



Feedback Policy and Procedure

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Feedback Policy and Procedure

Purpose

This Policy sets out how Lyons College will collect, collate and analyse feedback from students, staff and other stakeholders.

Scope

This Policy applies to all Lyons College students, staff, volunteers and contractors.

Policy

The purpose of this Policy is to provide a framework for collecting, collating and analysing feedback. This will inform Lyons College on areas for continuous improvement as well as highlight areas where Lyons College is performing well.

Lyons College is committed to establishing and maintaining an effective feedback system for open and transparent communication with all staff, students and other stakeholder groups. This feedback will be utilised to ensure Lyons College maintains a high standard of educational programs including teaching and learning and supporting staff and students.

Stakeholders include:

- current students
- current staff
- alumni
- industry partners
- academic peers
- community groups
- any other interest groups

Policy principles

Lyons College feedback activities ensure the following:

- all stakeholders have the ability and opportunity to provide feedback;
- feedback can be provided by individuals of their own volition or in response to requests from Lyons College;
- individual's privacy and the protection of stakeholders is of paramount concern;
- feedback processes will be systematic, rigorous and respectful of the rights of students, staff and other stakeholders;

- feedback responses will be considered and, where appropriate, acted on a timely manner;
- mechanisms for providing feedback will vary depending on the needs of the College and stakeholder groups.

Procedure

Sources of feedback

Lyons College recognises that feedback may be provided in various manners. These include receiving feedback via:

- email
- telephone
- paper surveys
- online surveys
- in person
- in class
- forums and other informal mechanisms.

Stakeholder Initiated Feedback

Feedback initiated by the stakeholder may be received in the following ways:

- email, phone or written correspondence
- the “contact us” page on the website
- comments or directions from members of the Lyons College Board and Committees
- audits and reports, initiated by governing, regulating, accrediting or professional bodies
- informal discussion with a Lyons College staff member

Complaints are addressed in accordance with the Staff Complaints and Appeals Policy and Student Complaints and Appeals Policy.

Lyons College Initiated Feedback

Stakeholder feedback may be initiated by the College in the following ways:

1. Student Feedback Form

- at the end of each semester or teaching period, all trainers and lecturers must ensure that their students have been invited to complete the Student Feedback Form. This should be completed no later than two weeks after the end of semester or training period;
- a core set of questions will form the basis of the Student Feedback Form to systematically evaluate learning and teaching across all Lyons College courses of study. This will include questions regarding students’ experience, resources available, curriculum material, assessment and other broader study experience areas.

2. Student Surveys

- For higher education, this includes the Quality Indicators for Learning and Teaching (QILT) surveys:
 - ◆ Student Experience Survey (SES)
 - ◆ Graduate Outcomes Survey (GOS)
 - ◆ Employer Satisfaction Survey (ESS)
- For VET, this includes the VET Learner Survey.

3. Staff Feedback

Lyons College empowers staff members to provide feedback on all aspects of College life through:

- staff meetings (formal and informal);
- Staff Satisfaction Surveys;
- Annual Performance Appraisals;
- staff newsletters/bulletins/announcements;
- representation on appropriate governing boards and committees.

4. Stakeholder Feedback

- feedback is also sought from other Lyons College stakeholders, including alumni, enquirers, industry partners, academic peers, community groups and other groups for specific purposes using methods appropriate for the specific feedback sought;
- this data will inform the processes of continuous quality improvement and future development.

5. Course Advisory Committee and Industry Advisory Committees

- The task of the Course Advisory Committee (CAC) and various Industry Advisory Committees (IAC) is to provide industry feedback on the College's operations and training and educational products and services. Members include external industry representatives.

Utilising feedback

Student and stakeholder feedback will be used by Lyons College to:

- inform Lyons College on staff performance
- inform Lyons College on organisational performance
- improve the delivery of courses of study through the Course Review, Quality Assurance and Continuous Improvement Procedure
- enhance design and development processes for higher education and VET courses
- motivate and support the scholarship of teaching
- improve the learning resources, facilities, equipment and services
- inform professional development programs

Reporting on feedback

Lyons College staff will engage with and report on stakeholder feedback and will undertake improvement planning on the basis of such feedback. This will include:

- reports on the results of stakeholder feedback being distributed to staff with responsibility for improving student experience
- staff being consulted and informed about the use and dissemination of student and stakeholder feedback
- stakeholders be informed of changes made to courses of study and subjects on the basis of feedback received