

Evaluation Policy

1. Purpose

Nomi College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations. As such, Nomi College is required to systematically evaluate training and assessment products and services it provides, using the evaluation outcomes for continuous improvements.

The purpose of this policy is to ensure that Nomi College training and assessment products and services meet client needs and are continuously improved based on the collection, analysis and action taken based on relevant data and feedback.

2. Policy Statement

Nomi College is committed to ensuring that stakeholder feedback is collected, analysed and utilized to ensure the provision of quality training and assessment services.

Nomi College ensures that:

- a) Systematically monitors and evaluates training and assessment strategies and practices and use the outcomes of evaluations for continuous improvement;
- b) It collects and analyses feedback and satisfaction data from all stakeholders regarding all training and assessment services provided, including via third party providers;
- c) Information to be evaluated includes data collected from quality/performance indicators, validation outcomes, feedback from clients, trainers, assessors and industry, complaints and appeals; and
- d) Systematically monitors any training and assessment services delivered, including by third party providers.

3. Policy Principles

3.1 Underpinning Principles

- a) Evaluation of training and assessment services will be conducted:
 - i. During the delivery of training and assessment, including feedback from:
 - Clients
 - Trainers
 - Assessors
 - Subject matter experts
 - Outcomes of assessment
 - ii. Post-delivery of training and assessment, including feedback from :

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- clients
 - Trainers
 - Assessors
 - Workplace clients / supervisors
 - Complaints
 - Appeals
 - Validation
 - Quality data indicators
 - Outcomes from audits
- b) Nomi College understands the value of client feedback for continuous improvement and ensuring that current and changing needs are met.
- c) Feedback is requested and encouraged from all clients, however is not compulsory.
- d) All feedback collected is collated and submitted to Director Nomi College in the monthly report.
- e) Director Nomi College will review the collated reports and make determination for continuous improvement.
- f) Nomi College’s approach to evaluation and feedback includes staff, clients and other stakeholders.

3.2 Types of Feedback

- a) Feedback will be gathered and evaluated regarding:
- i. Clarity and accuracy of information provided to clients before enrolment;
 - ii. Processes for learner selection, enrolment and induction;
 - iii. Effectiveness and assistance provided regarding language, literacy and numeracy;
 - iv. Level of satisfaction of training and assessment services received;
 - v. Effectiveness and assistance provided regarding support services;
 - vi. Recognition process;
 - vii. Complaints and appeals;
 - viii. Training and assessment resources provided;
 - ix. Legislative and licensing requirements (as relevant).

3.3 Resources to gather feedback

- a) Feedback is gathered using a number of processes, tools and instruments. These include but may not be limited to:
- i. Email communications
 - ii. Training Evaluation form
 - iii. Assessment Evaluation form

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- iv. Client Feedback Form
- v. Course reports (completed by trainers)
- vi. Satisfaction surveys (online)
- vii. Workplace Feedback Form
- viii. Learner Questionnaire (Quality indicator)
- ix. Client Questionnaire (Quality indicator)
- x. Complaints forms
- xi. Appeals Forms
- xii. Validation forms
- xiii. Interviews
- xiv. Focus groups

4. Nomi College Responsibilities

The CEO of the Nomi College is responsible for all evaluation processes and ensuring the outcomes of evaluation feed into continuous improvement practices.

Trainers and assessors (including those from third party providers) are responsible for implementing client feedback procedures.

Admin and Enrolment officers are responsible for collecting and collating client feedback and reporting to the CEO of the Nomi College.

5. Records Management

All documentation from feedback processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

6. Monitoring and Improvement

This policy and subsequent practices are monitored by compliance officer of the Nomi College and areas of change are implemented through continuous improvement. (See Continuous Improvement Policy)

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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.