

Feedback Policy and Procedure

Supporting plans, policies and procedures	<ul style="list-style-type: none"> • Course and Unit Development and Continuous Improvement Policy and Procedure • Student Complaints and Appeals Policy and Procedure • Staff Complaints and Appeals Policy and Procedure • Bullying, Harassment, Discrimination, Sexual Assault and Sexual Harassment Policy and Procedure • External Referencing Policy • Learning and Teaching Policy • Marketing and Student Recruitment Policy • Privacy Policy • Records, Data and Information Management and Security Policy • Student Handbook • Staff Handbook
Related Legislation	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 • TEQSA Guidance Note: Staffing, Learning Resources and Educational Support, Version 1.3, 22 November 2017 (https://www.teqsa.gov.au/latest-news/publications/guidance-note-academic-leadership)
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Approved by	Academic Board
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Document review	This document is to be reviewed every two-years at a minimum from the date of final approval

Version	Review Date and Person/Body	Notes
0.1	Draft prepared and reviewed at Learning and Teaching Committees (LTC) in June 2020	
1.0	Presented to 2 July 2020 Academic Board meeting for review and approval	
2.0	Approved by the Academic Board on 2 July 2020	Final version with AB changes incorporated
2.1	Approved by the Academic Board on 20 October 2020	Minor updates included based on external and internal review
3.0	Reviewed and approved by the Academic Board via email circulation on 23 July 2021	Updates made following the response to the TEQSA Request for Information 23 July 2021

Background and Scope

This policy and procedure outlines MIHE's approach to ensuring that feedback can be provided to MIHE and that feedback will be used to make improvements. This policy and procedure apply to all of MIHE's operations and applicable to all students and staff and anyone that wishes to provide constructive feedback to MIHE. The *Course and Unit Development and Continuous Improvement Policy and Procedure* provides further details on how feedback on the course and units supports MIHE's aim to continuously improve its course and units.

Definitions

Refer to Glossary of Terms.

Policy

MIHE is open to appropriate and constructive feedback, which requires clear details and statements on the nature of the issue. The feedback being provided should be timely and to be provided in a proper manner.

Feedback can be provided online through MIHE's website or in written form to the Administration Manager (for feedback on non-academic matters) or Course Director (for feedback regarding academic matters). MIHE will maintain the confidentiality of the feedback provided.

Feedback provided through MIHE's website is meant only to provide suggestions or feedback on specific issues. It is not intended to be used as a means of complaints, which are addressed through a different form on the website and this will be clearly stated on the MIHE website (also see *Student/Staff Complaints and Appeals Policy and Procedure*). The feedback form is also not intended for use to make requests for service or for reporting incidents.

Effective feedback is comprised of constructive and timely suggestions for improvement, that is delivered in an appropriate manner. Those providing feedback are requested to provide as much details as possible, be informative, and where possible, make suggestions.

Instructions on how to provide feedback will also be included in the *Student Handbook* and *Staff Handbook* that students and staff will receive during their induction at MIHE.

Students and staff are encouraged to provide feedback wherever possible, including on classes, processes, facilities, learning and teaching environment, etc.

All students will have the opportunity to provide feedback on their educational experiences through student feedback forms and unit survey forms. Student feedback will inform MIHE's monitoring, review and improvement activities.

All staff (academic and non-academic) will have the opportunity to provide feedback and review feedback on their teaching, performance, professional development and scholarly activities and are supported in enhancing these activities.

Procedure

The Administration Manager will be responsible for receiving, evaluating and acting on feedback provided regarding non-academic matters and will ensure the following:

- provide acknowledgement that the feedback has been received within three working days of receiving the submission (this will be done via email);
- evaluate incoming feedback and provide a timely response;
- relay the feedback to relevant staff, Boards and/or Committees within the MIHE as required;
- Eliminate/remove any submissions that cannot be categorised as feedback and if necessary, will direct them to follow other relevant policies/procedures (e.g. for complaints refer them to the *Staff/Student Complaints and Appeals Policy and Procedure* as applicable); and
- Eliminate any submissions as feedback that is found to be degrading, offensive, or harassing (refer to *Bullying, Harassment, Discrimination, Sexual Assault and Sexual Harassment Policy and Procedure* as applicable).

The Dean is responsible for regularly reviewing the performance of the Administration Manager in their handling of non-academic feedback.

The Course Director (in consultation with the Dean as required) will be responsible for receiving, evaluating and acting on feedback provided regarding academic matters and will ensure the following:

- provide acknowledgement that the feedback has been received within three working days of receiving the submission (this will be done via email);
- evaluate incoming feedback and provide a timely response;
- relay the feedback to relevant staff, Boards and/or Committees within MIHE as required;
- Eliminate/remove any submissions that cannot be categorised as feedback and if necessary, will direct them to follow other relevant policies/procedures (e.g. for complaints refer them to the *Staff/Student Complaints and Appeals Policy and Procedure* as applicable); and
- Eliminate any submissions as feedback that is found to be degrading, offensive, or harassing (refer to *Bullying, Harassment, Discrimination, Sexual Assault and Sexual Harassment Policy and Procedure* as applicable).

The Dean is responsible for regularly reviewing the performance of the Course Director in their handling of academic feedback.

MIHE will seek feedback from stakeholders including placement providers, community groups, alumni and other higher education providers for quality improvement and future development.

For academic, non-academic and stakeholders' feedback, once the feedback has been evaluated, MIHE may respond in a number of ways, including but not limited to:

- resolution of the issue(s) raised in the feedback
- making necessary changes to operations, processes or systems
- arranging a meeting or online interaction with members of staff with the person submitting the feedback (to gain greater understanding of the issues, help resolve the issue or explain why the issue cannot be addressed at the time)

Records of all online feedback submitted through the MIHE website or via email to the Administration Manager, Dean or Course Director will be maintained.