4** Unit reviews will be conducted at least annually by VET trainers/assessors.
- 6.5** VET courses will be reviewed at least annually in accordance with the *Procedure: (VET) Course Approval, Review and Discontinuation*, using input from industry following formal validation and moderation meetings, student results, and outcomes from other formal feedback processes outlined in this Procedure.
- 6.6** All outcomes and actions arising from review and audit process will be recorded in the Continuous Improvement Register. Recommendations from internal reviews conducted by the Regulatory Assurance team will be monitored by the VET CEO through a formal implementation plan.

7 REPORTING OF MANAGEMENT DATA

- 7.1** The VET Manager will report management data to VET CEO and VETAS on an annual basis.
- 7.2** Management data will include information regarding student enrolments, competency completion rates, summary outcomes of student feedback and internal and external audit and review results related to planning, developing and enhancing the University's VET delivery.

8 ASSESSMENT, VALIDATION AND MODERATION

- 8.1** Continuous Improvement in Assessment, Validation & Moderation will be carried out in accordance the *Policy: (VET) Assessment* and *Procedure: (VET) Assessment*.
- 8.2** All actions and outcomes will be recorded on the Continuous Improvement Register.

9 STAFF REVIEW, TRAINING AND PROFESSIONAL DEVELOPMENT

- 9.1** The Head of Campus will ensure that VET staff members have regular reviews, undergo regular professional development and that outcomes from the continuous improvement matters set out in this Procedure are considered for training and professional development activities.

Version	Date of approval	Approved by	Amendment
1	1 May 2014	CEO, VET	Effective date – new Guideline.
2	21 April 2014	CEO, VET	Administrative update to reflect change of position titles, to remove reference to VETOC, and to use approved template.
3	6 February 2019	Vice Chancellor, following endorsement by VETAS and Academic Council, December 2018 (resolution AC18-10/3.3.1.1(1))	Updated nomenclature, updated to reflect new Procedure format, updated to reflect new Regulatory and Assurance team and roles and formal Industry Advisory Committee, addition of student feedback calendar and stakeholder feedback framework summary (Att 1).
4	21 May 2019	CEO, VET, endorsed by VETAS	Minor amendments – attachments updated to include the Orientation Survey in the Feedback Framework, and the naming strategy to the Student Feedback calendar.

10 PROCESS SUMMARY

Process Step	Responsibility
<p>Formal Student Feedback</p> <ul style="list-style-type: none"> • Formal Student Feedback surveys administered in accordance with the Stakeholder Feedback Framework at Attachment 1 and annual Student Feedback Calendar • National Learner Questionnaire outcomes sent to QMO • QMO summarise results of analysis of Learner Questionnaire outcomes reported to Head of Campus and VET CEO • Results of other surveys analysed and strategies for improvement discussed with Trainers and Assessors. Outcomes reported to VET Manager • Actions entered into VET Continuous Improvement Register • Student Feedback and improvement actions reported to VETAS twice per annum • Students informed of how their feedback has changed processes. 	<p>Trainer and Assessor OR VET Administration Officer (in case of national Learner Questionnaire)</p> <p>Administration Officer QMO</p> <p>Assistant Dean, Nursing or relevant program Coordinator (or equivalent)</p> <p>Regulatory Assurance Team VET Manager (or equivalent) Trainers and Assessors</p>



<p>Continuous Student Feedback</p> <ul style="list-style-type: none"> • Feedback received online or in person from student • Feedback reported to Assistant Dean, Nursing or Program Coordinator (or equivalent), and strategies for improvements discussed and implemented • Survey Monkey reports collated by Assistant Dean, Nursing and/or VET Manager • Progress monitored monthly through formal staff meetings • Reported to VETAS every six months • Actions entered into CI Register • Updates to course guide and unit Outline 	<p>VET Staff VET Staff with Assistant Dean, Nursing or Program Coordinator (or equivalent)</p> <p>Assistant Dean, Nursing or Program Coordinator (or equivalent)</p> <p>VET Manager Regulatory Assurance Team Trainers and Assessors</p>
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<p>Student Grievances</p> <ul style="list-style-type: none"> • Where possible, grievances should be resolved informally. • Student lodges grievance in accordance with <i>Procedure: Student Grievance</i> • Grievance is managed in accordance with <i>Procedure: Student Grievance</i> • Nature and outcome of VET Student Grievance reported to VETAS 	<p>Student, Trainer and assessor Student</p> <p>Grievance Officer</p> <p>VET Manager</p>
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<p>Industry and Employer Feedback</p> <ul style="list-style-type: none"> • Employers sample for survey established, and Employer Satisfaction Questionnaires administered each October • Completed Questionnaires sent to QMO for analysis • QMO summarise results of analysis of national Employer Satisfaction Questionnaire outcomes reported to Head of Campus and VET CEO • Actions entered into CI Register • Updates to course guide and unit Outline • Employer Feedback survey outcomes and improvement actions reported to VETAS 	<p>VET Administration Staff</p> <p>VET Administration staff QMO</p> <p>Regulatory Assurance Tea, Trainers and Assessors Manager, Regulatory Assurance</p>
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<p>Industry Advisory Committees Feedback</p> <ul style="list-style-type: none"> • Industry Advisory Committees convened at least twice per annum, minutes taken and outcomes reported to VETAS • Actions entered into CI Register • Updates to course guide and unit Outline 	<p>Head of Campus</p> <p>Regulatory Assurance Team Trainers and Assessors</p>
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<p>Continuous Industry and Employer Feedback</p> <ul style="list-style-type: none"> • Feedback received (e.g. via validation, informal meetings) and Industry Consultation and Feedback Form completed • Industry Consultation and Feedback Form sent to Manager, Regulatory Assurance • Feedback reported to Head of Campus and VET CEO • Strategies for improvements discussed and implemented • Actions entered into CI Register 	<p>VET Staff</p> <p>VET Staff</p> <p>Manager, Regulatory Assurance Head of Campus/VET CEO Regulatory Assurance Team</p>
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<p>Staff Feedback</p> <ul style="list-style-type: none"> • Feedback received through staff meetings, informal meetings, annual staff review, suggestions via CI Form • Feedback considered by line manager and reported to Head of Campus as appropriate • Improvement actions decided and implemented • Actions entered into CI Register as appropriate 	<p>Staff</p> <p>Line Manager/Head of Campus</p> <p>Line Manager/Head of Campus Regulatory Assurance Team</p>
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<p>Review and Audit</p> <ul style="list-style-type: none"> • Internal/external review conducted as appropriate and report with recommendations prepared • Improvement actions decided and implemented through implementation plan • Monitoring of outcomes regularly • Report on progress to VETAS • Annual course reviews conducted in accordance with <i>Procedure: (VET) Course Approval, Review and Discontinuance</i> 	<p>Regulatory Assurance Team</p> <p>Head of Campus (or nominee)</p> <p>Head of Campus (or nominee) Assistant Dean, Nursing or Program Coordinator (or equivalent)</p>
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11 ATTACHMENT 1 – VET STAKEHOLDER FEEDBACK FRAMEWORK

Feedback Type	Mechanism	Group	Mode	Administered and Analysed	Frequency and Timing	Description	Reporting/ Communication
Student Feedback							
National survey	Learner Engagement Questionnaire	All Students enrolled in VET course	Paper based survey	Administered by Regulatory Assurance Officer Analysed by QMO	Annually October	Evaluation of student satisfaction used by ASQA	<ul style="list-style-type: none"> • Summary report on outcomes to ASQA – June 30th each year • Report to VETAS • Improvements recorded in CI Register
Survey	Questionnaire	Students completing their first week of their course - Orientation	Survey Monkey online survey	Administered by Regulatory Assurance Officer Analysed by Regulatory Assurance Team. Summary provided to Program Coordinators (or equivalent)	End of Orientation Week	Evaluation of student satisfaction with Orientation to the University and their course	<ul style="list-style-type: none"> • Regulatory Assurance Team provide summary to relevant Program Coordinator to report results with trainers and assessors and to staff meeting • Regulatory Assurance Officer prepares summary report on this and other survey outcomes for VETAS each six months • Improvements recorded in CI Register
Survey	Questionnaire	Students completing theory and skills training in Diploma of Nursing and Certificates in Education Support	Survey Monkey online survey	Administered by Regulatory Assurance Officer Analysed by Regulatory Assurance Team. Summary provided to Program Coordinators (or equivalent)	End of each block on campus	Evaluation of student satisfaction with theory (face to face classroom) and skills components of Diploma of Nursing and Certificates in Education Support	<ul style="list-style-type: none"> • Regulatory Assurance Team provide summary to relevant Program Coordinator to report results with trainers and assessors and to staff meeting • Regulatory Assurance Officer prepares summary report on this and other survey outcomes for VETAS each six months • Improvements recorded in CI Register

Survey	Questionnaire	Students undertaking collaborate sessions	Online – Collaborate Ultra	Administered by Trainers and Assessors	At the end of each collaborate session	Evaluation of each collaborate session	<ul style="list-style-type: none"> • Relevant trainers and assessors save results to VET(year)/Continuous Improvement/Collaborate Feedback and complete a CI Action form if required • Improvements recorded in CI Register
Survey	Questionnaire	Students completing Practical placements in Diploma of Nursing and Certificate II in Health	Survey Monkey	Administered by Regulatory Assurance Officer Analysed by Regulatory Assurance Team. Summary provided to Program Coordinators (or equivalent)	At end of each clinical placement	Evaluation of student perceptions of practical/clinical placements	<ul style="list-style-type: none"> • Regulatory Assurance Team provide summary to relevant Program Coordinator to report results with trainers and assessors and to staff meeting • Regulatory Assurance Officer prepares summary report on this and other survey outcomes for VETAS each six months • Improvements recorded in CI Register
Survey	Questionnaire	Students completing their course	Survey Monkey online survey OR paper based (e.g. remote students)	Administered by Regulatory Assurance Officer Analysed by Regulatory Assurance Team. Summary provided to Program Coordinators (or equivalent)	At the end of course	Evaluation of student satisfaction with overall course experience	<ul style="list-style-type: none"> • Regulatory Assurance Team provide summary to relevant Program Coordinator to report results with trainers and assessors and to staff meeting • Regulatory Assurance Officer prepares summary report on this and other survey outcomes for VETAS each six months • Improvements recorded in CI Register
Complaints/ Grievances	Refer to Procedure: Student Grievance		Written complaint to Grievance Officer				Refer to Procedure: Student Grievance at: https://www.notredame.edu.au/_data/assets/pdf_file/0026/27548/PROCEDURE-Student-Grievance.pdf

Industry Feedback							
Industry Advisory Committees	Formal committee meetings	Refer to Terms Of Reference and composition	Face to face meetings	Head of Campus convenes meeting, ensures formal minutes taken and follows through actions	Twice per year minimum	Industry input to VET operations	<ul style="list-style-type: none"> Refer to Process Guide: Industry Engagement Head of Campus responsible for convening meetings and reporting outcomes Minutes saved to N:(YYYY)VET Document Library\Meeting Documents\Industry Advisory Committee
Industry Engagement	Informal or Formal meetings	Industry Engagement Records	Face to face meetings	Trainers and Assessors – Regulatory Assurance Team	Ongoing	Input from industry to the course	<ul style="list-style-type: none"> Summarised by Regulatory Assurance Report to VETAS
National Survey	Employer Satisfaction Questionnaire	Employers of VET students/schools VET Coordinators	Online survey	Regulatory Assurance Team	Annually, October	Employer feedback on students working in industry	<ul style="list-style-type: none"> Summary report on outcomes to ASQA – June 30th each year Results reported to VETAS Improvements recorded in CI Register
Staff Feedback							
University survey	Questionnaire	All staff	Online survey	Staffing Office	Each three years (most recent 2016)	Staff satisfaction and engagement	<ul style="list-style-type: none"> Vice Chancellor releases results Action plan developed for each area Results benchmarked with other institutions
Informal	Staff meetings, access to Head of Campus or line manager	VET staff	Oral or written	Manager/Head of Campus	Ongoing	Issues and ideas for improvement	<ul style="list-style-type: none"> Escalated as necessary by line manager Staff meetings to discuss improvement opportunities

12 ATTACHMENT 2- STUDENT FEEDBACK CALENDAR

13 Who	What	HLT54115 Diploma of Nursing	CHC30213 Certificate III in Education support CHC40213 Certificate IV in Education support	HLT23215 Certificate II Health Support Services HLT33115
ALL Students	Survey Monkey Orientation	End of orientation week	Rolling intake – Following Orientation for each student	Rolling intake – Following Orientation for each student
Nursing and Education	Survey Monkey	End of each block on campus	N/A	End of each block on campus
Nursing	Survey Monkey	End of each Clinical Placement	N/A	N/A
Nursing	Collaborate Ultra	End of each collaborate session		
Nursing	Survey Monkey	End of course	End of Course	End of Course
Health	Survey Monkey	N/A	N/A	End of Clinical Placement
Education	Paper based - survey	N/A	April, June Sept & Dec (end term) Paper based - emailed to school and collected at second visit each term. To be facilitated by Mentors	N/A
ALL Students	Paper based – Learner Engagement Questionnaire	Annually in October, completed at block week or posted to student	Annually in October, at block weeks or posted to students schools	Annually in October, completed at block week or posted to students
Employers	Paper based - Employer Satisfaction Questionnaire	Annually in October, posted to employers	Annually in October, posted to school principals and mentors	Annually in October, posted to VET Coordinators at schools

Naming strategy for surveys:

Example identifying code	Course ie NU	Intake MMY	Stage	Block
NU-0219-1-1. ie	Diploma of Nursing	0219	1	1
NU-0219-1-2. ie	Diploma of Nursing	0219	1	2
ES-0219-1	Education Support	0219	1	
HS-0918-1	Health Services	0918	1	
ES-0219-Orientation	Education Services	0219	Orientation	
NU-0917-End of Course Survey	Diploma of Nursing	0917	End of Course Survey	

