

1. Purpose

VEG Education is dedicated to delivering high-quality training and assessment that meet learner, industry, and community needs. This policy ensures systematic evaluation of all training and assessment products and services, utilising analysis of evaluation outcomes to inform continuous improvement, aligned with the 2025 Standards for RTOs.

2. Policy Statement

- VEG Education systematically collects, analyses, and applies feedback and performance data from all stakeholders involved in training and assessment delivery, including third-party providers.
 - Evaluation of strategies, processes, resources, and outcomes guides continuous improvement efforts to enhance learner engagement, achievement, and satisfaction.
 - Quality/performance indicator data, validation outcomes, complaints, appeals, and audit feedback form part of the evidence base for evaluation.
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3. Policy Principles

3.1 Comprehensive and Continuous Evaluation

Evaluation occurs throughout the learner's journey and post-completion, incorporating feedback from:

- Learners
- Trainers and assessors
- Industry representatives and subject matter experts
- Employers and workplace supervisors (where applicable)
- Third party providers
- Complaints and appeals processes
- Validation activities
- Quality/performance indicator data and audit findings
- Feedback is valued and encouraged but is voluntary.
- Data and feedback are securely collected, collated, and regularly reviewed by the CEO to prioritise and implement continuous improvement initiatives.

3.2 Diverse Feedback Sources

Feedback encompasses but is not limited to the following areas:

- Pre-enrolment information clarity and accuracy
- Enrolment, learner induction, and selection processes
- Effectiveness of language, literacy and numeracy support
- Satisfaction with training and assessment delivery and materials
- Support services effectiveness
- Recognition processes
- Complaints and appeal resolution
- Compliance with legislative and licensing requirements

3.3 Tools and Methods

A range of methods and tools are employed to gather robust evidence, including:

- Online and hardcopy surveys and questionnaires
- Interviews and focus groups
- Training and assessment evaluation forms
- Client and workplace feedback forms
- Complaints and appeals documentation
- Validation reports
- Internal and external audit reports
- Quality indicator surveys

4. Responsibilities

- The CEO oversees the evaluation system, ensuring feedback is analysed and informs continuous improvement.
- Trainers, assessors, and third-party providers implement feedback collection at appropriate delivery stages.
- Administrative staff collate data and report to the CEO.

5. Records Management

All evaluation records and related documents are securely maintained in accordance with the Records Management Policy.

6. Monitoring and Continuous Improvement

Evaluation outcomes drive scheduled and targeted improvements in training and assessment strategies, resources, delivery methodologies, and support services, documented within the Continuous Improvement Policy and practices.