

STUDENT INVOLVEMENT AND FEEDBACK

Procedure

DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

Quality Indicators for Learning and Teaching (QILT): The Australian Government's national higher education survey program that collects and publishes information about the student experience and graduate outcomes of Australian higher education providers.

Student Representative: A student elected by their peers to represent the views and interests of students through ACC governance, consultation and feedback mechanisms.

Student/Staff Consultative Committee (SSCC): A consultative forum through which student representatives and ACC staff discuss matters relating to the student experience and institutional operations.

PURPOSE

This Procedure outlines the processes through which ACC facilitates student representation, consultation and feedback, and how information obtained through these activities is collected, considered and used to support monitoring, review and continuous improvement activities.

SCOPE

This Procedure applies to all ACC students, academic staff, professional staff and members of governing and consultative bodies involved in student representation, consultation, feedback and related quality assurance activities.

PROCEDURE

1. Student Representation

ACC will provide opportunities for student representation within its academic governance framework.

Students will elect student representatives from within their year level cohorts. Student representatives will normally serve for a period determined by ACC and may be re-elected.

Student representatives will participate in the Student/Staff Consultative Committee (SSCC) and may be elected or appointed to represent the student body on relevant governance bodies, including the Academic Board.

Student representatives serving on governance bodies will be provided with relevant information and support to enable effective participation in governance activities.

Student representatives will not participate in decisions relating to the assessment, grading or progression of individual students.

2. Student/Staff Consultative Committee

ACC will maintain a Student/Staff Consultative Committee (SSCC) to facilitate communication between students and staff regarding matters affecting the student experience.

Student representatives from each year level will participate in SSCC meetings together with nominated ACC staff members.

The SSCC will normally meet at least once each semester.

The SSCC may consider matters including:

- learning and teaching;
- student support services;
- learning resources and facilities;
- administrative processes;
- student wellbeing; and
- other matters affecting the student experience.

Outcomes and actions arising from SSCC meetings will be documented and communicated to relevant staff, committees or governance bodies as appropriate.

3. Student Surveys and Feedback

ACC will provide opportunities for students to provide feedback on their educational experience through institutional surveys and other feedback mechanisms.

Students may be invited to provide feedback regarding:

- units of study;
- programs;
- student support services;
- facilities and resources; and
- their overall student experience.

ACC participates in the Quality Indicators for Learning and Teaching (QILT) survey program, including the Student Experience Survey (SES), Graduate Outcomes Survey (GOS) and any successor surveys. Student contact details may be provided to the QILT Social Research Centre in accordance with applicable legislative and regulatory requirements for the purpose of administering these surveys.

ACC may use information obtained through QILT surveys, together with internally administered feedback mechanisms, to support monitoring, review and continuous improvement activities.

4. Consideration of Student Feedback

Student feedback obtained through representation, consultation and survey activities will be reviewed by relevant staff members and governance bodies.

Feedback may be considered as part of:

- unit enhancement activities;
- program monitoring and review;
- institutional quality assurance activities;
- strategic planning and decision-making; and
- continuous improvement initiatives.

The Academic Dean will ensure that significant themes, trends and outcomes arising from student representation activities, SSCC meetings, institutional surveys and QILT surveys are considered within ACC's quality assurance processes and reported to the Academic Board through Semester Performance Reports and Annual Program Reports, as appropriate.

ACC will communicate significant actions arising from student feedback to students and staff in a timely manner, using appropriate institutional communication mechanisms. These may include Student/Staff Consultative Committee (SSCC) meetings and minutes, student notices, learning management system announcements, email communications, and other College communication channels.

5. Records Management

Records relating to student representation, consultation activities, survey results and associated actions will be maintained in accordance with ACC record management requirements.

IMPLEMENTATION AND MONITORING

The Academic Dean is responsible for oversight of this Procedure and for ensuring that information arising from student representation, consultation and feedback activities is considered through ACC's quality assurance processes and reported to the Academic Board through Semester Performance Reports and Annual Program Reports, as appropriate.

The Academic Operations Manager is responsible for the operational implementation of this Procedure, including the administration of student representative elections, Student/Staff Consultative Committee meetings, institutional surveys and other student feedback activities.

Compliance with this Procedure will be monitored through ACC's quality assurance, governance and policy review processes.

POLICY REVIEW

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

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

RELATED POLICIES/DOCUMENTS

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

VERSION CONTROL

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