



STUDENT FEEDBACK PROCEDURE

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:
9	UOWCA General Manager	19/05/2026	19/05/2026	19/05/2029
Policy Custodian:	UOWCA Student Services Manager		Document No:	PR-QC-03.1
Purpose:	The purpose of this procedure is to provide Staff, Students and other stakeholders with a transparent, clear, fair, equitable and consistent process for gathering, handling and monitoring Feedback, across all Feedback Mechanisms, at UOW College Australia (UOWCA).			
Scope:	<p>This procedure applies to all staff, Students and other stakeholders of UOWCA.</p> <p>This procedure does not apply to the following instances which fall within the scope of other UOW Global Enterprises (UOWGE) or UOWCA policies or procedures:</p> <ol style="list-style-type: none">1. Identifying the frequency, timing, and distribution of Surveys in consultation with UOW College Program Managers and UOWGE Data and Analytics;2. Coordinating the distribution of Survey outcomes to agreed stakeholders in consultation with UOWGE Data and Analytics; <p>This procedure does not apply to staff grievances and formal complaints received from Staff and the public or matters referred to UOWCA from an external agency.</p> <p>Contributors of Feedback that constitutes a complaint, grievance or matter that are not in scope of this procedure, will be referred to the appropriate policy and grievance or complaint resolution pathway.</p> <p>This procedure should be read in conjunction with the <i>Student Feedback Policy</i>.</p>			
Related Documents:	UOWCA Feedback Policy			
References and Legislation:	<p><i>Higher Education Standards Framework (Threshold Standards) 2021</i></p> <p><i>2025 Standards for Registered Training Organisations (RTOs) 2025</i></p>			



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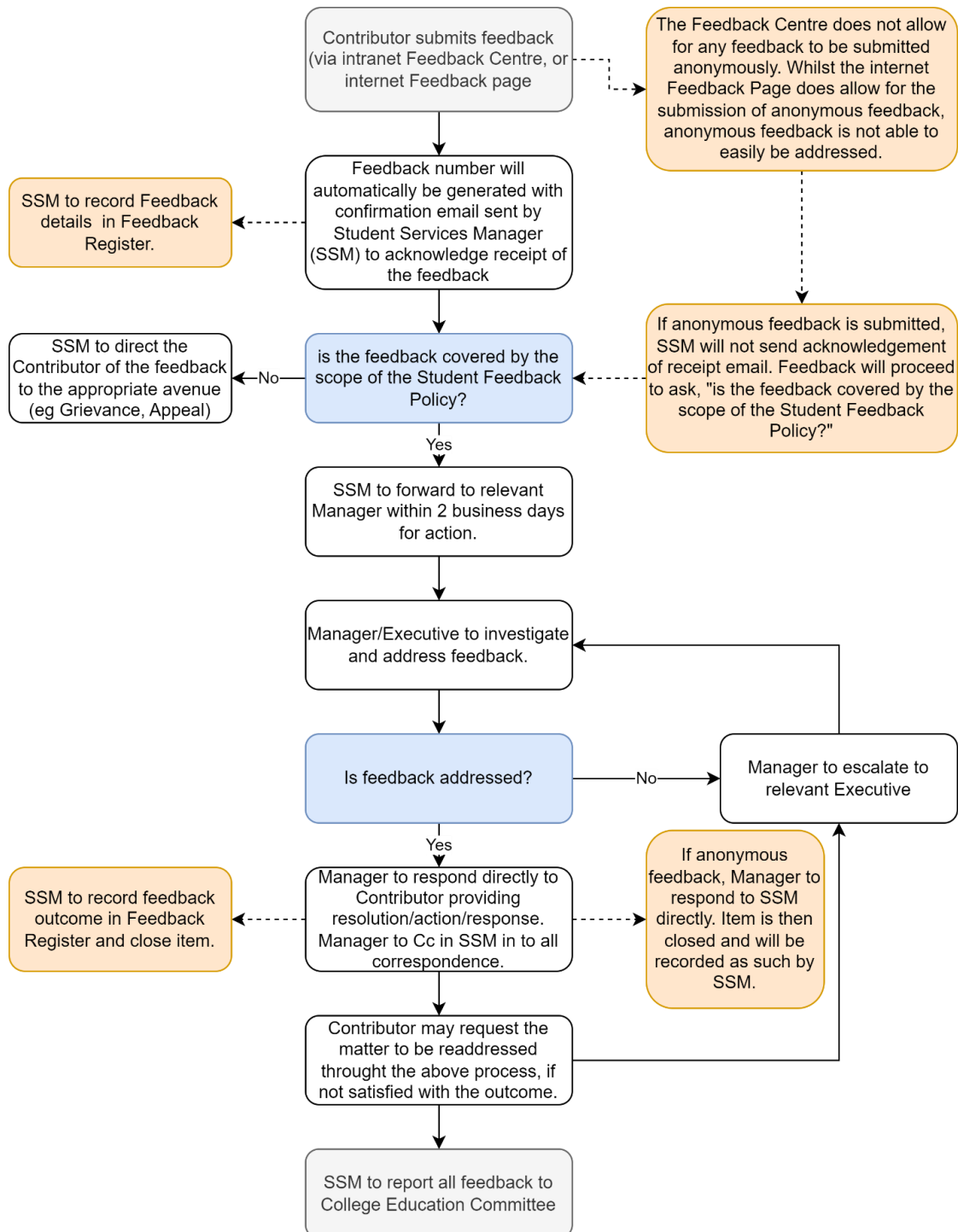


1. Definitions

Word/Term/Acronym:	Definition:
Contributor	A person providing Feedback either via a formal Survey or other Feedback Mechanism.
Executive	Those employees with authority for a division. This includes but not limited to: <ol style="list-style-type: none">1. Global Chief Operating Officer;2. Group Chief Financial Officer;3. General Counsel;4. UOW College General Manager;5. Global Chief People and Culture Officer; and6. Managing Director and Group Chief Executive Officer.
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly to or about UOW College, relating to services, products or Staff.
Feedback Mechanisms	Formal, semi-formal and informal means of gathering Feedback.
Manager	Any employee with authority for a business unit.
Staff	All Australian Employees of UOWCA including; full-time, part-time, sessional, and casual Staff.
Students	Any person enrolled in any course at UOWCA.
Survey	A formal Feedback Mechanism via which the College gathers the opinions or experiences of Contributors, based on a series of questions.
Survey Owner	The person or business unit with responsibility for the Feedback Mechanism that is being employed.

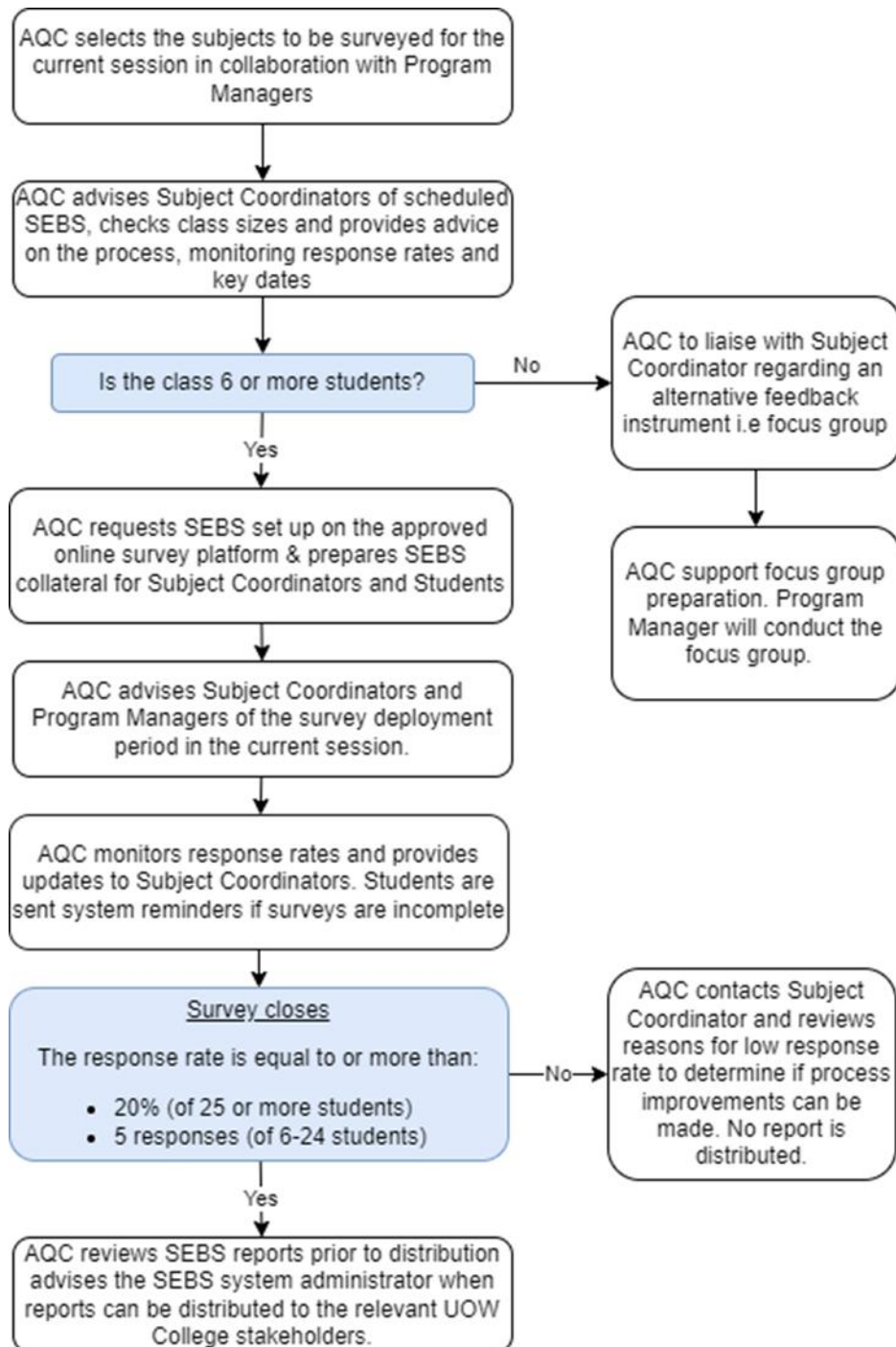


2. Complaints Management Feedback Flowchart



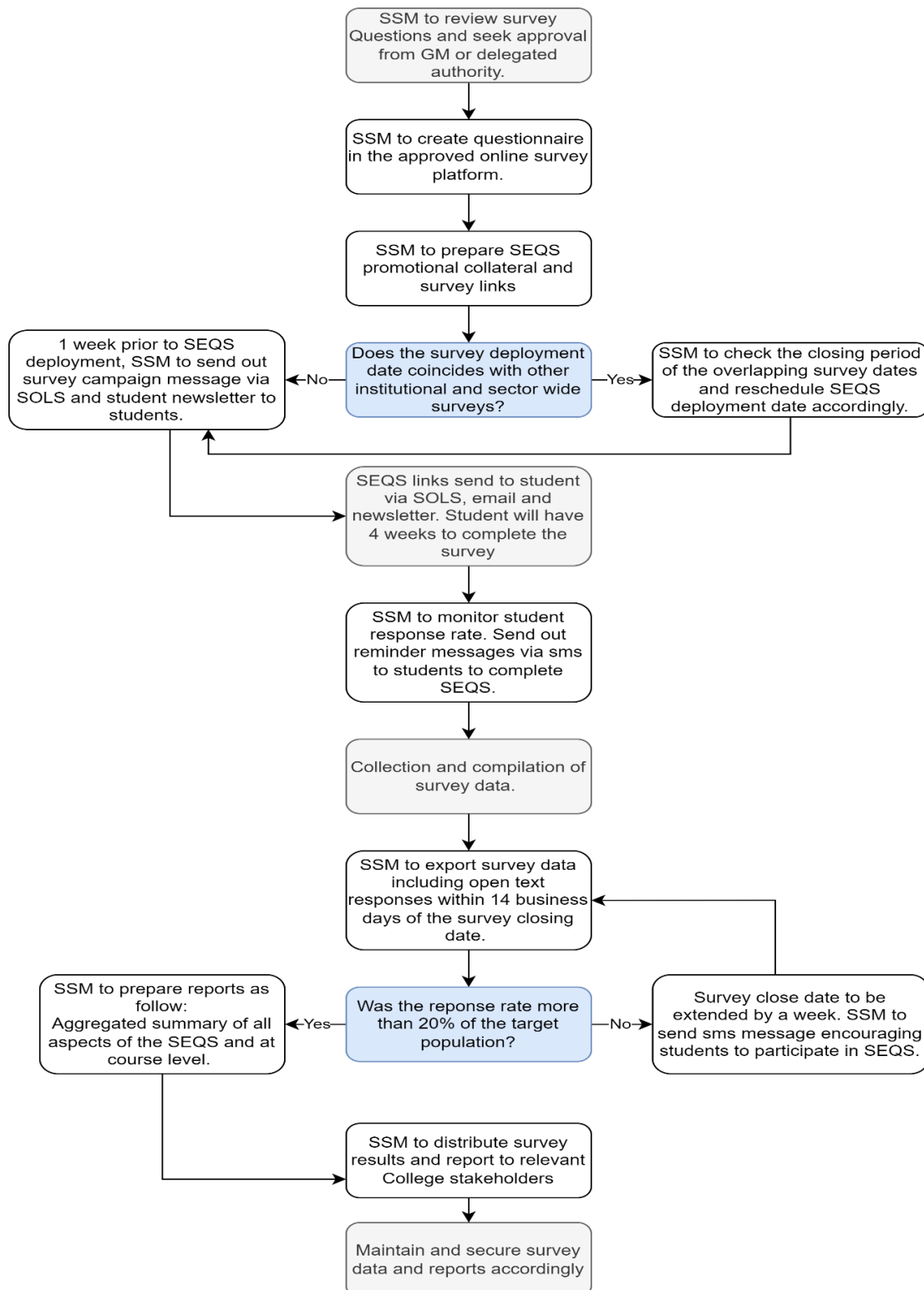


3. Subject Evaluation by Students (SEBS) Flowchart





4. Student Experience Questionnaire Survey Flowchart



5. Roles and Responsibilities

- 5.1. The Student Services Manager is responsible for:
 1. Acknowledging services or student experience related Feedback within two (2) working days;
 2. Forwarding feedback to the relevant Manager and advising of response timeframes;
 3. Recording Feedback in a central register, including closing feedback items; and
 4. Reporting trends in Feedback to relevant Managers and the UOWCA Education Quality Subcommittee.
- 5.2. Academic Quality Coordinator is responsible for:
 1. Consulting with UOWGE Data and Analytics on the technology that supports Survey delivery and Survey reporting for UOWCA course and subject evaluations;
 2. Identifying the frequency, timing of Surveys in consultation with UOWCA Program Managers and UOWGE Data and Analytics;
 3. Providing advice to teaching staff and UOWCA management in relation to course and subject evaluation processes and outcomes;
 4. Coordinating the distribution of Survey reports outcomes to agreed stakeholders in consultation with UOWGE Data and Analytics; and
 5. Managing course and subject evaluation report records saved on UOWCA platforms.
- 5.3. Program Managers are responsible for:
 1. Addressing Feedback within the timeframe identified by the Policy and Student Services Manager;
 2. Establishing internal processes which promote effective and efficient Feedback handling processes;
 3. Collaborating with the Academic Quality Coordinator on the selection of subjects and courses to be Surveyed;
 4. Establish and manage teacher evaluation Surveys; and
 5. Acting on Feedback to support improvements to teaching and learning and closing the Feedback loop by conveying the outcomes to Students and staff.
- 5.4. Executives are responsible for:
 1. Responding to Feedback in instances where it has been escalated to them by the relevant program Manager or at the request of the Contributor.
- 5.5. UOWGE Data and Analytics are responsible for:
 1. Managing the Survey and Feedback infrastructure (e.g. platforms, systems and software), including advising on the review and renewal of Survey and Feedback infrastructure; and
 2. In consultation with Survey Owners, oversee the operation of the systems required to set-up, deliver, report and disseminate Survey outcomes.
- 5.6. UOWCA Marketing are responsible for:
 1. Maintaining the UOWCA Response webpage, including updating the webpage with the information provided by UOWGE Data and Analytics and UOWCA Student Services Manager.



6. Change History

Version	Approved By	Date Effective	Amendment
1	Marisa Mastroianni	08/03/11	New Procedure
2	Julie Renwick	27/04/11	Steps for handling feedback related to business processes added.
3	Julie Renwick	05/08/11	Steps for handling business processes updated
4	Julie Renwick	09/08/11	Reference to Controlled Documents Procedure added.
5	Director Legal and Governance	03/12/14	Replacement of Staff Feedback Handling Procedure, including staff and students, rebranded, process amended to reflect online systems.
6	Compliance Officer	21/07/2016	Minor change only – College branding, position title and document formatting updated.
7	Executive Director, Legal and Governance.	21/03/2017	Review in line with the Policy Review Cycle. The procedure was simplified, information duplicated from the Policy was removed.
8	UOW College General Manager	31/10/2022	Review in line with changes to Student Feedback Policy.
9	UOW Student Services Manager	19/05/2026	Updated scope, role title, committees, divisions, formatting, legislation. Merged to new template. Procedure review date in line with Policy.