

Policy and Procedure

POLICY:	ESTABLISHMENT AND ASSESSMENT OF CLIENT NEEDS
AQTF Ref:	Standard No: 2

Purpose	This policy outlines the process for establishing and assessing learner's needs.
Scope	Apply to all learners and all training staff at the Australian Vietnamese Women's Association Inc (AVWA).
Responsibility	Training coordinator and Training administrator have overall responsibility students' survey and its administration. Chief Executive Officer and Training coordinator have the responsibility to action on issues raised from student survey.

Policy	
	<ul style="list-style-type: none"> - Results from the survey are collected from a variety of sources: Subject Evaluation Survey (Learner Assessment Evaluation) at the end of each subject/unit. Course Evaluation Form (Learner Satisfactory Survey) at the end of each course. - Apart from the survey, If learners have any issues or concerns at any time during the course, trainers/assessors can discuss individually with learners and/or training coordinator to identify appropriate strategies to meet learners' needs. - Data collected from the survey and other learners' feedback are used to analyse and act on relevant data to continuously improve AVWA's training delivery, and to identify student satisfaction and concerns.

PROCEDURE:	
	<ul style="list-style-type: none"> - Language Literacy and Numerary Assessment and Pre-training review must be completed when learners apply for a course at AVWA. Learners will be survey upon their reasons for training, goals, and outcomes to achieve to ensure their learning needs and expectation for the courses they apply are met and appropriate for them. - At the end of each subject/unit, learners will be invited to complete Subject Evaluation Survey. Learners are advised to return the survey on the spot to trainer/assessor or training coordinator. - At the end of each course, learners will be invited to complete Course Evaluation Form. Learners are advised to return the form on the spot to trainer/assessor or training coordinator. - Course Evaluation Form covers areas such as training quality, assessment, trainers, support and services provided, and areas most in need of improvement. - The survey will be confidential; it is optional for learners to put their names or other identifying details on the survey forms. Participation in the

	<p>survey is encouraged, but not compulsory.</p> <ul style="list-style-type: none">- The survey are administered by the Administration officer and Training coordinator.- The survey results are used to:<ul style="list-style-type: none">+ identify learners' needs and provide services to meet their needs,+ Support AVWA continuous improvement activities,+ Inform strategic decision making, and+ Meet our registering bodies' compliance obligations.
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