

Employer Satisfaction Policy

I. Introduction. In our vocational setting the best indicator of success is job placement and satisfaction. This can only occur if the students are placed consistently and with good results from both the students and employers' perspectives.

II. Purpose. The purpose of this policy letter is to develop a process and procedures to engage and ensure positive employer satisfaction outcomes.

III. Definitions. Employer. An employer is an organization, institution, government entity, agency, company, professional services firm, nonprofit association, small business, store, or individual who employs or puts to work, a person who is called an employee or a staff member (usually for compensation) (Susan Heathfield, 2018). Satisfaction. The act of providing what is needed or desired.

IV. Policy Statement. IECT will develop a process and highlight procedures for determining the level of satisfaction of employers of our students. IECT will measure customer satisfaction on annual basis and use the outcomes to drive curriculum and student services improvements.

V. Process. Post-graduation, the IECT team will contact employers and solicit feedback concerning the quality of the student using key indicators developed by the team. The IECT team will use the data during its review of the curriculum, student services and other functions that impact the quality of the employer experience.

VI. Procedures.

A. The IECT leadership team, consisting, President and Director of Education will develop a measurement instrument to engage employer satisfaction.

B. The team will identify the key indicators that drive employer satisfaction which will include (but not limited to):

1. Knowledge of esthetics tools and techniques
2. Quality of soft skills (e.g., communication skills, dress and appearance, etc.)
3. Areas for improvement
4. Knowledge of the esthetics industry

C. Each area will be measured on a scale determined by the team.

D. Develop a mechanism for providing contact/feedback to the employer.

E. Review the feedback each Summer and use the results to improve functional areas (curriculum, student services, etc.) where needed.

F. Share results during annual planning meetings.

VII. Review. This policy will be reviewed at least annually on the anniversary date of its inception unless otherwise stated. The policy will be initialed by the President, Owner, and Director of Education on its effective date.

Employer Satisfaction Policy

DATE 11/28/2018

INITIALS SG President

INITIALS DW Director of Education

INITIALS CG Owner



Employer Satisfaction Policy

