

## **ADMINISTRATION OF RTO SURVEYS POLICY**

### **PURPOSE**

#### **Student survey**

Student satisfaction surveys will be administered to determine Student participation satisfaction during and on conclusion of skills assessments and structured training activities conducted by Yorke Institute.

Any participating students in Yorke Institute's nationally recognized training activities must be surveyed at least once at the end of each term.

Student anonymity will be maintained in order to encourage honest responses. The survey form (Forms) should not contain any identifying marks such as the students' name, telephone number, address or a unique identifying number.

Note: Student anonymity may be maintained by sending the reminder to all students thanking those who have completed the survey but requesting others to return the completed survey

An analysis of the completed survey forms will be used to record results for each student segment. The details of the process and the results of the administration of the core questions are retained by Yorke Institute and will be made available for audit as required.

#### **Employer survey**

Employers during work based training will also be asked to complete survey forms on conclusion of the work placement.

An analysis of the completed survey forms will be conducted and the results of the analysis will be incorporated into Yorke Institute's continuous improvement plan to better meet the needs of the students.

The survey forms will be distributed to employers by post or email to be completed at the end of the work placement for each student.

#### **Agent surveys**

Student will be asked to complete an Agent Survey during their orientation session at Yorke Institute.

## PROCEDURE

### STUDENT SURVEY

- Surveys are distributed by trainers to students during and on completion of their training activities along with an explanation provided as to the purpose of the survey.
- Survey will be conducted on line via Survey Monkey.
- Surveys are analysed and findings documented in Yorke Institute continuous improvement. Areas that are identified to improve training delivery and assessment of Yorke Institute Nationally Recognised Training activities through analysis of the results are incorporated into existing training strategies, and policy and procedure are amended accordingly.
- Forms containing responses are filed in Course Management file and will be made available on audit if requested.

Student anonymity will be maintained in order to encourage honest responses. The survey form (Forms) should not contain any identifying marks such as the students' name, telephone number, address or a unique identifying number.

### EMPLOYER SURVEY

- Surveys are distributed by trainers to the employer during or on completion of the students work placement.
- Survey will be conducted on hard copy and results entered into Survey Monkey
- Surveys are analysed and findings documented in Yorke Institute continuous improvement. Areas that are identified to improve training delivery and assessment of Yorke Institute Nationally Recognised Training activities through analysis of the results are incorporated into existing training strategies, and policy and procedure are amended accordingly
- Forms containing responses are filed in Course Management file and will be made available on audit if requested

### AGENT SURVEYS

- Surveys are completed by the marketing officer or Student Administration Officer at orientation
- Survey will be conducted on line via Survey Monkey.
- Surveys are analysed and findings documented in Yorke Institute continuous improvement folder and the agent's folder. Areas that are identified to improve the services provided by Yorke Institute through analysis of the results are incorporated into existing training strategies, and policy and procedure are amended accordingly.