



Higher Education Student Feedback Policy

1. PURPOSE

- 1.1. This document aims to provide a framework for the evaluation of the higher education teaching and learning programs through student feedback at North Metropolitan TAFE (the college).

2. APPLICATION

- 2.1. This policy applies to all full-time and part-time students undertaking and staff involved with Higher Education courses.
- 2.2. The General Manager of Training Services 1 is responsible for implementation and compliance monitoring of the policy.

3. EXCEPTIONS

None

4. DEFINITIONS

- 4.1. *Evaluation*: The collection of student feedback and data used to analyse and record the quality of teaching and learning.

5. POLICY STATEMENT

- 5.1. The college will monitor and improve the quality of higher education teaching and learning through systematic unit evaluation stemming from student feedback. To achieve effective evaluation and implementation of feedback the following principles apply:
 - 5.1.1. The quality of higher education learning and teaching will be evaluated using multiple sources of data.
 - 5.1.2. Feedback obtained through evaluation processes will be used to identify opportunities for recognising excellence and identifying areas for improvement.
 - 5.1.3. Students and staff will be responsible for engaging in evaluation processes in a constructive and professional manner.
 - 5.1.4. Students will be informed how student feedback has been used to maintain or improve the quality of learning experiences.
 - 5.1.5. Teaching staff are committed to effective learning and teaching practices, including systematic evaluation of all aspects of learning and teaching practice.
 - 5.1.6. All student feedback will be anonymous.

6. PRINCIPLES

6.1. To ensure the continuous improvement of the quality of learning and teaching through the systematic unit evaluation stemming from student feedback.

7. RELATED DOCUMENTS

7.1. *HE Student Feedback Procedure*

8. OWNERSHIP and CONTACTS

Policy Owner	General Manager of Training Services 1
Contact	Manager of Higher Education
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Approval Authority	Academic Board
Review Date	Maximum 3 years following approval

9. REVISION HISTORY

Version No.	Approved/ Amended/ Rescinded	Date	Approval Authority	
4.1	Approved	19 Aug 2016	HE Standing Committee	Up dated responsibility