

<p>Policy Name: TA6.0 Learner Feedback Issued: 29.09.2025 Reviewed:</p>
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Purpose

HITsa is committed to maintaining quality, compliance, and continuous improvement across all training and assessment services. Feedback from students and employers forms a critical part of this process and contributes to both organisational improvements and national benchmarking conducted by Australian Skills Quality Authority (ASQA).

This policy aims to track trainer performance, learner satisfaction, and course quality through benchmarked questions, supporting responsive actions and informed decision-making across the organisation. This policy outlines the responsibilities and procedures for collecting and analysing learner feedback at HITsa to support continuous improvement and maintain high standards in training delivery.

This policy ensures:

- Trainers regularly provide learners with access to Check-In surveys during at least 75% of sessions, while Lead Trainers monitor this feedback to identify and address concerns.
- RTO Coordinators oversee the collection of Wrap-Up feedback from completions and refer findings to management.
- HITsa maintains compliance with the Standards for RTOs 2015 and ASQA reporting obligations.

Areas Affected

All students who undertake accredited or non-accredited training with HITsa, irrespective of location or delivery method.

General

HITsa will gather learner feedback via 3 separate surveys:

1. Check-In (gathers ongoing learner feedback throughout the completion of a qualification)
2. Wrap-Up (gathers feedback at the conclusion of a qualification, short course, skill set or one day course.)
3. ACER Learner Questionnaire (gathers feedback on accredited training for the Quality Indicator Annual Summary required by ASQA)

1. Check-In

HITsa gathers learner feedback as an ongoing process throughout qualifications. This is done via electronic feedback forms provided at the end of each training session.

The questions will gather information on:

- The date of training
- Learner name (optional)
- The course that was undertaken
- Whether or not the resources were engaging and helpful
- How well the trainer delivered the session
- Start time, finish time and duration of class time

A QR code will be used to provide learner access to the Check-In Survey. The trainer will provide learners with this QR code and request feedback be provided by learners attending each training session.

HITsa trainers have a KPI detailing their responsibility to collect feedback from 75% of their training sessions. Performance against KPIs will be measured every 3 months.

The collection of Check-In Survey feedback will be monitored by the HITsa Lead Trainer and Compliance Manager.

Underperformance will be addressed in a meeting between the Lead Trainer and Trainer and may result in the commencement of formal discipline procedures.

The **Check-In** will be used to assess learner satisfaction with training environment, resources and delivery. Performance targets have been set against the questions below, and responses that indicate low satisfaction will be addressed:

- Question 5 - Did you find the learning resources engaging and helpful – “Not so much” & “Not at all” will require follow up action
- Question 6 - How well did the trainer deliver the session – scores under 5 will require follow up action

Follow up action will be determined on an individual basis.

2. Wrap-Up

HITsa collects this feedback at the conclusion of every course – this includes qualifications, short courses, skills sets and one day training courses.

These questions will gather information on:

- The qualification/course that was undertaken
- The level of satisfaction
- The likelihood of recommending to family/friends
- Satisfaction with HITsa Wellbeing services – if accessed by the student

This feedback will be collected using a QR code. The QR code will be emailed to learners alongside their certificate. This will be sent by the RTO Coordinator responsible for the course.

The **Wrap-Up** will be used to assess learner satisfaction with the overall course. HITsa has set a benchmark for 1 question, and responses that fall below this benchmark will be followed up. The question and its benchmark is:

- Question 5- Overall, how well did HITsa deliver your course – scores under 5 require follow-up action

Responses will be monitored by the Compliance Manager. Follow up action will be determined on an individual basis.

Responses to questions 4, 6 and 7 will be read and considered on an individual basis.

The Check-In and Wrap-Up survey feedback results are collected using Microsoft Forms, which are linked to the “HITsa Feedback Team” in Microsoft Teams. This account can be accessed by the following people:

- Executive Officer
- Compliance Manager
- Lead Trainer
- Continuous Improvement Manager

The following trends will be assessed monthly by the Compliance Manager:

- satisfaction levels with each trainer – average below 6 needs to be addressed
- satisfaction with the course content – % over 50 for 'Not so much' & 'Not at all' requires follow up

Results will be collated and presented by the Compliance Manager to the Management team at the quarterly governance meetings. Specific feedback received in surveys will also be documented in the HITsa Feedback Register located in SharePoint by the Compliance Manager.

Opportunities for Continuous Improvement identified because of this feedback will be added to the Continuous Improvement Register.

3. ACER Learner Questionnaire

HITsa is required to ask students and employers for feedback and send ASQA a summary of it each year. HITsa is required to collect and submit data to ASQA by 30 June each year for the previous calendar year.

The requirements are as follows:

- Feedback must be obtained from both students and employers on training and assessment services provided. Data is to be collected for the full calendar year (1 January – 31 December).
- Feedback relating to the previous calendar year must be collected during the first half of the current year. HITsa will ensure sufficient participation to provide meaningful data.
- A Quality Indicator (QI) summary report will be completed and submitted to ASQA no later than 30 June each year, covering the previous calendar year. Submission will be made via the ASQA Quality Indicator webform.

Responsibilities

All staff are responsible for encouraging learner and employer participation in all feedback activities.

HITsa Trainers are responsible for:

- Collecting **Check-In** results for a minimum of 75% of their training sessions.
- Collecting ACER Learner Questionnaire feedback when surveys are provided as part of training resources (indicated on resource checklists for relevant units of training)

The Lead Trainer is responsible for:

- Monitoring the **Check-In** feedback on a fortnightly basis
- Checking trainers meet KPIs every 3 months
- Addressing any areas of concern relating to individual trainers

RTO Coordinators are responsible for:

- Distribute ACER Learner Questionnaire feedback on the final day of an accredited short course, or as indicated on resource checklists for relevant accredited units of training
- Distribution of Wrap-Up survey to all completed learners

Compliance Manager is responsible for:

- Assessing the **Check-In** and **Wrap-Up** feedback monthly
- Documenting feedback in the HITsa Feedback Register
- Ensuring low scoring results are followed up and addressed appropriately
- Communicating with the Continuous Improvement Manager about opportunities for continuous improvement

The Executive Officer is responsible for:

- Overseeing the analysis and timely submission of ACER Learner Questionnaire feedback data.

The Continuous Improvement Manager is responsible for:

- Reviewing the ACER Learner Questionnaire feedback data annually to identify trends, strengths, and areas for improvement.
- Using findings from all learner feedback to inform the organisation’s Continuous Improvement Plan and ensure ongoing compliance with regulatory requirements.

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END

Date	Version	Amendment(s)
29.09.2025	TA6.0	Creation of new policy