

Feedback Policy and Procedures

1. PURPOSE	3
2. SCOPE.....	3
3. DEFINITIONS.....	3
4. POLICY.....	3
4.1. POLICY PRINCIPLES	3
5. PROCEDURES.....	4
5.1. EXTERNAL STAKEHOLDER-INITIATED FEEDBACK.....	4
5.2. INTERNAL STAKEHOLDER-INITIATED FEEDBACK	4
5.2.1. <i>student feedback</i>	4
5.2.2. <i>graduate feedback</i>	5
5.2.3. <i>academic staff feedback</i>	6
5.2.4. <i>non-academic staff feedback</i>	6
5.2.5. <i>external stakeholder feedback</i>	6
6. REPORTING FEEDBACK	7
7. ROLES AND RESPONSIBILITIES	7
8. VERSION CONTROL.....	8

1. PURPOSE

The Barton Business School ("BBS") recognises the importance of stakeholder feedback for continuous improvement and development. BBS is therefore committed to ensuring that all stakeholders can provide feedback through convenient and accessible pathways. Accordingly, this Feedback Policy provides a framework for gathering, collating, and analysing information on stakeholder perceptions of the quality, effectiveness, and efficiency of BBS's activities.

2. SCOPE

This policy applies to all BBS staff, boards, committees, sub-committees, current students, prospective students, and past students of BBS.

3. DEFINITIONS

Refer to BBS's *Glossary of Terms*.

4. POLICY

- a. Stakeholders comprise any individual or group interested in BBS, including current students, prospective students, graduates, staff, shareholders, regulatory agencies, employers, and professional bodies.
- b. BBS is committed to establishing and maintaining effective feedback systems for open, honest communication with stakeholders. This feedback is used to ensure:
 - i. BBS maintains increasingly high-quality learning and teaching;
 - ii. effectively and efficiently meets the needs of its stakeholders;
 - iii. advances the reputation and impact of BBS.

4.1. POLICY PRINCIPLES

The primary principles that underpin this policy and these procedures are:

- a. BBS must comply with the [Higher Education Standards Framework \(Threshold Standards\) 2021](#) requirements, particularly *Section 5.3 Monitoring, Review and Improvement*.
- b. The feedback provider's privacy and confidentiality must be protected per BBS's *Privacy Policy* and the [Privacy Act 1988](#).
- c. Receipt of feedback will be acknowledged promptly (unless the feedback provider is unknown).

- d. Feedback must be shared promptly with relevant parties for their prompt, careful consideration and, where appropriate, their prompt action.
- e. Feedback must be used promptly to inform the improvement of BBS as a higher education provider on matters such as course design and delivery, campus facilities and resources, student welfare, professional development opportunities for staff, policy improvement, and compliance with the requirements of the [Australian Qualifications Framework \(AQF\)](#) for the relevant level.
- f. As soon as possible, a brief summary of decisions and any actions taken as a result of feedback will be given to the sender (unless the feedback provider is unknown).
- g. Learning and teaching feedback, such as feedback on course design and delivery, as well as feedback on campus facilities and resources, must be collected from students and staff at the end of each semester. Feedback from graduates must be collected shortly after their graduation ceremony.
- h. Stakeholders must be given the opportunity to provide feedback anonymously.
- i. Requirements for feedback must be kept to a minimum.

5. PROCEDURES

BBS recognises the importance of considering all feedback received from its stakeholders.

5.1. EXTERNAL STAKEHOLDER-INITIATED FEEDBACK

External stakeholder-initiated feedback may be received in the following ways:

- a. personal conversations and discussions with BBS staff;
- b. periodic audits undertaken and reports provided by governing, regulating, accrediting, and professional bodies;
- c. representations on appropriate governing boards and committees;
- d. emails, phone calls, or written correspondence facilitated by the publication of BBS contact details on BBS websites;
- e. grievances, complaints, and appeals received in accordance with *Student Complaints and Appeals Policy and Procedures* and *Staff Complaints and Appeals Policy and Procedures*.

5.2. INTERNAL STAKEHOLDER-INITIATED FEEDBACK

Internal stakeholder-initiated feedback may be received in the following ways:

5.2.1. STUDENT FEEDBACK

- a. Students must be advised of the various avenues for feedback available to them during student orientation (refer to *Student Orientation Policy and Procedures*).

- b. If feedback from a student constitutes raising a grievance, the *Student Complaints and Appeals Policy and Procedures* must apply.
- c. In the final weeks of every semester, all lecturers must ensure that their students have been invited to complete an online survey to seek their views on the following:
 - i. adequacy of resources and facilities, including library resources, academic skills support, individual support, and other support services;
 - ii. content and assessment methods of the units completed;
 - iii. quality of teaching staff regarding their knowledge, engagement with students, and support given.
- d. The data obtained from student surveys must be used to create the *Student Survey Report*, which will be reviewed by both the Learning and Teaching Committee ("LTC") and the Academic Board ("AB").
- e. The LTC will recommend and the AB will consider and approve any necessary changes to BBS's academic operations. The Board of Directors ("BoD") must be notified of any material changes that are planned.
- f. The Chief Executive Officer ("CEO") must consider any student feedback that falls outside the AB's Terms of Reference. Where appropriate and depending on the nature of and materiality of the feedback, the CEO must either approve and initiate any necessary changes or refer the feedback to the BoD for consideration and, where appropriate, necessary changes.

5.2.2. GRADUATE FEEDBACK

- a. After course completion, BBS must invite graduates to complete an online survey to seek their views on the following:
 - i. the course they completed;
 - ii. the adequacy of resources and facilities, including library resources, academic skills support, individual support, and other support services;
 - iii. the quality of teaching staff regarding their knowledge, engagement with students, and support given;
 - iv. whether they feel BBS's graduate attributes have been achieved;
 - v. how well the course has prepared them for employment;
 - vi. any other matters they believe BBS needs to address.
- b. The data produced by these surveys must be used to create the *Graduate Survey Report*, which must be reviewed by the LTC, the AB, and the BoD.
- c. The LTC and the AB must recommend, and the BoD must consider and approve, any necessary changes to BBS's student-related learning and teaching activities.
- d. The CEO must consider any graduate feedback that falls outside the AB's Terms of Reference. Where appropriate and depending on the nature of and materiality of the feedback, the CEO must either approve and initiate any necessary changes or refer the feedback to the BoD for consideration and, where appropriate, initiation of necessary changes.

5.2.3. ACADEMIC STAFF FEEDBACK

- a. Academic staff must be advised of the various avenues for feedback available to them during their induction.
- b. If feedback from an academic staff member constitutes raising a grievance, the *Staff Complaints and Appeals Policy and Procedures* must apply.
- c. In the final weeks of every semester, BBS must invite academic staff to complete an anonymous online survey to seek their feedback on the following:
 - i. adequacy of resources and facilities, including library resources and other support services;
 - ii. appropriateness of content and assessment methods for the units they taught;
 - iii. adequacy of professional development they were offered.
- d. The data produced by these surveys must be used to create the *Academic Staff Survey Report*, which the LTC and the AB will review.
- e. The LTC must recommend and the AB must consider and approve any necessary changes associated with matters that fall within the AB's Terms of Reference.
- f. At every semester academic staff meeting with the Course Coordinator and the Dean, attendees must be encouraged to provide feedback that the LTC and the AB will review.
- g. The CEO must consider any academic staff feedback that falls outside the AB's Terms of Reference. Where appropriate and depending on the nature of and materiality of the feedback, the CEO will either approve and initiate any necessary changes or refer the feedback to the BoD for consideration and, where appropriate, initiation of necessary changes.

5.2.4. NON-ACADEMIC STAFF FEEDBACK

- a. Non-academic staff must be advised of the various avenues for feedback available to them during their induction.
- b. If feedback from a non-academic staff member constitutes raising a grievance, the *Staff Complaints and Appeals Policy and Procedures* will apply.
- c. Non-academic staff have the right to contact their supervisor to provide feedback. This contact may be done through a face-to-face meeting, email, phone, or written correspondence.
- d. At every semester non-academic staff meeting with the Administration and HR Manager, attendees must be encouraged to provide meaningful feedback. This feedback must be considered by the CEO. Where appropriate, the CEO must either approve and initiate any necessary changes or refer the feedback to the BoD for consideration and, where appropriate, initiation of necessary changes.

5.2.5. EXTERNAL STAKEHOLDER FEEDBACK

- a. From time to time, BBS will seek feedback from the following external stakeholders:
 - i. BBS's governing bodies;

- ii. regulatory agencies, such as TEQSA;
 - iii. industry and professional accrediting bodies, such as CPA Australia and Chartered Accountants Australia and New Zealand (CA ANZ).
- b. External feedback on courses will be received through the independent members of the Course Advisory Committee ("CAC") and external experts engaged in the review of courses, as outlined in the *Course Monitoring and Review Policy and Procedures*.
- c. External stakeholder feedback must be considered by the CEO. Where appropriate, the CEO must either approve and initiate any necessary changes or refer the feedback to the BoD for consideration and, where appropriate, initiation of necessary changes.

6. REPORTING FEEDBACK

- a. Where appropriate, the anonymity of a feedback provider must always be preserved.
- b. Feedback reports must be submitted by the Dean to the LTC and the AB for academic matters and by the CEO to the BoD for non-academic matters.
- c. Feedback from students, graduates, and academic staff must be used to improve the quality of coursework, learning, and teaching.
- d. Feedback from academic staff must inform unit and course reviews, resource and facilities development, and scholarship and professional development planning. The Dean must report these changes to academic staff.
- e. Following review by the LTC and the AB, aggregated results from student surveys must be published for internal and external audiences to promote transparency, benchmarking, and good practice.
- f. Students and staff must be notified of changes to units, courses, learning approaches, and teaching practices that are actioned based on their feedback.

7. ROLES AND RESPONSIBILITIES

- a. The Dean must coordinate feedback, analysis, and reports on academic matters and implement any resolutions taken by the AB.
- b. The LTC and the AB must review reports produced by the Dean. The LTC must recommend, and the AB must consider and approve, any necessary changes. The AB must monitor the implementation of changes.
- c. The CEO must coordinate feedback, analysis, and reports on non-academic matters and implement any resolutions taken by the BoD.
- d. The BoD must review reports produced by the CEO. The BoD must consider and approve any necessary changes. The BoD must monitor the implementation of changes that it authorises.

8. VERSION CONTROL

Document title	Feedback Policy and Procedures	
Approved By	Academic Board and Board of Directors	
Date of Review	This document is to be reviewed every two years at a minimum from the date of final approval.	
Related Documents	<ul style="list-style-type: none"> • Course Monitoring and Review Policy and Procedures • External Referencing and Benchmarking Policy and Procedures • Learning and Teaching Plan • Marketing and Student Recruitment Policy • Privacy Policy • Records Management Policy • Staff Complaints and Appeals Policy and Procedures • Student Complaints and Appeals Policy and Procedures • Student Orientation Policy and Procedures 	
Related Legislation and References	<ul style="list-style-type: none"> • <u>Higher Education Standards Framework (Threshold Standards) 2021</u> • <u>Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</u> 	
Version	Notes	Date Approved
1.0	<ul style="list-style-type: none"> • Document approved subject to minor changes in sections 4.b.i, 4.1, and 5.2.5.a.iii. 	25/11/2022
1.1	<ul style="list-style-type: none"> • Document approved subject to changes in sections 4.1 and 5.2. This update includes the recommendations by the external reviewers. 	13/10/2023
1.1	<ul style="list-style-type: none"> • Document approved with no further changes. 	30/10/2023