Stakeholder Feedback Policy

Stakeholder Feedback, Survey and Review Policy

GLOBAL DEVELOPMENT COLLEGE
RTO:46191

The Global Development College (GDC) is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services including the GDC's Staff and Training and Assessment Staff.

Stakeholder Feedback, Survey and Review Procedures

- All stakeholders completing any event that involves the completion of supply to, or services offered by the GDC, should be provided with a Stakeholder Feedback Form.
- Quality Indicator Resource/ Learner questionnaire forms & Employer surveys are utilised according to the GDC's chosen method of survey and summarised for review and analysis by the GDC Management.
- Completed Stakeholder Feedback Forms shall be returned to the GDC Administration and submitted for review by the GDC Management Meeting. On receiving a Stakeholder Feedback Form, the Vice-Chancellor or Training Coordinator shall ensure that the Stakeholder Feedback Forms are added to the agenda for review in the next scheduled management meeting.
- Complaints and Appeals represented within Stakeholder Feedback Forms must be attended to in accordance within the guidelines established by the GDC's Complaints and Appeals Policy.
- All Management meeting members present shall consider and review all relevant Stakeholder feedback forms as an opportunity for Continuous Improvement.
- Continuous Improvement Actions initiated by relevant topics in a Stakeholder Feedback Form shall be noted and recorded in Review meeting minutes and utilised in the next Internal Audit review of the GDC's Policies and Procedures.
- All stakeholder feedback forms should be uploaded to Completed Files.