



# FEEDBACK POLICY

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<b>Document No:</b>	UOWC-SS-POL-120	<b>Version:</b>	6
<b>Custodian:</b>	Student Services Manager		
<b>Supporting Documents, Procedures &amp; Forms:</b>	Academic Integrity and Student Conduct Policy Academic Quality Standards Student Grievance Policy		
<b>References &amp; Legislation:</b>	Higher Education Standards Framework (Threshold Standards) 2015 Standards for Registered Training Organisations (RTOs) 2015		



**UOW**  
COLLEGE

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## 1 Purpose

1.1 This Policy outlines UOW College's approach to feedback through stipulating:

- a. The principles underscoring feedback gathering at UOW College;
- b. The feedback mechanisms deployed by UOW College;
- c. Principles relating to responding to feedback;
- d. Internal and external reporting requirements; and
- e. Roles and responsibilities of key staff involved.

## 2 Scope

2.1 This Policy governs all feedback activities at UOW College excluding course and subject review surveys.

## 3 Definitions

Word/Term	Definition
Contributor	Any person providing feedback.
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.
Feedback Mechanisms	Encompasses formal, semi-formal and informal means of gathering feedback.
Survey	A formal feedback mechanism which gathers the opinions or experience of contributors, based on a series of questions.
Survey Owner	The person or unit with responsibility for the business operation being surveyed.
Targeted	Where a feedback mechanism is deployed to specifically gather feedback from contributors with specific characteristics (e.g. current students, recent graduates).
Untargeted	Open feedback mechanisms used to gather feedback from contributors.
UOW College Community	Includes staff, students and any other individuals with a link or relationship to UOW College. This includes members of the public.

## 4 Policy Principles

- 4.1 UOW College recognises that an effective feedback system is an essential part of providing a quality service and is used to drive continuous improvement.
- 4.2 Feedback should be pro-actively gathered:
- a. Using an accessible format; and
  - b. Using a mix of targeted and untargeted mechanisms used;
- which* ensure all members of the UOW College Community are able to provide feedback.
- 4.3 UOW College will not:
- a. Disclose feedback to individuals who do not need to know; and
  - b. Take any feedback submitted into account in future decisions or omissions made by the contributor.

## 5 Feedback Mechanisms

- 5.1 UOW College utilises a range of robust targeted and untargeted mechanisms to gather feedback in formal, semi-formal and informal settings, including:

Formal Settings	Semi-Formal Settings	Informal Settings
<ul style="list-style-type: none"> <li>• Online Portal</li> <li>• Survey Instruments</li> <li>• Focus Groups</li> </ul>	<ul style="list-style-type: none"> <li>• Student Advisor Consultation</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher Consultation</li> </ul>

## 6 Responding to Feedback

- 6.1 With the exception of survey instruments, UOW College will to respond to feedback within 10 working days of receipt, where the contributor is known. Responses to survey instruments must be compiled and published within 20 working days of receipt of the survey report. This will include an action plan.
- 6.2 All responses to feedback must be:
- a. Fair and impartial; and
  - b. Managed in a manner that is respectful of all parties.

## 7 Reporting Feedback

- 7.1 UOW College will ensure that responses to feedback, including the actions undertaken in response, are appropriately reported within the internal governance structures.
- 7.2 UOW College will regularly communicate feedback trends and actions to the broader UOW College community in a de-identified manner.

## 8 Roles & Responsibilities

- 8.1 The UOW College Student Services Manager is responsible for:
- a. Operational oversight of all UOW College feedback mechanisms, including monitoring use and implementation of feedback;
  - b. Managing the online feedback portal and feedback resulting from Student Advisor Consultation; and
  - c. Leading and conducting regular institutional reporting of feedback trends and associated UOW College actions to students and the broader UOW College community.
- 8.2 UOW College Survey Owners are responsible for:
- a. Designing survey instruments;
  - b. Overseeing survey deployment and responses in consultation with UOW Enterprises Analytics;
  - c. Analysing survey responses;
  - d. Coordinating and implementing responses to feedback, updating continual improvement registers where appropriate; and
  - e. Informing UOW Enterprises Analytics Unit of feedback outcomes and progress against actions.
- 8.3 UOW Enterprises Analytics Unit is responsible for:
- a. Managing the survey and feedback framework, including advising on the review and renewal of instruments used (excluding course and subject review surveys);



- b. Managing the survey lifecycle of internal surveys including the deployment of surveys; and
- c. In consultation with Survey Owners, setting up the survey; extracting survey data and communicating survey results to Survey Owners.

8.4 UOW College Marketing is responsible for:

- a. Maintaining the UOW College Response webpage, including updating the webpage with the information provided by the UOW Enterprise Academic Analytics Unit and UOW College Student Services Manager.

## 9 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	08/03/2011	Marisa Mastroianni	New Policy.
2	02/08/2011	Donyahl Levett	Updated references from WCA to UOW College.
3	03/12/2014	Director Legal and Governance	Reflect branding changes – move to new template/titles – no content change.
4	21/07/2016	Compliance Officer	Minor change only – College branding and document formatting updated.
5	21/03/2017	Executive Director Legal and Governance	Review in line with the Policy Review Cycle. Policy simplified, information duplicated in procedure removed.
6	28/02/2018	Julie Renwick, General Manager	Substantive Review. Re-emphasise importance of feedback in continual improvement. Reassign responsibility for feedback in line with changes to internal structures.