

Reviewing and Improving Learner support and Welfare Services

Statutory and regulatory compliance

- Standards for RTOs 2015
 - Clause 1.2
 - Clause 1.3
 - Clause 1.7
 - Clause 2.2
- National Code Standards 6.1, 6.2, 6.3, 6.5 6.6

Policy

ACM continuously improves student services by gaining feedback about the services it provides and acting on that feedback. ACM staff and learners are actively encouraged to offer suggestions for improvements to Policies and Procedures. Feedback about the effectiveness of student services is responded to efficiently and appropriately.

Review of learner support and welfare services is an agenda item for each meeting of the ACM management committee.

Procedures

Feedback on the effectiveness of student services

Feedback on the effectiveness of student services is obtained from various sources, including:

- student satisfaction surveys (refer to the policy for student satisfaction surveys)
- beginning learners satisfaction surveys (refer to the policy for education agents)
- education agent surveys (refer to the policy for education agents)
- staff surveys (refer to the policy for staff surveys)
- interviews with learners (refer to the policy for student interviews)
- interviews with staff (refer to the policy for staff interviews)
- informal feedback from staff
- staff performance review sessions (refer to the policy for competency of training and assessment staff)
- interviews with agents (refer to the policy for education agents)
- interviews with industry representatives (refer to the policy for industry engagement)
- interviews with graduates and employers of graduates (refer to the policy for stakeholder interviews).

Responding to feedback

All feedback acquired about the effectiveness of student services will be responded to quickly and appropriately. All contributors of feedback are emailed to thank them for their time and effort after having responded to a survey or being involved in an interview (refer to the policy for providing feedback to contributors to continuous improvement).

Informing contributors of feedback of actions to be taken

Respondents to surveys or participants in interviews are informed of the action which is being taken as a result of information collected from the survey or interview. Respondents to the



staff survey and the student satisfaction surveys are provided with feedback forms which inform them of improvements to policies and procedures which have been made as a result of information gathered from the survey. Please refer to the policies on the staff survey and student satisfaction surveys.

Responsibility for collating and analysing student satisfaction surveys

The Student Services Manager is responsible for ensuring that the responses to the student satisfaction surveys each term are collated and analysed to produce student satisfaction survey summary reports.

Student satisfaction summary reports

The student satisfaction summary reports must be completed no later than five working days following the end of each term. A student satisfaction summary report is produced to summarise the results of each of two student satisfaction surveys conducted each term, the student satisfaction survey (training and assessment) and the student satisfaction survey (student services).

Consideration of student satisfaction summary reports

The student satisfaction summary reports are submitted to the ACM Management Committee for consideration at the meeting following the production of the reports. Improvements which are made to policies and procedures following review of the student satisfaction summary reports are noted as such in the policies and procedures improvement register.

Review of feedback by the Management Committee

All feedback about the effectiveness of student services is reviewed at the weekly meetings of the ACM Management Committee. Minutes of the meetings of the ACM Management Committee will provide details of the review of feedback and recommendations for actions to be taken. The CEO will issue instructions for improvements to be made to policies and procedures as necessary after consideration of the feedback received and reviewed.

Student service performance indicators

A key performance indicator for the Student Services Manager is the “turnaround” time for student requests for information held online or in their hard file.

If a student’s request for information cannot be resolved immediately by the Student Services Manager, the student is asked to return for the resolution.

If the request for information is one that requires a simple interrogation of the student database (the student database) and/or access to the student’s hard file, the student will be asked to return in one hour to be provided with the requested information.

If the request for information is one that requires detailed investigation which will consume twenty minutes or more of the time of the Student Services Manager, the student is asked to return in 24 hours for a resolution.

If the request for information requires the generation of a standard document (see above) the student will be asked to return in five working days. Requests for non-standard documents will be considered by the Student Services Manager. If the Student Services Manager agrees to the issue of a non-standard document, it will be available to the student who requested it within ten working days of the request.

Learners seeking support and welfare assistance do not need an appointment to see the Student Services Manager between the hours of 9:00am and 11:00am, and 2:00pm and



4:00pm each day the campus is open. The Student Services Manager must ensure that any (and all) required meetings with other ACM staff take place within two working days. Referrals to external service providers must be made by the Student Services Manager within two working days of the initial appointment.

Logging student requests (the Student support and Welfare Register)

The Student Services Manager is responsible for ensuring that all student requests for information or for support and/or welfare assistance are logged in the student support and welfare register. The learner support and welfare register will provide input to the weekly student services activity report.

An entry will be made in the student support and welfare register for every enquiry made by a student at the reception desk and for every non-scheduled meeting of a student with the Student Services Manager or the RTO Manager. A non-scheduled meeting is defined as one which occurs during the published available times that the Student Services Manager or the RTO Manager are available to meet with learners without an appointment.

The student support and welfare register will have the following headings:

- Date and time of the enquiry at the reception desk or of the non-scheduled meeting with the Student Services Manager or RTO Manager
- Amount of time student waited in order to see the receptionist, Student Services Manager, or RTO Manager
- Reason for the enquiry or non-scheduled meeting with the Student Services Manager or RTO Manager
e.g. timetable query, request for standard document, request to make an appointment, request for information about accommodation, request for study advice, request for information about part time employment etc.)
- Outcome of the enquiry or non-scheduled meeting the Student Services Manager or RTO Manager
- Outcome response time.
i.e the amount of time (days and hours) between the initial enquiry or meeting with the Student Services Manager or RTO Manager and the provision of the required service (see performance indicators above)

Weekly student services activity report

The Student Services Manager is responsible for producing a weekly student services activity report. The student support and welfare register is used to produce the weekly student services activity report.

The report has the following headings:

- Number of enquiries or non-scheduled meetings with Student Services Manager/RTO Manager
- Average student wait time
- Average response time to the query or request for assistance
- Summary of enquiry types (number of timetable queries, number of requests for standard documents, number of requests to make an appointment, number of requests for assistance with accommodation issues, number of requests for



assistance with study skills, number of requests for information about part-time employment etc.)

This report will be reviewed by the ACM Management Committee during the weekly meeting each Friday. It will provide significant input to the Management Committee in determining the need to take action to improve the delivery of service to learners.

Student services management report

The Student Services Manager is responsible for producing the Learner Services Management Report every six months. It is to be tabled by the Student Services Manager at the first meeting of the ACM Management Committee in terms one and five of each year.

The student services management report contains the following information:

For each week:

- Number of enquiries/non-scheduled meetings
- Average student wait time
- Average response time
- Most occurring reason for enquiry / non-scheduled meeting

For the six month period

- Overall average student wait time for reception desk enquiries / non-scheduled meetings with Student Services Manager or RTO Manager
- Overall average response time (i.e. the amount of time (days and hours) between the initial enquiry or meeting with the Student Services Manager or AM and the provision of the required service (see performance indicators above)
- Reasons for enquiries / non-scheduled meetings over the period (ranked 1 → 15 by occurrence)

This report will provide further input to the Management Committee in determining the need to take action to improve the delivery of service to learners and allow for monitoring of the success of actions taken to improve service.