

Stakeholder Feedback Policy and Procedure

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Purpose

This Policy and Procedure provide details of how stakeholder feedback will be gathered and addressed at Australia Institute of Future Education (**AIFE**).

Scope

This Policy and Procedure applies to:

- All AIFE staff and students, including graduates,
- Relevant external stakeholder organisations, and
- Members of AIFE's Governing Bodies..

Policy

Principles

AIFE's approach to seeking and using stakeholder feedback will be guided by:

- **Student feedback** | Their educational experience will be collected at the end of each semester. Their feedback will be de-identified and provided to academic staff to guide improvement and professional development opportunities
- **Graduate feedback** | Their educational experience will be sought when they are invited to the graduation ceremony
- **Academic staff** | Their feedback on teaching and learning activities (e.g. curriculum content and structure, assessment tasks), campus resources and facilities will be collected.

Feedback will be analysed and used to inform decisions, actions and future planning activities at AIFE.

Procedure

Student and Staff Feedback

At the end of each teaching period, students will be invited to complete an online survey to measure their satisfaction with and to seek their views on:

- The content and assessment methods of the units they have completed
- The quality of teaching (knowledge, engagement with student and support given), and
- The adequacy of facilities and services, including library resources, academic skills support, personal support and other support services.

At the end of each year, academic staff will be invited to provide feedback on:

- Professional development received including opportunities for contribution to scholarship
- Course delivery and content including assessment methods of the units delivered to students and

- The adequacy of facilities and services, including library resources as a member of staff and for their students.

Non-academic staff will be encouraged to provide ongoing feedback in the form of informal conversations, emails, regular meetings, training sessions, annual performance reviews.

Graduate feedback

At completion of their course, graduates will be invited to complete an online survey to measure satisfaction with and to seek their views on:

- The course they completed
- The quality of teaching staff (knowledge, engagement with student and support given)
- Campus facilities and services, and
- How well the course has equipped them for relevant employment.

Other Stakeholder Feedback

AIFE has additional stakeholders, which are important to its higher education operations. These stakeholders include but are not limited to:

- Organisations providing placements or work integrated learning opportunities to AIFE students
- Employers of AIFE graduates
- Government bodies in Australia (such as TEQSA) and other relevant accreditation or regulatory bodies where AIFE might deliver its courses, and
- Other groups such as peak bodies.

AIFE will take a positive and constructive approach to the collection of feedback where relevant from these stakeholders.

Reporting and Responding to Feedback

Feedback from all sources will be reported in a form that preserves the respondents' anonymity.

Feedback on academic matters will be submitted to the Academic Board for and feedback regarding other matters will be reported to the Board of Directors.

Following review by the relevant Governing Body aggregated results from student surveys will be published for internal audiences and external benchmarking partner(s) to promote good practice.

Academic teaching staff and students will be informed of changes to courses, units and teaching that have resulted from their feedback.

Feedback from students, academic staff and graduates will be used to improve course quality and teaching.

Feedback from teaching staff will inform course and unit reviews, development of facilities and resources as well as planning for professional development and scholarship. These changes will be reported to teaching staff.

Feedback received from external stakeholders will be shared with all staff and/or students through internal reports, meetings (staff, committees, students), forums, electronic notices and newsletters.

Responsibilities

The Dean, or their delegate:

- Coordinates, analyses and reports student feedback, and
- Implements any recommendations arising from student feedback that have been approved by the Academic Board.

The CEO is responsible for:

- Coordinates, analyses and reports feedback from staff (academic and non-academic) and external stakeholders, and
- Implements any recommendations arising from the feedback that have been approved by the Board of Directors.

Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

Education experience	Includes, but is not limited to, admissions process, orientation, curriculum content and structure, assessment tasks, feedback on assessment tasks, student support, electronic learning resources, academic staff.
Governing Body	Means the Board of Directors or its sub-committees, and the Academic Board or its sub-committees.
Stakeholder	Includes prospective and current students, graduates, staff (academic and non-academic), governing bodies and benchmarking partners.

Version History

Version #	Changes	Approval Body	Approval Date
1.0	New policy	Board of Directors	02 May 2022

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Additional Information

Policy Status	Approved
Policy Owner	CEO
Next Review Date	3 years from Approval Date

Related Internal Documents	Quality Assurance Framework
Higher Education Standards Framework (Threshold Standards) 2022	All standards under Section 5.3
Other legislative or regulatory instruments	Not applicable

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