

STUDENT AND STAKEHOLDER FEEDBACK POLICY AND PROCEDURE

PP88

PURPOSE

The purpose of this policy is to provide a framework for eliciting, capturing, summarising and documenting information on student and stakeholder perceptions of the quality and effectiveness of Southern Cross Education Institutes (SCEI) courses and overall learning experience for use in course review, evaluation, and accreditation and other quality assurance processes and activities

SCOPE

This policy and procedure applies to all staff, students and stakeholders of Southern Cross Education Institute

DEFINITIONS

ASQA	Australian Skills Quality Authority
SCEI / Institute	Southern Cross Education Institute
Stakeholder	Refers to anyone who is invested in SCEI and its students, including administrators, trainers and assessors, general staff, students, community, employers and accrediting bodies.
Student	Active, on-campus student with a current course of enrolment with Southern Cross Education Institute. Includes a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations

POLICY

Student and Stakeholder feedback is a core component of SCEI's quality assurance framework and is guided by the following principles:

1. Monitoring and improving the quality of students' learning experiences through the timely collection, analysis and reporting of student feedback concerning teaching, learning and assessment;
2. Feedback processes will be systematic, rigorous and respectful of the rights of students, staff and stakeholders.
3. Providing all students and stakeholders with the opportunity to actively participate in the continuous quality improvement of courses;
4. Feedback will incorporate strategies to maximise student participation.
5. A range of feedback mechanisms including surveys, focus groups and informal comments will be utilised as appropriate.
6. Linking student and stakeholder feedback to the systematic development of improvement plans;

7. Ensuring the provision of information to students and stakeholders regarding the consideration of feedback collected and the actions taken to address concerns raised in any feedback received.

PROCEDURE

1. Collecting General Feedback

- 1.1. The Training and Student Services Managers are responsible for implementing, collecting, analysing and reporting on student and stakeholder feedback.
- 1.2. SCEI seeks student feedback, via an online survey (Survey Monkey[®], which can be captured, analysed and reported at:
 - 1.2.1. the conclusion of the delivery of a unit of competency;
 - 1.2.2. the conclusion of industry practical work placement; and
 - 1.2.3. the conclusion of a course.
- 1.3. A core set of questions will form the basis of the survey to evaluate the teaching, learning and assessment of course subjects and the students' learning experience at SCEI.
- 1.4. Where an online survey is inappropriate for specific student cohort (e.g., second-language students), alternative feedback mechanisms will be deployed e.g. focus groups.
- 1.5. All graduating and exiting students will be provided with the opportunity to provide feedback on their course and overall learning experience.
- 1.6. Stakeholder feedback will be collected as required for specific purposes using methods appropriate for the specific feedback sought e.g. industry placement partners.

2. Quality Indicator - Learner Engagement

- 2.1. A Learner Questionnaire is circulated to all students once every 3 months via Trainer and Assessors. The students are instructed to complete the form and submit to the designated submission box. Questionnaire forms are obtained from at least 30% of students enrolled at SCEI. Once received, the questionnaires are then filed in the relevant folders.
- 2.2. Every year (by 1st of April), the information from the survey gathered to date is transferred to the spreadsheet template provided by ASQA. Compliance Manager or delegate is to fill in all the relevant details in the template. The questionnaires are then filed in the relevant folders.
- 2.3. Once the information is uploaded, the Compliance Manager will then email the contents to ASQA for analysis.
- 2.4. By the 30th of June, SCEI will receive the ASQA analysis report.
- 2.5. The analysis results will be reviewed by Compliance Manager and action will be taken as per following indicators:
 - 2.5.1. If the quality indicator falls between the ranges of 80 – 100 (score) in any category, no further action needs to be taken.
 - 2.5.2. If the quality indicator falls below 80 (score) in any category, the Compliance Manager is to meet with the Campus Manager to determine the area that needs improvement and to rectify. EXAMPLE: If the results indicate poor performance in 'Trainer Quality', Campus Manager is to speak with Training Coordinator and or Course Coordinator as well as Human Resources Department to conduct Professional Development sessions on this area.

3. Quality Indicator - Employer Satisfaction

- 3.1. An Employer Questionnaire is circulated by email/ postal mail to the employer once every 3 months. The employer is to fill in the respected form and return to SCEI. Questionnaire forms are obtained from at least 30% of employers. Once received, the questionnaires are then filed in the relevant folders.
- 3.2. Every year (by 1st of April), the information from the survey gathered to date is transferred to the spread sheet template provided by ASQA. Compliance Manager or delegate is to fill in all the relevant details in the template. The questionnaires are then filed in the relevant folders.
- 3.3. Once the information is uploaded, the Compliance Manager will then email the contents to ASQA for analysis.

3.4. By the 30th of June, SCEI will receive the ASQA analysis report.

3.5. The analysis results will be reviewed by Compliance Manager and action will be taken as per following indicators:

3.5.1. If the quality indicator falls between the ranges of 80 – 100 (score) in any category, no further action needs to be taken.

3.5.2. If the quality indicator falls below 80 (score) in any category, the Compliance Manager is to meet with the Campus Manager to determine the area that needs improvement and to rectify. EXAMPLE: If the results indicate poor performance in 'Effective Assessment', the Compliance Manager is to speak Campus Manager and or CEO to conduct validation of assessment tools in consultation with industry to improve the assessment methods.

4. Analysing Feedback

4.1. The Campus Manager will analyse the student and stakeholder feedback data and formulate reports for the Senior Management Team, Industry Advisory and Moderation Committees and Academic Board.

5. Utilising Feedback

5.1. All staff will engage with, and respond to, student and stakeholder feedback and will undertake improvement planning on the basis of such feedback.

5.2. Specifically, student and stakeholder feedback will be used by Course Coordinators, Trainers and Assessors to:

5.2.1. improve course teaching, learning and assessment through the development of improvement plans;

5.2.2. enhance course design;

5.2.3. improve the provision of learning resources, facilities, equipment and services; and

5.2.4. inform staff professional development programs.

6. Reporting Feedback

6.1. All feedback will be reported in a format that ensures that the confidentiality of respondents.

6.2. Reports will be formulated by the Campus Manager and submitted to the Senior Management Team, Industry Advisory and Moderation Committees and Academic Board for consideration and approval.

6.3. Recommended changes to courses will be approved by the Academic Board prior to implementation.

6.4. Reports on the results of student and stakeholder feedback will be distributed to staff with responsibility for improving course and subjects teaching, learning and assessment and the overall student learning experience.

6.5. Staff will be consulted and informed regarding the use and dissemination of student and stakeholder feedback.

Students and stakeholders will be informed of changes made to courses and subjects on the basis of feedback received.

RELATED DOCUMENTS

- PP23 Continuous Improvement and Risk Management Policy and Procedure

LEGISLATIVE CONTEXT

- Standards for NVR Registered Training Organisations 2025: Standards 2.7, 4.4
- 2017 Standard VET Funding Contract Skills First Program; Clauses 4.5 and 13.2 and Clause 4.6 of Schedule 1
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 11

RESPONSIBILITIES

- The Compliance and Campus Managers are responsible for the collection, analysis and reporting of student and stakeholder feedback relating to SCEI courses.
- The Industry Advisory and Moderation Committees is responsible for the consideration and response to the feedback reports.
- The Academic Board is responsible for approving changes to courses, subjects, assessments as a result of feedback outcomes.

Author	Compliance Manager
Approved by	Chief Operating Officer
Effective date	24 January 2019
Reviewed	July 2025
Version	3
Review date due	July 2026