

POLICY	Course Review
NVR Ref:	Standard 3
MCC Ref:	MCC-1-C 2
Purpose	To ensure that the Institute's feedback systems for courses are reviewed and monitored to assist in maintaining a quality system, and to establish if any changes to existing procedures could prevent occurrence of complaints and non-conformances.
Scope	This Policy/Procedure addresses issuing, retrieving and collating evaluations of all courses, and validating assessment strategies by reviewing, comparing and evaluating assessment processes and tools.
Responsibilities	<p>An appointed officer will be responsible for establishing feedback/evaluation tools for the Institute.</p> <p>All staff will be responsible for implementing evaluation and validation procedures at the completion of each course or program.</p> <p>The appointed officer will be responsible for initiating corrective and preventative action.</p>

PROCEDURE	COURSE REVIEW
NVR Ref:	Standard 3
MCC Ref:	MCC-1-C 2
Action/Method	<p>EVALUATION OF COURSES</p> <ul style="list-style-type: none"> • On completion of a course of training, staff will issue a Student Evaluation of Teaching Questionnaire to all students and give them an appropriate time to complete the forms. • Trainers will collect all forms and forward to the appointed officer. • An analysis of the surveys will be conducted by the appointed officer to detect any non-conformances. • A Course Review will be conducted at the end of each course or program by the appointed officer and nominated trainers. • Any change of actions needed to ensure continuation of a quality service will be recorded. • In the case of flexible delivery training, a Client Survey will be sent to each student/employer, and be reviewed, together with the Student Evaluation of Teaching Questionnaires, during the Course Review process. <p>VALIDATION OF COMPETENCIES OFFERED</p> <ul style="list-style-type: none"> • A review of the delivery and assessment strategies and resources for all competencies offered will be conducted annually by trainers and management. • They will be evaluated and validated based on: <ul style="list-style-type: none"> - Quality of content - Relativity to the Training Package - Flexibility for customisation - Suitability for students • Validation activities and recommendations will be recorded as minutes and provided to the appointed officer for action within one week of the annual validation meeting.
References	<ul style="list-style-type: none"> • Course Review • Validation & Industry Consultation

	<ul style="list-style-type: none">• Client Survey• Course Monitoring• Student Evaluation of Teaching Form• Correspondence
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VERSION CONTROL**Review/ amendment history****Policy Approved by:** Chief Executive Officer**Responsible Officer:** Chief Executive Officer**Next Policy Review Date:** July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	July 2015	No material change
4.0	July 2016	No material change
5.0	June 2017	No material change