

Evaluation Procedures

STEP 1 – Seeking Client Course Evaluation (Face to Face)

No.	Who	Actions
1.1	Trainer	a) Provide ' Course Evaluation Form ' to all learners at the end of training sessions, requesting that they complete it and leave on the desk before they depart. b) Collect ' Course Evaluation Form ' and place in ' Course Nomad File ' for submission to Admin.
1.2	Assessor	a) Provide ' Client Assessment Evaluation Form ' to all candidates at the end of the assessment process, requesting that they complete it before they depart. b) Collect ' Client Assessment Evaluation Form ' and place in ' Course Nomad File ' for submission to Admin.

STEP 2 – Seeking Client Course Evaluation (Online)

No.	Who	Actions
2.1	Admin and Enrolment officer	a) Send link to ' Learner Questionnaire ' to learners email address, at the end of each quarter. Or b) Send a copy of ' Learner Questionnaire ' to learners postal address, at the end of each quarter c) Send link to ' Employer Questionnaire ' to Employer Managers email address, at the end of each quarter. OR d) Send a copy of ' Employer Questionnaire ' to Employer Managers postal address, at the end of each quarter.
2.2	Assessor	e) Provide ' Client Assessment Evaluation Form ' to all candidates at the end of the assessment process, requesting that they complete it before they depart. f) Collect ' Client Assessment Evaluation Form ' and place in ' Course Nomad File ' for submission to Admin.

STEP 3 – Seeking Staff (Trainer / Assessor) Evaluation and Feedback

No.	Who	Actions
3.1	Trainer	a) Completes ' Trainer Evaluation Form ' at the end of each course and submits in Course Nomad file for processing. b) Completes ' Course Report Form ' at the end of each course and submits in Course Nomad file for processing.
3.2	Assessor	a) Completes ' Assessor Evaluation Form ' at the end of each assessment and submits to Admin processing.

STEP 4 – Collate Evaluation Feedback

No.	Who	Actions
4.1	Admin and enrolment officer	a) Enter all feedback from: <ol style="list-style-type: none"> i. Course Evaluation Forms; ii. Client Assessment Forms; iii. Learner Questionnaires; iv. Employer Questionnaires;

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		<ul style="list-style-type: none"> v. Trainer Evaluation Form; vi. Assessor Evaluation Form; and vii. Course Report Form. <p>Into Online Survey portal / Spreadsheet.</p> <ul style="list-style-type: none"> b) Collate/summarize feedback, reviewing feedback for trends, patterns, relevance and validity. c) Present Evaluation summary reports to Director.
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STEP 5 – Continuous Improvement

No.	Who	Actions
5.1	Director CEO	a) Determine areas for continuous improvement and provide information to CEO
5.2	Admin and enrolment officer	<ul style="list-style-type: none"> a) Completes Continuous Improvement (CI) Form. b) Progress through Continuous improvement procedures.