Evaluation Policy

ACAS

Australian Centre for Advanced Studies

1. Purpose

ACAS is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations. As such, ACAS is required to systematically evaluate training and assessment products and services it provides, using the evaluation outcomes for continuous improvements.

The purpose of this policy is to ensure that ACAS training and assessment products and services meet client needs and are continuously improved based on the collection, analysis and action taken based on relevant data and feedback.

2. Policy Statement

ACAS is committed to ensuring that stakeholder feedback is collected, analysed and utilized to ensure the provision of quality training and assessment services.

ACAS and the member colleges ensures that:

a) Systematically monitors and evaluates training and assessment strategies and practices and use the outcomes of evaluations for continuous improvement;

b) It collects and analyses feedback and satisfaction data from all stakeholders regarding all training and assessment services provided;

c) Information to be evaluated includes data collected from quality/performance indicators, validation outcomes, feedback from clients, trainers, assessors and industry, complaints and appeals; and

d) Systematically monitors any training and assessment services delivered, including by third party providers.

3. Policy Principles

3.1 Underpinning Principles

a) Evaluation of training and assessment services will be conducted:

   i. During the delivery of training and assessment, including feedback from :

   - Clients
   - Trainers
   - Assessors
   - Industry participants
   - Outcomes of assessment

   ii. Post delivery of training and assessment, including feedback from :

   - clients
   - Trainers
   - Assessors

- Workplace clients / supervisors
- Complaints
- Appeals
- Validation
- Outcomes from audits

b) ACAS understands the value of client feedback for continuous improvement and ensuring that current and changing needs are met.

c) Feedback is requested and encouraged from all clients, however is not compulsory.

d) All feedback collected is collated and submitted to College Course controllers.

e) The Academic Dean of ACAS will review the collated reports and make determination for continuous improvement.

f) ACAS' approach to evaluation and feedback includes staff, clients and industry employees.

3.2 Types of Feedback

a) Feedback will be gathered and evaluated regarding:

   i. Clarity and accuracy of information provided to clients before enrolment;

   ii. Processes for learner selection, enrolment and induction;

   iii. Effectiveness and assistance provided regarding language, literacy and numeracy;

   iv. Level of satisfaction of training and assessment services received;

   v. Effectiveness and assistance provided regarding support services ;

   vi. Recognition process;

   vii. Complaints and appeals;

   viii. Training and assessment resources provided;

   ix. Legislative and licensing requirements (as relevant).

3.3 Resources to gather feedback

a) Feedback is gathered using a number of processes, tools and instruments. These include but may not be limited to:

   i. Course Evaluation (course controller / industry employee)
   ii. Training Evaluation form
   iii. Client Assessment Evaluation form
   iv. Client Feedback Form
   v. Course reports (completed by trainers)
   vi. Satisfaction surveys (online)
   vii. Workplace Feedback Form
   viii. Learner Questionnaire (Quality indictor)
   ix. Client Questionnaire (Quality indictor)
   x. Complaints forms
   xi. Appeals Forms
   xii. Validation forms
   xiii. Interviews

4. ACAS Responsibilities

The Academic Dean of ACAS is responsible for all evaluation processes and ensuring the outcomes of evaluation feed into continuous improvement practices.

Trainers and assessors (including those from member colleges) are responsible for implementing client feedback procedures.

Administration staff are responsible for collecting and collating client feedback and reporting to the Academic Dean of ACAS.

5. Records Management

All documentation from feedback processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

6. Monitoring and Improvement

This policy and subsequent practices are monitored by the Principal of ACAS and areas of change are implemented through continuous improvement. (See Continuous Improvement Policy)