



# Feedback Policy and Procedure

## Purpose

The purpose of this policy is to articulate the methods and procedures that Victorian School of Commerce (VSC) will follow in the collection, collation and analysis of feedback provided by staff, students and stakeholders of VSC. This policy and procedure outlines VSC's approach to ensuring that feedback can be provided to VSC and that feedback will be used to make improvements.

## Scope

This policy applies to all VSC's operations and members of VSC – staff (full time, part time or casual), students, contractors, consultants and volunteers and is a vehicle for external stakeholders to give feedback.

It does not apply to Staff and Student Complaints as these are dealt with under the relevant policies *Staff Complaints and Appeals Policy* and *Student Complaints and Appeals Policy*.

## Policy

In accordance with its vision, purpose and values VSC welcomes feedback (general comments, criticism, compliments and concerns) from all its members (Staff, students, alumni, academic peers) and from external stakeholders (industry partners, community groups and any other external stakeholders). VSC sees this feedback as a mechanism for continuous improvement of its courses, educational programs, services and organisational support functions.

VSC is open to appropriate and constructive feedback, which requires clear details and statements on the nature of the issue and will hence:

- Foster a culture that encourages open and honest communication
- Inform staff and students of the standards that are expected
- Protect the rights of staff, students and external stakeholders to provide feedback and make complaints where applicable
- Protect the privacy and confidentiality of all its members
- Provide activities and mechanisms to seek feedback from its members
- Act upon feedback given and respond in a timely manner

Feedback is used by VSC to improve its quality overall and management. It also provides VSC with the opportunity to:

- Understand the needs of its staff and students and other stakeholders with whom they work
- Identify improvements - decisions, processes, systems of operation, behaviors and attitudes
- Record, register and respond to and resolve identified issues
- Analyse and learn from identified trends and solutions to ensure that VSC will be proactive and relevant in its work and service to the community



## Procedure

Feedback should be processed with integrity and with respect to each participant.

VSC will obtain feedback in a variety of ways:

- Written
- Email
- Text
- Verbal – In person
- In class
- Telephone
- Social media or other forums
- VSC website

### Feedback initiated within VSC

Feedback obtained within VSC may be from students or staff.

#### 1. Staff Feedback

All VSC staff are invited to give feedback on any aspect of their work or of activities within VSC either through:

- Formal or informal Staff meetings
- Feedback forms
- In person during or after their annual performance appraisal
- Through staff announcement or newsletters
- As a representative on a committee or board within VSC

#### 2. Student Feedback

All students are encouraged to give feedback on the teaching and learning experience at VSC through

- **Student feedback forms** – administered at unit and course completion. These forms will contain a set of basic questions enabling the student to evaluate or make comments for improvement on curriculum material; availability and usefulness of resources, experience in classes, assessments and their overall experience within VSC.
- Academic staff will get student feedback so they can make improvements in both content and quality of teaching.
- **Other Survey Forms** – Use may be made by VSC of Government Education Survey forms:
  - *Student Experience Survey (SES)*
  - *Graduate Outcomes Survey (GOS)*
  - *Employer Satisfaction Survey (ESS)*

#### 3. Stakeholder Feedback

VSC will regularly seek feedback from its stakeholders, including other industry providers, placement providers, community groups, alumni, benchmarking with other higher education providers and its academic peers. Such feedback will inform VSC areas of focus for quality improvement and for its future development.



#### 4. **Course Advisory Committee (CAC)**

VSC's Course Advisory Committee (CAC) provides feedback to the Learning and Teaching Committee (LTC) and the Academic Board (AB) and the Governing Board through its regular meetings and provides feedback on the educational programs and the operations of the LTC and AB. The CAC includes industry members who can provide changes and innovations in the industry that will inform curricula.

### **Reporting on Feedback**

To ensure the best use of feedback VSC will record and analyse all feedback given and write a report that will be given to Staff so they can improve student experience.

VSC will include Staff in discussions about the dissemination of feedback to all staff and students. Any resulting changes made as an outcome of feedback will be reported to stakeholders. Changes will then be reported to LTC, Academic Board and the Dean will report to the Governing Board.

### **Related policy instruments**

*Course Review & Quality Assurance Policy*

*Course Review & Quality Assurance Procedure*

*Marketing and Student Recruitment Policy*

*Privacy Policy*

*Professional Development Policy*

*Records and Information Management Policy*

*Staff Complaints and Appeals Policy*

*Staff Complaints and Appeals procedure*

*Student Complaints and Appeals Policy*

*Student Complaint and Appeals Procedure*

*Teaching and Learning Policy*

*External Referencing Policy*

*Course Review and Quality Assurance Policy and Procedure*

### **Related documents and legislation**

*Higher Education Standards Framework (Threshold Standards) 2021. Domain 5 – 5.3, 5.4*

*QILT – Quality Indicators for Learning and Teaching* <https://www.qilt.edu.au/>



## Administration

### Revision History

Version	Approval date	Approval body	Review date
0.1	11/11/2019	Board of Directors	
0.2	09/06/2020	Board of Directors	
1.0	18/06/2021	Board of Directors	30/06/2022