

Student and Stakeholder Feedback Policy

Policy Code: QAL-005 **Version:** 1.1 **Effective Date:** 02 November 2010

Purpose:

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

- enables Endeavour Learning Group (ELG) and the individual College management teams to maintain a current awareness of the needs and expectations of all 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.

The Endeavour Learning Group (ELG) is comprised of:

- Endeavour College of Natural Health
- College of Natural Beauty
- Fitnation
- Fitness Institute of Australia (FIA)
- Any other enterprises acquired by ELG over the term of this policy.

For the purposes of this policy, “College” refers to any and all of the above entities.

Scope:

- All campuses
- All programs
- All students (Higher Education; VET; General Interest; Short Course)
- All permanent employees, fixed term employees, temporary and casual employees, sessional staff and contractors
- 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 students and other stakeholders in ELG, 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 and staff feedback via the ePortal site.

Encouraging feedback provides an opportunity for people to praise or criticise any aspect of the College, and provides 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 compliments, complaints (grievances), 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 organization'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) recognizing 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. 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.
6. The ELG Board and governing bodies of each College are kept informed about any trends in feedback via quarterly reports from the Quality Committee.

Stakeholders

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

- 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 [Privacy Act](#) and the College's [Privacy Policy](#). Regardless of whether stakeholders' personal details are provided or not, all feedback is treated with equal importance.

Where a response to feedback is requested or warranted, strict timelines are adhered to. Refer to [Guidelines for CIR Feedback](#) for further information.

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 Continuous Improvement Register (CIR). Refer to [Appendix A](#) for sample screenshots.
 - Representation on appropriate governing Councils, Boards and Committees
 - Informal discussion with a College employee (e.g. Student Advisor, lecturer, Program Leader, Facilities Coordinator, etc.).

Note: Grievances are addressed according to the [Grievance Resolution Policy – Students and Clinic Clients](#) and the staff [Grievance Handling Policy](#). Requests to review a grade, or re-mark an assessment, are addressed according to the [Review and Re-mark of Assessment Policy](#).

- 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
- Course/Subject Evaluations
- AQTF Quality Indicator Survey (VET specific - inclusive of AQTF Standards)
- 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
 - Patient Feedback Forms.

Related Procedures:

Not Applicable

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

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.

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

Suggestion – an idea or recommendation for improvement.

Further Information:

Related Policies: [Grievance Resolution Policy – Students and Clinic Clients](#)
[Grievance Handling Policy](#)
[Privacy Policy](#)
[Quality Enabling Policy](#)
[Review and Re-mark of Assessment Policy](#)

Benchmarking: Swinburne University
La Trobe University
RMIT University
Australian National University
James Cook University

Supporting Research and Analysis: Not Applicable

Related Documents: Not Applicable

Related Legislation: [Privacy Act](#)

Guidelines: [Guidelines for CIR Feedback](#)

Appendix A: ePortal Feedback Screenshots

Student ePortal – Feedback Submission Form

Notices	Profile	Email	Enrolment	Account	Resources	Forms	Contacts
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Instructions:

Feedback is an important part of Endeavour's continuous quality improvement process which allows us to support and enhance your experience with us.

Please complete this form to provide feedback on your experience at Endeavour.

Also, you may wish to refer to the Endeavour College of Natural Health Policies & Procedures 2009 manual for further information by clicking [here](#).

STUDENT FEEDBACK FORM: (Continuous Improvement Register)

Personal Details

Name:

Phone:

Email Address:

Feedback Category

Bookstore

Careers in Natural Medicine

Clinic

Course Transition

Facilities

Library

Student Finance

Student Support

Teaching and Learning

General Feedback

Location:

Details:

* Your ePortal login will time-out after 15 minutes of inactivity. If you need more time to complete this field, we suggest you copy and paste your feedback details from another word processing application into this field.

Is this your first feedback on this issue? Yes No

I want to be contacted about this feedback Yes No

Student ePortal – Confirmation of Feedback Submission

[Notices](#) [Profile](#) [Email](#) [Enrolment](#) [Account](#) [Resources](#) [Forms](#) [Contacts](#)

Thank you for taking the time to provide us with feedback so that we can improve the quality of our service, operations, and courses.

Your feedback has been sent to our Continuous Improvement Register (CIR) system, which is then directed to the MANAGER responsible for the 'Feedback Category' you selected.

Step 1: You will receive notification of the status of your feedback within two (2) working days.

Step 2: Your feedback will be addressed by the Manager responsible, and a response will be provided to you of the outcome.

Please note that all Anonymous feedback will be addressed in the same manner and where possible, notification will be placed on ePortal.

YOUR FEEDBACK REFERENCE NUMBER IS: CIR1653

Staff ePortal – Feedback Submission Form

Instructions:
Feedback is an important part of Endeavour's continuous quality improvement process which allows us to support and enhance your experience with us. Please complete this form to provide feedback on your experience at Endeavour. Also, you may wish to refer to the Endeavour College of Natural Health Policies & Procedures 2009 manual for further information by clicking here.

STAFF FEEDBACK FORM: (Continuous Improvement Register)

Staff Details

Staff Name:
Staff Phone/Ext:
Staff Email Address:

Student Details (if submitting on behalf of)

Student Number:
Student Name:
Student Phone:
Student Email Address:

Feedback Category

Bookstore
 Careers in Natural Medicine
 Clinic
 Course Transition
 Facilities
 Library
 Student Finance
 Student Support
 Teaching and Learning
 General Feedback

Location:

Details:
* Your login will time-out after 90 minutes of inactivity. If you need more time to complete this field, we suggest you copy and paste your feedback details from another word processing application into this field.

Is this your first feedback on this issue? Yes No

I want to be contacted about this feedback Yes No

Has the issue been resolved? Yes No

Expected next action:

Staff ePortal – Confirmation of Feedback Submission

Thank the student for taking the time to provide us with feedback so that we can improve the quality of our service, operations, courses.

Their feedback has been sent to our Continuous Improvement Register (CIR) system, which is then directed to the MANAGER responsible for the 'Feedback Category' they selected.

Step 1: The student will receive notification of the status of their feedback within two (2) working days.
Step 2: Their feedback will be addressed by the Manager responsible, and a response will be provided to them of the outcome.
Please note that all Anonymous feedback will be addressed in the same manner and where possible, notification will be placed on ePortal.

Feedback Form (CIR)
Staff Notice Board
Student Notice Board
Change Notices

My Classes

Week 6 Evaluations
Information & Resources
Policies & Procedures

Edit Personal Details
Change Password
Logout

Policy Author:	Quality Coordinator	
Policy Owner:	Chief Executive Officer	
Contact:	National Academic Manager – Academic Standards Dr Heather Morrison heather.morrison@endeavour.edu.au	
Approval Committee:	Academic Board Meeting date: 23 September 2010 Agenda Item: 4.1	
Endorsement Committee:	Director of Education 02 November 2010	Chief Executive Officer 02 November 2010
Policy Status:	New	
Responsibilities for Implementation:	Quality Committee	
Key Stakeholders:	Director of Education Director of Campus Services Director of Marketing, International and Business Development Student Enrolment Teams Student Support Teams	
Date for Next Review:	November 2011	

Version Summary			
Version	Date	Author	Details
0.1	24Aug10	N Chaperon	Original Document
0.2	30Aug10	H Morrison, N Chaperon	Incorporation of feedback; addition of screenshots
0.3	20Sep10	N Chaperon	Incorporation of feedback
0.4	21Sep10	H Morrison	Review
0.5	23Sep10	N Chaperon	Approved by Academic Board; sent to College Council
0.6	25Oct10	N Chaperon	Incorporating feedback from College Council – sent back for ratification
1.0	02Nov10	N Chaperon	Final document approved by DoE and CEO.
1.1	10Nov10	N Chaperon	Policy links updated