



Policy and Procedure for Client Feedback (CF103P)

Note - To replace P & P for Management of Quality Feedback Stations

1. Objective To describe the variety of avenues through which Durack Institute of Technology collects and utilises client feedback to inform continuous improvement of services.

2. Policy Durack Institute of Technology values client feedback and will actively seek such feedback and utilise it to inform continuous improvement of services.

A variety of processes will be utilised to collect such feedback including:

- Quality Feedback Stations
- Feedback link on Institute website & student portal
- Formal and informal student surveys
- Formal and informal industry surveys
- Formal and informal complaints
- Industry Advisory Committee's (IACs)
- Lecturer contacts with industry

All feedback will be considered by the collecting staff member and utilised for continuous improvement purposes where appropriate.

Avenues for clients to provide feedback will be widely publicised to clients through the Student Fact Pack, student inductions, at IAC meetings, and through correspondence with flexible learning students, apprentices and trainees.

Processes for collating feedback from the variety of sources to inform overall Institute improvements and identify systemic issues will be managed by the Manager Quality & Planning. This will include reporting as a minimum bi-annually to the Quality Committee and Corporate Executive.

Individual Managers, Directors and other staff are responsible for utilising the feedback provided to inform and implement continuous improvement activities.

Where a complaint is received that in the opinion of the Manager Quality and Planning represents a significant or strategic risk, the Manager Quality and Planning will immediately bring this to the attention of the Managing Director or an appropriate member of Corporate Executive. Refer to Policy and Procedure for Client Complaints ([CF108P](#)) for guidance.

3. Procedures

Quality Feedback Stations

Quality Feedback Stations will be located throughout the Institute in prominent areas including all campus reception and student amenities areas and the Learning Resource and Technology Centre.

Client Feedback Forms ([CF103F1](#)) will be available at all Quality Feedback Stations and also within the student fact pack.

The overall coordination of the Quality Feedback Stations is the responsibility of the Quality & Planning Support Officer. The processes associated are described in the Quality Feedback Station Flow chart (CF103C1).



Institute Website & Student Portal

The E Business Coordinator will ensure that on both the Institute website and student portal there is the ability to provide feedback on Institute services to a dedicated email address. The emails will go directly to the Quality Planning & Support Officer and Manager Quality & Planning who will follow the same process as if it was received through a Quality Feedback [Station \(see flowchart Quality Feedback Station CF103C1\)](#).

Student Surveys

The Institute participates in or conducts a variety of student surveys including:

- State Student Satisfaction Survey conducted annually through the WA Department of Education & Training.
- Graduate Outcomes Survey conducted bi-annually through the National Centre for Vocational Education Research (NCVER).
- Course Evaluation Survey conducted internally at least once a semester (see Policy & Procedure for Course Evaluation [TD301P](#)).
- Student focus groups conducted as part of internal audit processes.

All student surveys are managed by the Quality & Planning section of the Institute who are the contact point for external surveys, and initiate and coordinate internal surveys. The Quality & Planning section will provide client feedback reports to Managers and Directors who will share the information with their staff and ensure it is utilised for continuous improvement purposes.

Industry Surveys

The Institute participates in or conducts a variety of industry surveys including:

- Industry surveys conducted by the WA Department of Education & Training.
- Internal surveys to collect quality indicator information.
- Internal surveys developed and conducted as part of training needs analysis process (see Policy & Procedure to Add New Qualification to Scope [CD301P](#)).
- Internal surveys or focus groups to collect information about industry developments within the region to inform strategic planning.

Industry surveys may be managed by either the Quality and Planning section, Business Development Unit or Manager Academic Program Development. All survey reports related to industry developments are to be provided to the Industry & Community Engagement Committee for evaluation, while survey reports related to industry satisfaction with services are to be provided to the Quality Committee. Each committee are responsible for evaluating the information, using it to inform and implement continuous improvement and communicating outcomes to relevant parties within the Institute.

Complaints

The Institute has a complaints policy ([CF108P](#)) which includes the process for staff to follow should they receive a complaint.

The Manager Quality and Planning reports information regarding



complaints to the Quality Committee and Corporate Executive at least bi-annually identifying any systemic issues and recommendations for improvements.

Industry Advisory Committees

The Institute has a number of Industry Advisory Committees (IACs) coordinated by Academic Directors to gain feedback about specific industry areas and to provide input into training and assessment processes. The information collected at these meetings is used by lecturers at the portfolio level to inform continuous improvement of delivery and assessment. It is also utilised at an organisational level through reporting to the Industry and Community Engagement Committee.

Lecturer Contacts with Industry

Institute lecturers are in regular contact with employers and industry bodies to coordinate activities such as industry placements, apprentices, trainees and workplace delivery and assessment. Through these interactions lecturers gain valuable information about industry trends and developments and also feedback about Institute services. The lecturer should document these comments in a way that they can be utilised for continuous improvement purposes and where appropriate provided to their Academic Director to inform profile planning. Documentation may include Industry Contact Sheets ([TD804F3](#)), diary notes, notes on course file continuous improvement sheet or another method as determined by the academic area.

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| 4. Definitions | Nil |
| 5. References | Australian Quality Training Framework 2007 Essential Standards for Registration
Policy & Procedure for Continuous Improvement (SM205P)
Policy & Procedure for Course Evaluation (TD301P)
Policy & Procedure for Client Complaints (CF108P)
Policy & Procedure to Add New Qualification to Scope (CD301P) |
| 6. Documentation | Quality Feedback Station Form (CF103F1)
Quality Feedback Station Flow chart (CF103C1) |
| 7. Responsible Quality Officer | Manager Quality & Planning |
| 8. Date of last review | October 2008 |