



## **OXFORD COLLEGE OF BUSINESS**

### **RTO No: 21442 CRICOS No. 02573B**

#### **Student Feedback and Performance Policy**

##### **1. PURPOSE**

Student Feedback is collected on a regular basis to provide information for continuous improvement, and to identify student satisfaction and concerns.

Oxford is required as a part of the ASQA VET Quality Framework and Data Provision Requirements, to collect and report performance against quality indicators each calendar year by end of June the following year.

##### **2. SCOPE**

This policy applies to all staff and students.

##### **3. POLICY**

3.1 Student Feedback is collected via many avenues: Student General Survey (every semester), Learner Questionnaire (yearly), Suggestion Box, and Focus Group Meetings.

3.2 The Student General Survey will be administered at the end of every semester. Students are provided with paper survey form or online survey in class. Participation in the survey is encouraged, but not compulsory.

3.3 The Survey and Suggestion Box is confidential; it is optional for students to put their names or other identifying details on the survey forms. Participation in the survey is encouraged, but not compulsory.

3.4 The results from the survey should be collated, analysed and presented in a report to the Academic Management Committee for improvement actions.

3.4 Focus Group meetings are held when required to discuss specific issues students raised from the Feedback Survey.

3.5 Oxford is required to provide an annual summary report of its performance against learner engagement and employer satisfaction quality indicators to ASQA annually. The Learner Questionnaire survey is conducted annually to collect data in preparation of the summary report.

3.6 The Learner Questionnaire covers these areas to provide a basis for comparison:

- Training quality
- Assessment
- Trainers
- Support and Services provided
- Best aspects of training
- Areas most in need of improvement

3.7 Data from the learner questionnaire are analysed and presented as a Quality Indicator report by 30 June the following year.

#### **4. PROCEDURES FOR COLLECTING, ANALYSING AND REPORTING STUDENT GENERAL FEEDBACK**

4.1 Every semester, students will be invited to complete the **Student General Survey Form or Learner Questionnaire**. Students are advised to complete the online survey or return the paper-based feedback form on the spot to Student Services Officer.

4.2 The Survey will be confidential; it is optional for students to put their names or other identifying details on the survey forms. Participation in the survey is encouraged, but not compulsory.

4.3 The result is then summarised by Student Services Department and presented to Academic team for review.

4.4. The VET Coordinator presents and discusses the Survey Summary with VET staff members during staff meetings to see if any improvement activities need to take place.

4.5 Head of Student Services Department identifies any issues of concern and if necessary conducts a **Focus Group** meeting to all Ozford students and discuss the issues raised from the General Feedback and Suggestion Box. Suggestions are sought from students on how Ozford can improve in these areas. A report is prepared and presented to all Head of Departments.

4.5 Head of Departments will use the report to implement any Continuous Improvement Actions required.

#### **5. PROCEDURES FOR FOCUS GROUP**

5.1 Head of Student Services Department (SSD) identifies any major issues of concern from the General Feedback Survey Summary and Suggestion Box and if required, develops an agenda to gather more feedback from students via Focus Group.

5.2 Head of SSD organises a Focus Group and invites all students to attend. A notice will be put on Noticeboards and students are encouraged to sign up for the Focus Group.

5.3 Major issues of concern are discussed. Suggestions are sought from students on how Ozford can improve in these areas. A report is prepared and presented to Academic Management.

5.4 Head of Departments will use the report to implement any improvement actions required.

#### **6. PROCEDURES FOR COLLECTING, ANALYSING AND REPORTING LEARNER ENGAGEMENT**

6.1 Every end of year, the Learner Questionnaire survey is conducted to collect data for learner engagement.

6.6 The survey data are then reviewed by Ozford Head of SSO. The focus of review will be on:

- Survey response rates (trends of response statistics)
- Survey information feedback (findings on organisation's performance)
- Improvement actions

- 6.7 The results are discussed in Academic meeting and outcomes are then entered into Quality Indicator Annual Summary Report template available on ASQA's website and emailed to ASQA on [Qidata@asqa.gov.au](mailto:Qidata@asqa.gov.au) by the end of June the following year.