

STUDENT INVOLVEMENT AND FEEDBACK

Policy

PURPOSE

This Policy establishes the principles through which the Australian Chiropractic College (ACC) facilitates and values student participation in institutional governance, quality assurance, monitoring, review and improvement activities.

The Policy supports a student-centred approach to higher education by ensuring students have meaningful opportunities to provide feedback on their educational experience and to contribute to the ongoing enhancement of learning, teaching, support services and institutional operations. It also supports ACC's compliance with the Higher Education Standards Framework (Threshold Standards) 2021, particularly in relation to academic governance and continuous improvement.

SCOPE

This Policy applies to all ACC students, academic staff, professional staff and members of governing and advisory bodies involved in student representation, consultation, feedback, monitoring, review and improvement activities.

POLICY STATEMENT

ACC recognises students as key stakeholders in the quality assurance, monitoring, review and improvement of its higher education operations.

ACC will provide students with opportunities to participate in academic governance through student representation on relevant institutional bodies and through consultation processes established by the College. ACC will provide students with opportunities to contribute feedback regarding their learning experience, units of study, programs, support services and broader institutional operations.

ACC will collect, consider and use student feedback as an input into institutional monitoring, review and continuous improvement activities, including learning and teaching enhancement, program review and quality assurance processes.

ACC may participate in external student and graduate survey initiatives to inform institutional evaluation and benchmarking activities.

ACC will take reasonable steps to maintain the confidentiality of students providing feedback and will promote an environment in which students may provide feedback without fear of disadvantage or reprisal.

Feedback received from students will be considered by the appropriate staff members and governance bodies and may inform decisions relating to academic quality, student experience and institutional improvement.

IMPLEMENTATION and MONITORING

The Academic Dean is responsible for oversight of this Policy and for reporting on student involvement and feedback outcomes through the Academic Board and other relevant governance and quality assurance processes.

The Academic Operations Manager is responsible for the operational implementation of student consultation and feedback activities, including the administration of student representative processes, Student/Staff Consultative Committee meetings, student surveys and associated reporting mechanisms.

Information arising from student representation activities, student feedback mechanisms and external survey instruments may be used to inform institutional monitoring, review and continuous improvement activities. Compliance with this Policy will be monitored through ACC's quality assurance, governance and policy review processes.

POLICY REVIEW

The ACC's *Student Involvement and Feedback Policy* is normally reviewed every three years.

ACC may review this policy earlier where required by legislative, regulatory, accreditation or operational changes.

RELATED POLICY DOCUMENTS

- Program Development, Review and Approval Policy and Procedure
- Governance Framework
- Quality Assurance Framework.

VERSION CONTROL

Document: T008 Student Involvement and Feedback Policy		
Responsible Officer: Academic Dean		
Initially Approved by: Academic Board		Date: October 2018
Reviewed and approved by: Academic Board		Date: 10 March 2021
Reviewed and approved by: Academic Board		Date: 15 March 2023
Reviewed and approved by: Academic Board		Date: 08 July 2026
Version: V4.0	Replaces Version(s): V3.0	Next Review: March 2029
HESF	5.3 Monitoring, Review and Improvement 6.3 Academic Governance	5.3.5 6.3.3
Nature of Change	February 2021: • Restructure of the Unit Evaluation process to reduce the frequency of formal unit evaluations from two to one per unit per semester (to obviate formal evaluation fatigue and, at the same time, to enhance student engagement in the identification of any emerging issues in unit delivery during the Semester). • Addition of mid semester Student Staff Consultative Committee meetings to the student feedback process. March 2023 • Recognise student representation on the Learning and Teaching Committee and the Academic Board • Note the overall student experience survey at the end of each semester • Note ACC engagement in QILT surveys • Separate the Policy and Procedure • Add the Review and Related Documents Sections	

	• Add the HESF reference to the Version Control Table. July 2026 • Revised the Policy to establish a high-level principles-based framework for student representation, consultation and feedback, with operational processes relocated to the associated Student Involvement and Feedback Procedure. • Expanded the Policy to recognise student involvement as a key component of institutional governance, quality assurance, monitoring, review and continuous improvement activities. • Clarified ACC's commitment to providing opportunities for student representation, consultation and feedback, and to using student feedback to inform learning and teaching enhancement, program review and institutional quality assurance. • Strengthened governance and implementation responsibilities by clarifying oversight, operational responsibilities and the use of student feedback within ACC's quality assurance and governance processes. • Updated terminology, document structure and related policy references to align with the current ACC policy framework and Higher Education Standards Framework (Threshold Standards) 2021.
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