

Quality Assurance: Stakeholder Survey and Continuous Improvement Process 1-1002:

Purpose:

To facilitate compliance with the VET Quality Standards, Australian Qualification Training Framework, the Quality Indicators, Registering Body and other agencies concerned with the operation and management of Quality Hospitality International (QHI). To ensure QHI maintains quality assurance processes to capture stakeholder feedback in a timely manner and identifies opportunities for improvement regarding information provided to participants and training and assessment systems used.

This procedure provides a guide to processes and a time line for seeking feedback from our individual stakeholders.

Stakeholders:

Who are QHI's Stakeholders?

- participants enrolled and undertaking training programs with QHI
- employers of participants enrolled and undertaking training programs with QHI
- Trainers, Assessors, Mentors delivering training programs on behalf of QHI
- administrative personnel

Participant Feedback:

All participants completing a classroom or online short course are invited to complete a Participant Survey on completion of the program.

Feedback can be verbal or in written form, collected on the 1-3013 Participant Survey - Short Courses form on course completion by the participant or completed by the participant online. When received verbally, trainer/assessors/admin staff must accurately record and convey the student's feedback on the Participant Survey – Short Course form. All completed surveys are reviewed by the CEO who takes appropriate follow-up action.

Process – Surveying Participants:

QHI aims to survey as many of the course participants as is possible:

- Online participants are guided to the survey on completion of their course and may indicate if they would like a response from QHI to their feedback. They may exit the survey if they don't wish to participate.
- Classroom participants are invited to complete the 1-3013 Participant Survey - Short Courses form on completion of their course/class.

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Employers/Clients:

Employers/clients are encouraged to give feedback on QHI's performance to the marketer, trainer/assessor or directly to the CEO either verbally or in writing. Employers are encouraged to complete the 1-3019 Employer Survey – Short Courses (available from the trainer or sent).

The CEO is responsible for responding to employer/client feedback.

QHI and its officers canvass employer/clients for feedback on specific issues that potentially or actually impact them.

Process – for surveys of Employers:

QHI will survey all employers who have enrolled participants in a course with QHI :-

- On completion of the course – by mail/email/phone.
- The survey used is the Form 1-3019 Employer Survey – Short Courses.

Trainers/Assessors and Employees:

Trainers/Assessors and Employees are encouraged to provide QHI with feedback on an on-going basis. Opportunities to provide feedback are afforded each individual:

- daily for all staff (but most specifically, administrative staff)
- during QHI meetings
- during annual performance reviews

Trainers/employees are encouraged to use Form 1-3015 Staff Contractor Survey.

Process – for surveys of Trainer/Assessors and Employees:

QHI will survey all Trainer/Assessors and employees contracted by QHI to deliver training and administration services at least annually.

The form 1-3015 Staff Contractor Survey should be used for this feedback.

Other Stakeholders:

All other stakeholders are encouraged to provide feedback to QHI and its officers using appropriate means (such as at QHI meetings or in writing).

Understanding the Survey Process:

Information regarding QHI's survey process is provided to participants of online programs prior to entering the survey. Details provided include:-

- the reason QHI seeks their feedback
- how their data is used
- advice that their feedback is private and confidential

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- what happens if they request a response to the feedback they provide

This information is also provided to participants of classroom courses by their trainer prior to completing their surveys.

Employers, clients, employees and contractors of QHI are provided with letters outlining QHI's survey process when issued with paper forms or survey links.

Process for Receiving and Reviewing Surveys and for Actioning Survey Results

Receipt of completed surveys:

Surveys completed by participants of a classroom course are submitted by the trainer/assessor with course work on course completion.

Surveys completed by participants online are automatically collected and collated in the Student Management System and surveys completed in a classroom are manually entered into the student's record in the SMS by QHI administrative staff.

Issues identified requiring immediate action:

A Survey Audit report for each program offered by QHI is run from the Student Management System at the beginning of each week.

The reports are forwarded to the CEO for review.

The CEO:-

- identifies any issues which require follow up or corrective action
- takes immediate action to correct any identified issue
- responds to individuals who have identified an issue with the training program, pre course information, student services or any other matter.

Collation and recording survey responses:

The Student Management System has the capacity to report feedback in a report called a 'Survey Audit' which can be run for any specific course at any time and for a period of time determined by the person running the report.

QHI runs a report on each program on a weekly basis to ensure complaints are received and actioned in a timely manner.

All survey responses are entered annually into the SMART system as a .CSV file and submitted to QHI's registering body according to the requirements of the VET Quality Framework.

Review and analysis of data collected:

Reports are prepared using the data collected from participant responses and distributed to the team of QHI on a regular basis to:-

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- confirm good practice
- identify areas for improvement
- develop strategies to address the areas of improvement identified.
- corrective actions taken are recorded in the - Review of QHI's Online Programs, Website, Student Services and Policies/Procedures 8-3009

Implementation:

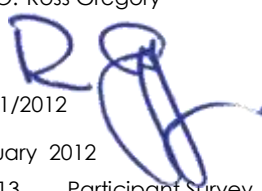
Corrective actions are identified by the team and implemented, implementation includes:-

- corrective actions to be taken
- allocation of person/s responsible to implement corrective actions
- implementation due date set
- progress reported to CEO
- stakeholders asked for feedback on impact and effectiveness of changes
- recommendations for additional modifications are sought and actioned
- annual reporting of Quality Indicators to the Registering Body - ASQA

Comparisons of data from previous reviews:

Comparisons of feedback data are made at the time of review to measure the effectiveness of previous measures taken to implement continuous improvement strategies.

Policy Authorisation:

Responsibility:	C.E.O. Ross Gregory
Signature:	
Confirmation Date:	11/01/2012
Version Date:	January 2012
Links:	1-3013 Participant Survey - Short Courses 1-3015 Staff Contractor Survey 1-3019 Employer Survey
Relevant software:	SMART Software