

Student and Stakeholder Feedback Policy – Higher Education

Policy Code: GOV-007

Version: 10.0

Effective Date: 25 March 2020

Purpose

The Student and Stakeholder Feedback Policy – Higher Education provides a consistent and effective feedback process that:

- enables Australian College of Natural Medicine Pty Ltd (ACNM) and the individual College management teams to maintain a current awareness of the needs and expectations of all higher education students, staff and other stakeholders of the College
- ensures timely response to issues as they arise
- provides opportunities for continuous improvement of all products, services, facilities and procedures.

Definition of “College” – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Scope

- All campuses and higher education courses
- All higher education students
- All staff
- Professional, Accrediting and Regulating bodies
- Clinic clients
- Suppliers
- All members of the community

Policy Statement

Feedback mechanisms are the starting point for the active engagement and participation of higher education students and other stakeholders of ACNM Pty Ltd, leading to open and honest communication.

Feedback can be received through a number of different avenues. The College policy and related processes recognises the validity of all feedback mechanisms including email, telephone, surveys, in-class or in-tutorial feedback, forums and formal and informal mechanisms, including student feedback via the Student Portal site.

Encouraging feedback provides an opportunity for people to praise or criticise any aspect of the College, and provides higher education students with an opportunity to comment on any aspect of their student experience. It enables our staff and management to have insight into the experience of our students and stakeholders. Feedback incorporates positive feedback (compliments), formal and informal complaints (grievances), feedback / enquiries, requests, concerns and suggestions, and assists us to deliver appropriate and effective services and is an opportunity for continuous improvement of our courses, teaching, services, facilities and other activities.

To enable this feedback to be most effective, the College, through this Policy, empowers staff members to encourage, record and respond appropriately to feedback.

The management teams of each entity are committed to listening to everyone involved with each of the Colleges, at all levels of the organisation.

The College assesses its effectiveness in managing feedback by the following Customer Satisfaction guidelines (as per *International Standard ISO10002:2006*):

- a) enhancing customer satisfaction by creating a customer-focused environment that is open to feedback (including complaints), resolving any complaints received, and enhancing the organisation's ability to improve its product and customer service
- b) top management involvement and commitment through adequate acquisition and deployment of resources, including personnel training
- c) recognising and addressing the needs and expectations of complainants
- d) providing complainants with an open, effective and easy-to-use complaints process
- e) analysing and evaluating complaints in order to improve the product and customer service quality
- f) auditing of the complaints-handling process
- g) reviewing the effectiveness and efficiency of the complaints-handling process.

Note: This International Standard is not intended to change any rights or obligations provided by applicable statutory or regulatory requirements.

Principles

1. Higher education students and all other stakeholders are encouraged to provide feedback on products, services, procedures and facilities.
2. The principles of natural justice apply in all matters relating to service feedback and, where appropriate, the confidentiality of those providing feedback is protected.
3. Whenever possible, informal feedback is actioned expeditiously at the local level.
4. All feedback is acknowledged, the issues raised are addressed effectively and efficiently, and the provider(s) of the feedback are advised if it is requested or warranted.
5. Records are kept of all feedback which, in turn, is assessed and compiled to inform our decision making and planning processes.

Stakeholders

Stakeholders are any person(s) or organisation that has business with the College, or is impacted by the higher education business of the College. Stakeholders include, but are not limited to:

- Higher education students – inclusive of all modalities and modes of study
- Graduates / alumni
- Potential students
- Staff – inclusive of all categories of employment (part / full time; permanent / fixed term; casual / temporary; sessional / contractor)
- Clients of Student Clinics
- Regulating, accrediting and professional bodies
- Local, State and Federal Government departments

- International Education Agencies
- Consumer groups
- Employer Groups
- Community Groups
- Suppliers to the College
- Guests and visitors to a campus

Promoting opportunities for feedback

Feedback is encouraged from all students, staff and stakeholders. Feedback can be provided to us by individuals on their initiative or in response to requests by the College. Mechanisms for providing feedback vary according to the needs of the College and stakeholder groups. All feedback is accessible and treated confidentially as per the provisions of the Commonwealth *Privacy Act 1988* and the College's *Privacy Policy*. All feedback is treated with equal importance.

All feedback receives a response and strict timelines are adhered to. Our quality standard for the initial response is 3 working days.

Stakeholder Initiated Feedback

Feedback is initiated in the following ways:

- Students and Staff:
 - ⊙ Online feedback forms accessed via the student portals and the staff portal and intranet, which feed directly into the Quality Feedback Monitor (QFM).
 - ⊙ Representation on appropriate governing Councils, Boards and Committees
 - ⊙ Informal discussion with a College employee (e.g. Student Adviser, lecturer, Heads of Department, Facilities Coordinator, etc.).

Note: Grievances are addressed according to the *Grievance Policy – Higher Education* and the *Employee and Contractor Grievance Policy*. Requests to review a grade, or re-mark an assessment, are addressed according to the *Grievance Policy – Higher Education*.

- Other stakeholders:
 - ⊙ Email, phone or written correspondence, facilitated by the publication of relevant contact details on the College websites
 - ⊙ Representation on appropriate governing Councils, Boards and Committees
 - ⊙ Periodic audits and reports, initiated by governing, regulating, accrediting or professional bodies.

College Initiated Feedback

Feedback will be sought via:

- Students:
 - ⊙ Surveys and questionnaires, including, but not limited to:
 - > Student Feedback Surveys (related to teaching and learning)
 - > Clinic Feedback Survey
 - > Quality Feedback Monitor

- > Course / Subject Evaluations
- > Quality Indicators for Learning and Teaching (QILT) surveys including:
 - Student Experience Questionnaires (twice throughout course of study)
 - Graduate Destination Surveys
 - Course Experience Questionnaire (upon graduation)
- ⊙ Student forums
- ⊙ Student newsletters / bulletins / announcements
- ⊙ Representation on appropriate governing Councils, Boards and Committees
- ⊙ Periodic audits and reports, initiated by governing, regulating, accrediting or professional bodies.
- Staff:
 - ⊙ Staff meetings (formal and informal)
 - ⊙ Staff Satisfaction Surveys
 - ⊙ Performance Reviews
 - ⊙ Staff newsletters / bulletins / announcements
 - ⊙ Representation on appropriate governing Councils, Boards and Committees
 - ⊙ Periodic audits and reports, initiated by governing, regulating, accrediting or professional bodies.
- Other stakeholders:
 - ⊙ Representation on appropriate governing Councils, Boards and Committees
 - ⊙ Periodic audits and reports, initiated by governing, regulating, accrediting or professional bodies
 - ⊙ Agent reviews
 - ⊙ Industry surveys (including surveys of graduate employers through QILT)
 - ⊙ Patient Feedback Forms.

Definitions

Complaint / Grievance – an expression of dissatisfaction with an aspect of the College or a service the College provides, and where the person(s) requires action to be taken.

Compliment – recognition of something that has assisted with, or enhanced upon, a stakeholder's experience with the College, its staff or its services.

Concern – an aspect of the College that requires attention, but is not a complaint.

Feedback / enquiry – the stakeholder makes a specific enquiry

Request – the stakeholder makes a specific request; e.g. for information / documentation or for technical assistance

Student – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Suggestion – an idea or recommendation for improvement.



Related Procedures

Not Applicable

Further Information

Related Policies

Employee and Contractor Grievance Policy

Grievance Policy – Domestic Students - Higher Education

Privacy Policy

Quality and Compliance Policy

Related Documents

Not Applicable

Guidelines

Not Applicable

Benchmarking

Australian National University

James Cook University

La Trobe University

RMIT University

Swinburne University

Supporting Research and Analysis

Not Applicable

Related Legislation

[Privacy Act 1988](#)

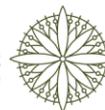
Review and Approval

Policy Author

National QA Governance and Compliance Manager

Policy Owner

National Quality, Governance and Compliance Manager



Contact

National Quality, Governance and Compliance Manager

compliance@endeavour.edu.au

Recommending Body

Academic Board

Meeting date: 23 September 2010

Approval Body

College Council

Meeting Date: 02 November 2010

Policy Status

Formatting Revised

Responsibilities for Implementation

- Office of Quality & Compliance
- Director of Student Services and Retention

Key Stakeholders

- Managing Director
- Director of Education
- Director of Student Services and Retention
- Director, Admissions and Marketing
- Student Admissions Staff
- Student Services Staff