

Stakeholder Feedback Policy

Policy

Sydney Metro College systematically collects, analyses and acts on data and feedback provided by its Stakeholders. Sydney Metro College also ensures that decision making of senior management is informed by the experiences of its trainers and assessors.

1.0 Sydney Metro College Stakeholders

Sydney Metro College's Stakeholders include:

- Trainers/Assessors
- Students
- Employers
- General Staff
- Management
- Industry

2.0 Trainer and Assessor Feedback

2.1 Sydney Metro College collects, analyses and acts on feedback from Trainers in relation to Client Services, Training and Assessment and Management Systems

2.2 In week 5 of each academic Term, the Admin and Account Officer distributes the Trainer/Assessor Course Feedback Form to all current Trainers

2.3 The Admin and Account Officer then collects the completed Trainer/Assessor Course Feedback Form and forwards them to the Student Services Officer for entry into the Trainer/Assessor Course Feedback Register which is due by the conclusion of week 6 of the Term

2.4 In week 7 of the Term, the results from the Trainer/Assessor Course Feedback Register are analysed by the Admin and account Officer who prepares a report to be submitted to the Principal Executive Officer and discussed in the Management meeting

2.5 The findings are analysed further in the Management meeting in conjunction with **other data collected from Trainers/Assessors during the period**, with final improvement actions being decided by the Principal Executive Officer

2.6 Other data collected from Trainers/Assessors during the period include:

- Issues arising from Trainers/Assessors Monthly Meetings
- Suggestions made by Trainers/Assessors formally or informally
- TAS Reviews
- Assessment Validations

- Assessment Moderations
- Trainer/Assessor Observations
- Complaints

2.7 Where possible, the improvements are implemented by the conclusion of the following Term in line with the Institute's continuous improvement policy and stakeholder feedback policy

3.0 Student Feedback

3.1 Sydney Metro College collects, analyses and acts on feedback from Students in relation to Client Services, Training and Assessment and Management Systems

3.2 In week 5 of Terms 1 and 3, the Admin and Account Officer distributes the Student Feedback Form to all current Students. (See point 3.8 of the Institute's Student Record and Data Entry Policy for the relevant student feedback process for Terms 2 and 4)

3.3 The Admin and Account Officer then collects the completed Student Feedback Form and forwards them to the Student Services Officer for entry into the Student Feedback Register which is due by the conclusion of week 6 of the Term

3.4 In week 7 of the Term, the results from the Student Feedback Register are analysed by the Admin and Account Officer who prepares a report to be submitted to the Principal Executive Officer and discussed in the Management meeting

3.5 The findings are analysed further in the Management meeting in conjunction with **other data collected from Students during the period**, with final improvement actions being decided by the Principal Executive Officer

3.6 Other data collected from Students during the period include:

- Suggestions made by Students formally or informally
- Complaints and Appeals
- Other Student Feedback collected from Students

3.7 Where possible, the improvements are implemented by the conclusion of the following Term in line with the Institute's continuous improvement policy and stakeholder feedback policy

4.0 Employer Feedback

4.1 Sydney Metro College collects, analyses and acts on feedback from employers in line with point 3.8 of the Institute's Student Record and Data Entry Policy.

5.0 General Staff Feedback

5.1 Sydney Metro College collects, analyses and acts on feedback from

General Staff in relation to the Management of Operations and level of work satisfaction within their Department

5.2 In week 5 of Terms 1 and 3, the Admin and Account Officer distributes the Staff Feedback Form to all staff

5.3 The Admin and Account Officer then collects the completed Staff Feedback Form and forwards them to the Student Services Officer for entry into the Staff Feedback Register which is due by the conclusion of week 6 of the Term

5.4 In week 7 of the Term, the results from the Staff Feedback Register are analysed by the Admin and Account Officer who prepares a report to be submitted to the Principal Executive Officer and discussed in the Management meeting

5.5 The findings are analysed further in the Management meeting with final improvement actions being decided by the Principal Executive Officer

5.6 Where possible, the improvements are implemented by the conclusion of the following Term in line with the Institute's continuous improvement policy and stakeholder feedback policy

6.0 Other External Feedback

6.1 In addition to Employer Feedback, Sydney Metro College collects, analyses and acts on feedback gathered from external organizational stakeholders. This includes, but is not limited to feedback from:

- Industry Representatives
- Enterprises
- Members on governing bodies
- Consultations with industry

6.2 All information gathered from the feedback process is used as the basis for continuous improvement

6.3 All feedback is documented in the appropriate SMC Form. Where no form exists, appropriate documentation is still required, for example, email correspondence, staff journal note etc.

6.4 Where areas of improvement are identified, all items are to be recorded in the Institute's Continuous Improvement Form and Continuous Improvement Register, in line with the Continuous Improvement Policy

Relevant Policies

- Continuous Improvement Policy

Relevant Documents

- Trainer/Assessor Course Feedback Form

- Trainer/Assessor Course Feedback Register
- Trainer/Assessor Course Feedback Analysis Report
- Learner Questionnaire
- Learner Questionnaire Analysis Report
- Student Feedback Form
- Student Feedback Register
- Student Feedback Analysis Report
- Employer Questionnaire
- Employer Questionnaire Analysis Report
- Staff Feedback Form
- Staff Feedback Register
- Staff Feedback Analysis Report
- Monthly Trainer/Assessor Minutes of Meetings Agenda
- Monthly Management Minutes of Meetings Agenda
- Assessment Validation
- Assessment Moderation
- TAS Review
- Trainer/Assessor Observation
- Complaints Form
- Continuous Improvement Form
- Continuous Improvement Register