

Evaluation of Training Services Policy & Procedure

Purpose

CEAV Institute systematically evaluates their courses to continually improve upon its training and assessment procedures and student learning experience. CEAV Institute's evaluation processes involve obtaining data and feedback from all identified stakeholders. Evaluation outcomes are directly linked to continuous improvement.

Scope

This policy & procedure applies to the CEAV Institute (RTO 22523) including:

- Trainers and Assessors
- RTO Manager
- Administration
- Students

Responsibility

It is the responsibility of the RTO Manager to implement this Policy and Procedure and ensure the evaluation of training services is undertaken as per the outlined processes.

Definitions

- **Student** a person being trained and assessed by CEAV. A student can be either an international student or local student
- **Standards for Registered Training Organisations 2025 (RTOs)** set of standards describing the requirements that an organization must meet in order to be an RTO in Australia; and ensures that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study. The Standards also ensure RTOs operate ethically and consider the needs of both students and industry. They describe outcomes RTOs must achieve but do not prescribe methods by which RTOs should achieve those outcomes.
- **Stakeholders** students (both current and potential), members of staff, trainers and assessors, employer groups, industry representatives
- **RTO** Registered Training Organisation
- **AQF** Australian Qualifications Framework
- **Validation** process used by RTOs to review, compare, and evaluate assessment procedures, tools, and evidence on a regular basis to achieve standardization so that the training outcomes are consistent, and that assessment is valid, reliable, fair, and flexible
- **Moderation** a quality assurance process directed at ensuring that assessment is accurate, consistent, and fair. Moderation is required for every assessment which involves a degree of subjectivity. Moderation can be effected through several methods and is part of the quality cycle. Moderation covers the entire assessment process including the validation of assessment

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Policy

CEAV Institute strives to develop the best possible educational experience for their students. For this reason, we ask students to complete several short online internal surveys about their experience in the course.

In addition to the internal surveys, students are also notified during the enrolment process that they will be invited to participate in external surveys from NCVER and ASQA, as part of our regulatory requirements.

The data and feedback process includes, but is not limited to:

- Formal student surveys at semi-regular intervals; after enrolment, during a workshop, on conclusion of a training program etc.
- Outcomes from moderation, validation, industry consultation, and professional development activities
- Written student feedback on conclusion of delivery of a unit of competence
- Information from the complaints and appeals process
- NCVER and ASQA Student & Employer questionnaires
- Discussion during CEAV Institute team meetings

All data and feedback is collated, analysed, and tabled at staff meetings. All areas identified as potential risks are addressed in accordance with the likelihood and level, as per the **Risk Management Policy and Procedure**.

All data and feedback identified as an area for improvement is revised as per the **Continuous Improvement Policy & Procedure**, with updates recorded in the **Continuous Improvement Register**.

Procedure

1. Student evaluations:

1.1. Students after encouraged to complete a feedback form at varies stages of their course:

- After first workshop (to also capture enrolment and induction)
- After Module 3 workshops (either online or face to face)
- With assessment for a unit of competency or cluster of competencies
- Upon course completion.
- After course completion; external surveys for NCVER and ASQA

1.2. Data provided on the feedback forms will be analysed and collated into a report and discussed at team meetings. Based upon the nature and type of feedback, the RTO Manager will provide direction on how to respond to the feedback.

1.3. Findings that could pose as a potential risk will be actioned as per the **Risk Management Policy and Procedure**.

1.4. Findings that have been identified as an improvement will be actioned as per **Continuous Improvement Policy & Procedure**.

1.5. Student evaluations and the data analysis and report will be filed in the course folder on the cloud-based file tree.

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1.6. The RTO Manager is responsible for amending any policy and procedure(s) affected by the improvement as per CEAV Institute's ***Continuous Improvement Policy and Procedure***.

2. Gathering data on conclusion of a training program:

2.1. Upon conclusion of a training program and students have met CEAV Institute's requirements in regard to issuing of a qualification as per the ***Issuance of a Qualification Policy and Procedure***, CEAV Institute will send the **Completions Student Questionnaire** along with the qualification to the student. Completion Student Questionnaires are stored on Survey Monkey.

2.2. CEAV Institute will analyse the data and collate into a report and discuss at team meetings. Based upon the nature and type of feedback, the RTO Manager will provide direction on how to respond.

2.3. Students are invited to participate in an annual external survey for **NCVER**, which is due to be completed by August each year. The results from these surveys are sent directly to NCVER and a summary of results is made available at the start of the following year.

2.4. The **ASQA Learner Questionnaire** is sent to students seeking data and feedback regarding the training and assessment services provided. This is sent out by CEAV Institute around April each year as part of the annual ASQA Learner and Employer Surveys. These surveys are required to be analysed and findings submitted to ASQA by the 30 June of each calendar year. This is an ASQA directive for reporting requirements.

2.5. Findings that could pose as a potential risk will be actioned as per the ***Risk Management Policy and Procedure***.

2.6. Findings that have been identified as an improvement will be actioned as per ***Continuous Improvement Policy & Procedure***.

2.7. The RTO Manager is responsible for amending any policy and procedure(s) affected by the improvement as per CEAV Institute's ***Continuous Improvement Policy and Procedure***.

3. Trainer/Assessor evaluations:

3.1. Trainers/Assessors will be encouraged to provide feedback about training and assessment during team meetings.

3.2. Urgent feedback and concerns must be raised immediately with the RTO Manager

4. Employer evaluations:

4.1. The **ASQA Employer Questionnaire** is sent to the employer seeking data and feedback regarding the training and assessment services provided. This is sent out by CEAV Institute around April each year as part of the annual ASQA Learner and Employer Surveys. These surveys are required to be analysed and findings submitted to ASQA by the 30 June of each calendar year. This is an ASQA directive for reporting requirements. The ASQA Employer Questionnaires are stored in Survey Monkey and a summary of results is stored in the CEAV Institute cloud-based file tree.

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4.2. CEAV Institute will analyse the data and collate into a report and discuss at team meetings. Based upon the nature and type of feedback, the RTO Manager will provide direction on how to respond.

4.3. Findings that could pose as a potential risk will be actioned as per the ***Risk Management Policy and Procedure***.

4.4. Findings that have been identified as an improvement will be actioned as per ***Continuous Improvement Policy & Procedure***.

4.4. The RTO Manager is responsible for amending any policy and procedure(s) affected by the improvement as per CEAV Institute's ***Continuous Improvement Policy and Procedure***.

Meeting the requirements of the VET Quality Framework

- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 – Part 4 – Governance Quality Area 4

Related Documents

- Induction & Module 1 Workshop Survey
- Module 3 Workshop Survey
- Student Completion Survey
- Student Assessment Booklets Appendix A
- Annual ASQA Employer Survey
- Annual ASQA Learner Survey
- NCVER Annual Survey
- Risk Management Policy and Procedure
- Risk Management Matrix Register
- Continuous Improvement Policy and Procedure
- Continuous Improvement Register
- Validation Policy and Procedure
- Complaints and Appeals Policy and Procedure

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Legislation	Relevant Websites
Commonwealth:	
National Vocational Education and Training Regulator Act 2011, including the July 2020 amendments	https://www.legislation.gov.au/Details/C2020C00250
Australian Privacy Principles	https://www.oaic.gov.au/privacy/australian-privacy-principles
Commonwealth Privacy Act 1988 and Amendments	https://www.legislation.gov.au/Details/C2014C00076
Public Records	https://www.legislation.vic.gov.au/in-force/acts/public-records-act-1973/041
Victorian:	
Education and Training Reform Act 2006	https://www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006/091
Victorian Privacy Act 2008	https://www.vic.gov.au/privacy-vicgovau
Privacy and Data Protection Act 2014	https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/027