

## RTO Learner Feedback Policy and Procedure

### PURPOSE

The purpose of this policy and procedure is to outline Music SA's obligations and processes in respect to the gathering of feedback from students enrolled in Music SA accredited Training Programs and Courses.

### SCOPE

This policy and procedure applies to ALL students, enrolled in ALL Music SA accredited Training Programs and Courses.

### POLICY STATEMENT

The *Standards for Registered Training Organisations (RTOs) 2015* require Music SA as a RTO to systematically review their training and assessment strategies, practices and resources based on feedback gained from key stakeholders e.g. industry and students.

Music SA is committed to the implementation of a range of strategies to gather feedback from industry stakeholders. This commitment is expressed in the Music SA RTO Industry Engagement Policy and Procedure.

Music SA's is also committed to ensuring that all learners are given every opportunity to provide the RTO with feedback on its performance from a student learning journey perspective, and to reviewing its processes and practices accordingly.

### DEFINITIONS

Not applicable.

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### REFERENCES

- Standards for Registered Training Organisations (RTOs) 2015
- Users' Guide to the Standards for Registered Training Organisations 2015

### DOCUMENTS

- MSA-RTO-D-TAS:8-V1.1 RTO Training Program Feedback Questionnaire
- MSA-RTO-D-TAS:9-V1.1 RTO AQTF Learner Questionnaire
- MSA-RTO-D-TAS:4-V1.1 RTO Training and Assessment Continuous Improvement Register

### RESPONSIBILITIES

The **Music SA Board** is responsible for:

- approving the RTO Learner Feedback Policy and Procedure and all subsequent revisions; and
- reviewing summaries of student Course Evaluation feedback and continuous improvement tabled by the Music SA CEO.

The **Music SA Chief Executive Officer (CEO)** is responsible for:

- presenting any subsequent revisions of the RTO Learner Feedback Policy and Procedure to the Music SA Board for approval
- ensuring that all RTO staff understand their roles and responsibilities in relation to this policy and procedure; and
- providing summaries of student Training Program Feedback Questionnaires and continuous improvement (as supplied by the Music SA HT) to the Music SA Board.

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### RESPONSIBILITIES CONT.

The **Music SA Head of Training (HT)** is responsible for:

- designing Training Program Feedback Questionnaire templates in collaboration with Music SA Trainers/Assessors
- designing a system to store original student Training Program Feedback Questionnaire and AQTF Learner Questionnaires, so that they can be easily accessed by third parties if required
- ensuring that ALL students complete a Training Program Feedback Questionnaire at the conclusion of each Training Program comprising a Course
- working collaboratively with Music SA Trainers/Assessors to review all the feedback provided by students in their Training Program Feedback Questionnaire, to identify where changes need to be made to training and assessment strategies, practices and resources
- seeking approval from the Music SA CEO and Music BM where identified changes have financial implications, prior to implementation
- working collaboratively with Music SA Trainers/Assessors to implement changes to training and assessment strategies, practices and resources where identified in Training Program Feedback Questionnaires
- recording identified changes to training and assessment strategies, practices and resources in the RTO Training and Assessment Continuous Improvement Register
- ensuring that copies of ALL Training Program Feedback Questionnaires are stored and easily accessible for a period of 12 months from the time of completion
- ensuring that ALL students complete a AQTF Learner Questionnaire at the conclusion of their Course
- working collaboratively with Music SA Trainers/Assessors and the Music SA CEO to review all the feedback provided by students in their AQTF Learner Questionnaire, to identify where changes need to be made to training and assessment strategies, practices and resources
- recording identified changes to training and assessment strategies, practices and resources in the RTO Training and Assessment Continuous Improvement Register
- providing summaries of AQTF Learner Questionnaires and recommendations to the Music SA CEO for tabling at the next scheduled Music SA Board meeting
- ensuring that copies of ALL AQTF Learner Questionnaires are stored and easily accessible for a period of 12 months from the time of completion

All **Music SA Trainers and Assessors** are responsible for:

- ensuring that ALL students complete a Training Program Feedback Questionnaire at the conclusion of each Training Program comprising a Course
- working collaboratively with the Music SA HT to review all the feedback provided by students in their Training Program Feedback Questionnaires, to identify where changes need to be made to training and assessment strategies, practices and resources
- ensuring that ALL students complete a AQTF Learner Questionnaire at the conclusion of their Course
- working collaboratively with the Music SA HT to review all the feedback provided by students in their AQTF Learner Questionnaire, to identify where changes need to be made to training and assessment strategies, practices and resources; and
- implementing all identified and approved changes to training and assessment strategies, practices and resources, as requested by the Music SA HT.

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### RESPONSIBILITIES CONT.

All **Music SA Students** are responsible for:

- providing fair and honest feedback on their student learning experience for ALL Training Programs and Courses undertaken.

### PROCEDURES

**Music SA Head of Training to:**

- 1 design Training Program Feedback Questionnaire templates in collaboration with Music SA Trainers/Assessors and make accessible to all Music SA Trainers/Assessors and students
- 2 review Training Program and AQTF Learner Questionnaire templates on an annual basis
- 3 ensure that all Music SA Trainers/Assessors gather feedback from ALL students at the conclusion of ALL Training Programs and Courses undertaken, using the supplied Questionnaire templates
- 4 arrange regular meetings with Music SA Trainers/Assessors to discuss student feedback and identify changes to training and assessment strategies, practices and resources where required
- 5 discuss student feedback and recommended changes to training and assessment strategies, practices and resources with the Music SA CEO and Music SA BM where there are financial implications, prior to implementation
- 6 record changes to training and assessment strategies, practices and resources in the RTO Training and Assessment Continuous Improvement Register and ensure the changes are implemented
- 7 provide summaries of student AQTF Learner Questionnaire feedback and continuous improvement recommendations to the Music SA CEO for tabling at the next scheduled Music SA Board Meeting; and
- 8 safely store original copies of all Training Program and AQTF Learner Questionnaires for a period of 12 months.

**Music SA Trainers/Assessors to:**

- 1 ensure that ALL students complete a Questionnaire at the conclusion of each Training Program and Course undertaken using the supplied templates. This is a non-negotiable activity
- 2 participate in discussions with the Music SA HT to review student learning experience feedback, and identify changes to training and assessment strategies, practices and resources where required; and
- 3 implement identified and approved changes to training and assessment strategies, practices and resources as requested by the Music SA HT.

**Music SA students to:**

- 1 provide fair and honest feedback on their student learning experience at the conclusion of each Training Program and Course undertaken, using the supplied templates. This feedback can be given anonymously.

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### STATUS AND DETAILS

Category:	Learner Support and Progression
Reference Code:	MSA-RTO-POLP-LSP:11-V1.1
Version No:	V1.1
Status:	Current
Commencement Date:	27/05/2019
Review Date:	27/05/2022
Authorising Authority:	Music SA Board
Authorisation Date:	27/05/2019
Accountable Officer:	Music SA Head of Training