

## Student, Staff and Industry Feedback Policy and Procedure-VET

### 1. PURPOSE

- a. To provide a coherent and efficient feedback process to students, staff, and stakeholders that:
  - i. enables TrEd College (TC) to facilitate and meet the needs and expectations of students, staff, and other stakeholders of the College.
  - ii. ensures timely resolution to problems as they occur.
  - iii. allows opportunities for consistent improvements to be made to course content and delivery.

### 2. SCOPE

Applies to:

- i. Students
- ii. staff
- iii. external industry/stakeholders.

### 3. DEFINITIONS

- a. **Continuous Improvement** – the process adopted by TC to support its effort to continually improve the quality of education and services associated with that provision.
- b. **Feedback** - is the information about reactions to services, products, performances, tasks etc., that may be provided by students, staff, and other stakeholders to TC, which can be used as a basis for improvement.
- c. **Quality Indicators** – surveys and/or questionnaires provided to students, staff and other stakeholders used to produce analysis statistics.

### 4. PROCEDURES

#### 1. General

- i. TC provides quality and exceptional education services. All stakeholders are encouraged to provide formal and informal feedback to improve services and training programs.
- ii. TC is a firm believer that can provide exceptional training and assessment delivery to students and other stakeholders; the college should be promoting superior delivery of courses, marketing, and all associated services such as administrative and general support.
- iii. TC regularly collects feedback, with all results reported to management for immediate and fitting action. All actions taken as the results of feedback collected undergo a review process as part of continuous improvement.

## 2. Feedback collected by TC is from the following.

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| 1. Pre-Enrolment (Sales, Marketing, Admissions)  |
| 2. Student Orientation & Enrolment Feedback Form |
| 3. Student Support & Progression Feedback Form   |
| 4. Student Unit Evaluation Feedback Form         |
| 5. Student Educator Feedback Form                |
| 6. Student Clinical Placement Feedback Form      |
| 7. Student Semester Completion Feedback Form     |
| 8. Course Completion Feedback Form               |

- 2.1 Quality indicator data reports are sent to ASQA before the end of 30<sup>th</sup> of June each year.
- 2.2 All collected feedback data, formally or informally, are securely stored digitally or via hard copy, whichever is more appropriate and kept confidential, with only authorised personnel may access.
- 2.3 TC respects every individual's privacy and confidentiality; no personal details of any student, staff or stakeholders will be disclosed without proper consent.

## 3. Student Feedback

- 3.1 Students are highly encouraged to provide feedback either formally or informally throughout the duration of their studies.
- 3.2 Students may record feedback through formal feedback forms provided throughout their studies, through suggestions boxes or through any TC staff.
- 3.3 Educators may provide unit evaluation forms at the end of the delivery, and students are encouraged to participate; however, it is not mandatory.
- 3.4 Student Semester Completion Feedback Form is sent to students to capture the overall learning experience from the past semester, and students are encouraged to provide suggestions for improvement.
- 3.5 This survey is coordinated by the compliance manager and is sent to students electronically to capture the whole student body, including the ones who may be at placement.

- 3.6 Students can provide feedback to any staff of TC verbally.
- 3.7 Students may leave anonymous feedback via the suggestion box found at the reception desk.
- 3.8 Course Completion Feedback form is distributed on the course's last day/graduation day.
- 3.9 Any formal or informal complaint by a student is Student complaints are dealt with in accordance with the grievances policy.

#### **4. Staff Feedback**

- 4.1 Staff are urged to give feedback on training and assessment content and delivery during academic meetings and via sending an email to the relevant lead educator or The Head of Discipline. All comments collected will then be inputted into the Continuous Improvement process.
- 4.2 Regular staff meetings are held where all academic and non-academic staff members can make their suggestions and are encouraged to offer solutions to the issues raised.
- 4.3 All minutes of the meetings are recorded, circulated, and stored in a common place for all the relevant staff to access and act upon.
- 4.4 TC encourages all staff to equally provide positive and negative feedback as part of a continuous improvement strategy for better business practices and quality of operation.

#### **5. External Industry/Stakeholder Feedback**

- 5.1 TC vigorously seeks feedback from external industry/stakeholders through formal or informal methods.
- 5.2 All placement providers are encouraged to provide their feedback by contacting the placement team.
- 5.3 The placement team and academic staff members are urged to constantly visit and interact with the placement providers, discuss any improvement areas, and report them to the National Training Manager.

#### **6. Responsive Behaviour**

- 6.1 TC takes a consultative approach when seeking input from others and ensures that all comments are valued and respected.
- 6.2 Feedback that has been received is collated, arranged, and reported to all relevant parties for action and follow-up.
- 6.3 End-of-semester and other survey results are analysed, and all staff and students are updated via announcements of action plans.
- 6.4 If any recommendation needs further investigation, the relevant manager or supervisor arranges a meeting with relevant stakeholders to investigate further and devise a resolution.
- 6.5 If an issue requires immediate attention, the responsible person actions the resolution immediately.

## 7. DOCUMENT CONTROLS

### 7.1 Document Version History

| Version | Release date   | Description   | Review date    |
|---------|----------------|---------------|----------------|
| 1       | March 2020     | First version | September 2020 |
| 2       | September 2020 | Amended       | July 2020      |
| 3       | July 2023      | Amended       | July 2024      |

### 7.2 Document Review and Approval

| Name<br>Person / Committee | Position / Role           | Function<br>Owner/author/review/approve |
|----------------------------|---------------------------|---|
| Leena Panicker             | National Training Manager | Document author<br>/owner/approve       |
| Harmeen Kaur               | Quality Assurance Manager | Review                                  |
| Kylie Clarke               | Head of Nursing           | Review                                  |