



Stakeholder Feedback Policy and Procedure

Purpose

1. The Australian International Institute of Higher Education ('the Institute') regards stakeholder feedback as an important aspect of quality assurance activities and the continuous improvement of the Institute's operations. Stakeholder feedback can lead to further improvements to the quality of courses and their delivery and improve the student experience at the Institute.
2. This Policy explains the Institute's approach to gathering and addressing stakeholder feedback.

Scope

3. This Policy applies to:
 - a) all persons who are, or have been, involved with the Institute. This includes staff, students, potential students, graduates and education agents
 - b) members of the Governing Council, the Academic Board and their sub-committees.

Definitions

4. For the purposes of this Policy:
 - a) **government agencies** means regulatory agencies (e.g. the Tertiary Education Quality and Standards Agency [TEQSA]), and government departments (e.g. the Department of Education, Skills and Employment, Department of Home Affairs). Government agencies can be state-based or Commonwealth.
 - b) **stakeholders** means prospective and current students, academic and non-academic staff, the Institute's governance bodies, and government agencies.

Policy

Principles

5. The following principles underscore the Institute's approach to stakeholder feedback:
 - a) feedback pertaining to teaching and learning, such as on curriculum, campus resources and facilities, is collected from students and staff at the end of each semester. Feedback from graduates will be collected when they are invited to the graduation ceremony
 - b) wherever possible, stakeholders will be provided opportunities to submit feedback anonymously. All feedback data will be managed in accordance with privacy and confidentiality laws and regulations
 - c) stakeholders will only be asked to provide feedback on matters that they can reasonably be expected to respond to and requirements for feedback will be kept to a minimum
 - d) stakeholders will be provided with opportunities to provide qualitative feedback as well as feedback in quantifiable formats
 - e) stakeholder feedback will be acknowledged, analysed and compiled to inform decisions, actions and future planning activities at the Institute.



Procedures

Student and staff feedback

6. At the end of each semester, the Institute will invite students to complete an online survey to measure their satisfaction with and to seek their views on:
 - a) the content and assessment methods of the subjects they have completed
 - b) the quality of teaching staff (knowledge, engagement with students and support given); and
 - c) the adequacy of facilities and services, including library resources, academic skills support, personal support and other support services.
7. At the end of each year, the Institute will invite academic staff to complete an online survey to seek their feedback on:
 - a) professional development received
 - b) the content and assessment methods of the subjects delivered to students
 - c) the adequacy of facilities and services, including library resources as a member of staff and for their students.
8. At the completion of their course, the Institute will invite graduates to complete an online survey to measure satisfaction with and to seek their views on:
 - a) the course they completed
 - b) the quality of teaching staff (knowledge, engagement with students and support given);
 - c) campus facilities and services
 - d) achievement of the Institute's Graduate Attributes
 - e) how well the course has prepared them for relevant employment.
9. Staff in non-teaching roles will be encouraged to provide ongoing feedback in the form of informal conversations, emails, regular meetings, training sessions, and annual performance reviews.
10. In addition to the online surveys, the Institute may collect feedback through other avenues including emails, in-class commentary, personal conversations, student and staff membership on Institute's governing bodies, student grievances, statistical data including course results and attendance, subject and course reviews, graduate outcomes, professional development attendance and evaluation, teacher and student quality awards, external and internal audits and reports.

External stakeholder feedback

11. The Institute will also seek or receive feedback from external stakeholders such as:
 - a) professional accrediting bodies, such as the Australian Computer Society
 - b) regulatory agencies, such as TEQSA from its regulatory activities
 - c) the Institute's governing bodies
 - d) education agents
 - e) employers regarding the Institute's graduates.
12. External feedback on courses is also received through the external members of the Course Advisory Committee and external experts engaged in the review of courses, as outlined in the *Course Monitoring and Review Policy and Procedure*.



Reporting and responding to feedback

13. AIIHE online surveys are conducted using either Survey Monkey or Microsoft Form systems.
14. Reporting of feedback from all sources will be in a form that preserves the respondents' anonymity.
15. Reports of feedback will be submitted by the Academic Dean to the Academic Board for academic matters and by the Chief Executive Officer to the Governing Council for all other matters.
16. Following review by the relevant governing body aggregated results from student surveys will be published for internal and external audiences to promote benchmarking and good practice.
17. Teaching staff and students will be informed of changes to courses, subjects and teaching that are actioned on the basis of their feedback.
18. Each teaching term, all staff will engage with student feedback on academic and non-academic services and products through dedicated feedback analysis meetings to improve the student experience.
19. Feedback from students, teachers and graduates will be used to improve the quality of coursework and teaching.
20. Feedback from teaching staff will inform course and subject reviews, development of facilities and resources as well as planning for professional development and scholarship. These changes will be reported to the teaching staff.
21. Feedback received from external stakeholders will be shared with all staff and/or students through internal reports, meetings (staff, committees, students), forums, email and poster notifications, web notices, newsletters and other sources where appropriate.

Responsibilities

22. The Compliance Officer is responsible for ensuring that the feedback processes comply with relevant policies, regulations, and accreditation requirements.
23. The Student Services Manager is responsible for coordinating the survey processes and implementing them efficiently to achieve maximum possible responses.
24. Course Coordinators are responsible for collecting and analysing feedback from students and other stakeholders about course content, delivery, and assessment methods.
25. The Academic Dean is responsible for coordinating feedback, analysis and reports on academic matters and for implementing any recommendations from the Academic Board.
26. The Chief Executive Officer, or their nominee, is responsible for coordinating feedback, analysis and reports on all other matters and for implementing any recommendations from the Governing Council.
27. The Academic Board is responsible for reviewing and approving major recommendations or changes to programs and policies that arise from stakeholder feedback, ensuring alignment with the institution's academic standards and strategic goals.
28. The Governing Council is responsible for ensuring that there is accountability within the institution for acting on stakeholder feedback, including monitoring the effectiveness of responses and the impact on institutional quality.



Associated information

Approving body	Governing Council
Date approved	23 October 2020
Date of effect	Commencement of operation
Scheduled review	Two years from when policy commences
Current version approval date	15/08/2024
Next review date	15/08/2026
Policy owner	Chief Executive Officer
Policy contact	Chief Executive Officer
Related AIIHE Documents	Policy Development Policy and Procedure Human Resource Management Policy and Procedure Quality Assurance Framework
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)	Standard 1.3 ss 3 Standard 5.3, ss 5, 6, 7
Other related external instruments/documents	Related Legislation <ul style="list-style-type: none">• Tertiary Education Quality and Standards Agency Act 2011 (Cth)• Privacy Act 1988 (Cth)

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	23 October 2020
1.1	Compliance Officer	Reviewed to align with the HESF 2021, responsibilities were strengthened, and the footer was updated with current addresses.	15 August 2024

N.B. The document is uncontrolled when printed! The current version of this document is maintained on the AIIHE website at www.aaiihe.edu.au.