



THE UNIVERSITY OF  
**NOTRE DAME**  
A U S T R A L I A

**GUIDELINE: (VET)**

**CONTINUOUS IMPROVEMENT IN VOCATIONAL EDUCATION AND TRAINING**

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**Purpose:** Describe the main processes used to systematically review and improve policies, procedures, products and services relating to the delivery of VET, including collection, analysis and use of relevant data.

**Responsible Executive:** CEO, VET

**Responsible Office:** Office of the CEO, VET

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## 1 Purpose

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- 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 This guideline (**Guideline**) 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 Guideline.

## 2 Related Policies and Procedures

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This Guideline should be read in conjunction with the following Policies and Procedures:

- 2.1 Policy: (VET) Assessment
- 2.2 Procedure: (VET) Assessment

## 3 Student Feedback

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### 3.1 Formal Student Feedback

- 3.1.1 Students will be provided with a *Learner Questionnaire* and asked to participate in a survey at least twice a year and normally within a study block period. Where clinical or other external placements form part of a course, formal feedback on this component will be collected at the time of completion.
- 3.1.2 Feedback from the Learner Questionnaires will be formally analysed by the Quality Management Office (**QMO**) and outcomes will be reported to the Head of Campus, and VET CEO (or delegates of each).
- 3.1.3 Results will be discussed with the relevant trainer and assessors, and strategies to address any issues and/or to improve outcomes will be identified.
- 3.1.4 Any actions arising will then be entered into Continuous Improvement Register and progress against actions will be monitored monthly through formal staff meetings.
- 3.1.5 The VET Manager will report student feedback and improvement actions to the Vocational Education Training Academic Sub-Committee (**VETAS**) twice per year. VETAS will be responsible for monitoring outcomes of student feedback, and for reviewing the

University's learner engagement outcomes annual report for the Australian Skills Quality Authority prior to submission.

### **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.

### **3.3 Student appeals and complaints**

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.

3.3.3 VET Student Complaints (including numbers and issues raised) will be collated and reported annually to VETAS 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 this Policy.

## **4 Industry and Employer Feedback**

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### **4.1 Formal Employer Feedback**

4.1.1 Employers will be provided with an *Employer Questionnaire* and asked to participate in a survey at least once a year. 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 The employer survey will be conducted from a sample of employers of Notre Dame students.

4.1.3 Feedback from the surveys will be formally analysed by QMO and outcomes will be reported to the Head of Campus and VET CEO.

4.1.4 The results will then be discussed with the relevant trainers and assessors, and strategies to address any issues and/or to improve outcomes will be identified.

4.1.5 Actions arising will then be entered into the Continuous Improvement Register and progress against actions will be monitored monthly through formal staff meetings.

4.1.6 The VET Manager will report student feedback and improvement actions to VETAS on an annual basis. VETAS will be responsible for monitoring outcomes of student feedback, and for reviewing the University's learner engagement outcomes annual report for the Australian Skills Quality Authority prior to submission.

#### **4.2 Continuous Employer Feedback**

4.2.1 VET staff members will also engage in regular contact with Industry to support continuous improvement of VET delivery, including through ongoing training and assessment processes (such as through formal validation and moderation meetings), and monitoring relevant VET information (such as from training.gov.au about training package changes and requirements).

4.2.2 Where feedback is gathered through discussions or meetings with industry representatives, through validation or moderation processes, or is identified through VET 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.

4.2.3 Completed 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.

## **5 Staff Feedback**

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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 the VET Academic Sub-Committee .

5.1.2 A VET Staff Feedback form which will be submitted to a Suggestions Box on Campus.

5.1.3 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

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- 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. Specifically:
- 6.1.1 VETAS will (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.
  - 6.1.2 The Regulatory Compliance Committee may (on recommendation of the VET CEO or of its own accord) conduct such audits and review as it deems appropriate and report to the Vice Chancellor.
- 6.2 The University may retain or commission independent experts to assist in conducting internal self-audits against the VET Quality Framework.
- 6.3 Unit reviews will be conducted at least annually by VET trainers/assessors.
- 6.4 VET courses will be reviewed at least annually by the training and assessment team, using input from industry following formal validation and moderation meetings, student results, and outcomes from other formal feedback processes outlined in this Guideline.
- 6.5 All outcomes and actions arising from review and audit process will be recorded in the Continuous Improvement Register.

## 7 Reporting of Management Data

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- 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

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- 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 University 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 Guideline are considered for training and professional development activities.

## 10 Summary of Responsibilities and Reporting

	Responsibility	Record in	Report to (1)	Report to (2)	Report to (3)
Student Feedback (GL 2)	SAO/QMO	CIR	VET Manager	VETAS	VC
Student Grievances (GL 2)	VET Student Grievance Officer	<ul style="list-style-type: none"> <li>Vet Student Complaints Register</li> <li>Outcomes in CIR</li> </ul>	VET Manager	VETAS	VC
Industry / Employer Feedback (GL 3)	SOA/QMO	CIR	VET Manager	VETAS	VC
Staff Feedback, performance review (GL's 4 & 8)	DHOC	CIR	VET Manager	VETAS	VC
Management Data (GL 6)	Vet Manager	-	VET CEO/HOC	VETAS	VC
Assessment, Validation, Moderation (GL 7)	DHOC / HOC	CIR	VETAS	AC	VC
Audit & Review (GL 5)	VET CEO / HOC	CIR			VC

Version	Date of approval	Approved by	Amendment
1	1 May 2014	CEO, VET	
2	21 April 2014	CEO, VET	Administrative update to reflect change of position titles, to remove reference to VETOC, and to use approved template.