



4.1 Feedback Policy – Purpose

4.1.1 Quality Assurance

- TVSA Pilot Training has a systematic approach to assuring quality in all aspects of the business – in training and assessment services, client services and the management of its operations.
- The following mechanisms are in place to ensure quality within TVSA Pilot Training:
 - TVSA has a total quality management system including documented policies, procedures, systems and plans on which all staff are given access to.
 - Systems that ensure feedback is collected from a range of stakeholders on a regular basis. Feedback is collated and analysed at management meetings to measure performance and identify areas for improvement.
 - An internal audit cycle that ensures TVSA Pilot Training systematically checks that it meets the requirements of legislation, regulatory frameworks, and client expectations.
 - Regular moderation and validation sessions that ensure the training and assessment practices used by TVSA Pilot Training are of high quality, meet the needs of industry and regulatory requirements.
 - A management team that meets quarterly to ensure effective organisational governance, discuss performance and provide direction on the operations of the business.

Stakeholder Feedback

- The following groups are considered key stakeholders of TVSA Pilot Training's business:
 - Students and individuals seeking to enrol in a course with TVSA.
 - Current employers or prospective employers of students and graduates – flight schools, charter operations, commercial airlines and those who employ pilots.
 - Staff, contractors and managers and owners of TVSA Pilot Training.
 - Civil Aviation Safety Authority – the licensing body for the Aviation industry
 - Australian Industry Standards – the skills council relevant to TVSA's courses.
 - Other training organisations delivering aviation courses.
- TVSA Pilot Training collects formal and informal feedback in the following ways and uses findings to gauge performance and identify opportunities for improvement.
 - Surveys are collected from students at the end of each unit of study, upon commencement and at the end of the course to

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gather feedback about the student's experience during their time with TVSA Pilot Training.

- 1:1 Meetings with students
 - Discussions and meetings with the Civil Aviation Safety Authority about changes and updates within the industry and any updates to training requirements for the Aviation industry.
 - Informal discussions with Instructors about student progression and their experiences during delivery.
 - Staff feedback gathered during yearly employee reviews.
 - Discussions during Management Meetings.
 - Discussions with other aviation training organisations about best practice approaches to training and assessment.
 - Findings of internal and external audits.
- All stakeholders are invited to provide their feedback on any aspect of the organisation's products and services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in TVSA Pilot Training's continuous improvement cycle.

Staff Participation

- Feedback provided by staff plays an integral role in organisational self-assessment and performance evaluation. Instructors are likely to receive formal and informal feedback during their regular face-to-face interactions with students and others. Instructors are expected to participate in the organisation's continuous improvement strategy by providing all feedback, whether formal or informal, that they receive during their work to TVSA Pilot Training.
- Instructors are also expected to provide their own feedback to the organisation during the staff review process so that their experiences as an Instructor can provide valuable input to the business decisions and operations of TVSA Pilot Training.
- Staff are provided with the following opportunities to provide their feedback or pass on feedback received from others:
 - Informal discussions with management.
 - Assessment validation sessions.
 - Staff meetings.
 - Emails to management
- TVSA Pilot Training ensures that decision making of senior management is informed by the experiences of its Instructors by recording all feedback received from Instructors and contributing it to the continuous improvement and quality assurance cycle.

Quality Indicators

- In line with the requirements of the applicable part of The Standards, TVSA Pilot Training collects and uses data on three Quality Indicators to gauge its own performance. Relevant indicator data is reported to

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the ASQA, the RTO's registering body, by the 30th June each year. The three indicators are:

- Learner Engagement
 - Employer Satisfaction
 - Competency Completion.
- Reports from the Quality Indicator feedback collection tools will be used by TVSA Pilot Training to monitor and benchmark its performance. Any improvements that arise out of the reports are identified, recorded and acted upon.

4.1.2 Related policies

- Complaints and Appeals Policy (Refer to 3.8 of this Volume)
- Staff Code of Conduct (Refer to OM-V)
- Staff Management Policy (this Volume)
- Continuous Improvement Procedures (Refer to OM-V)
- Complaints and Appeals Register (Refer to 3.8 of this Volume)

4.1.3 Related procedures, forms and documents

- Complaints and Appeals Procedure (Refer to 3.8 of this Volume)
- Audit Schedules & Registers/Continuous Improvement (Refer to OM- V)

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