

## STUDENT FEEDBACK PROCESS

### Overview

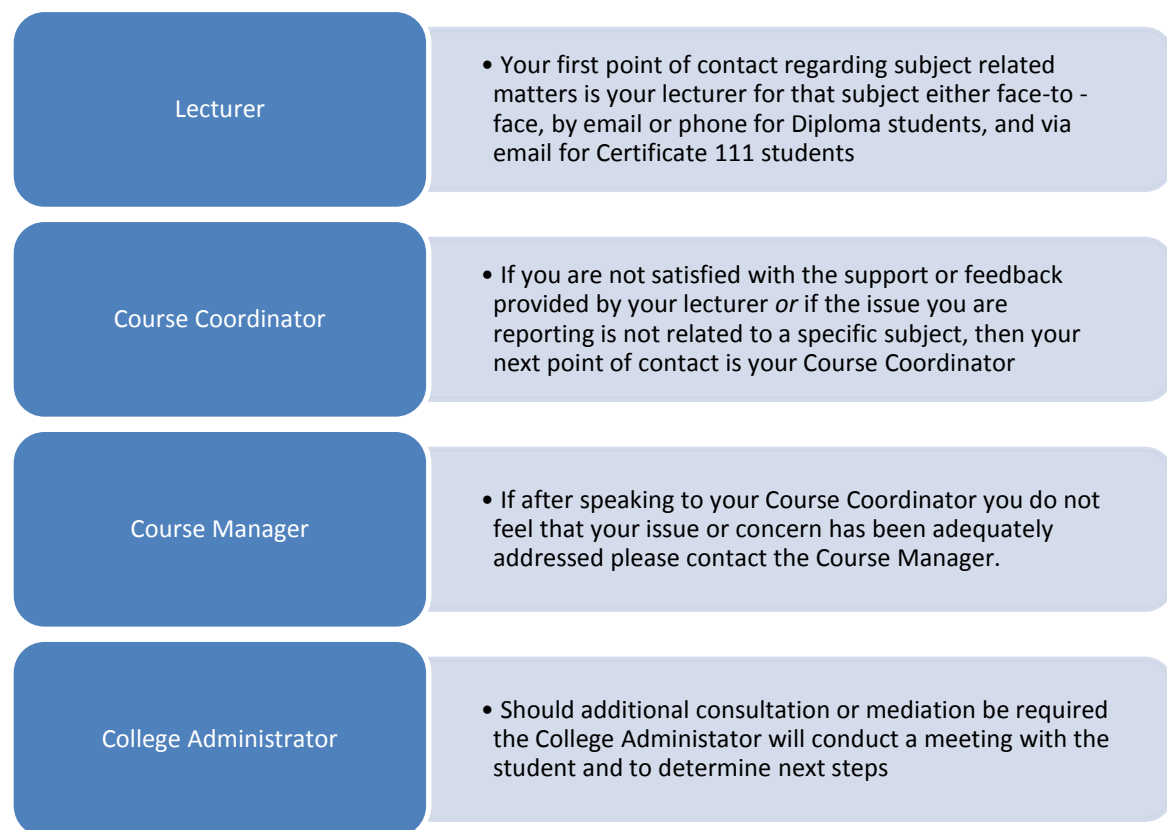
Collecting and analysing student feedback allows the college to continually monitor and improve the quality of the student learning experience.

We routinely collect insights and feedback from students through surveys and questionnaires. We also strongly encourage students to share their positive experiences and or suggestions for improvement with their lecturers and Course Coordinator. Students are welcome to provide feedback at any time.

### Process

We follow the same principles and processes that would apply in a workplace environment.

There are clear lines of communication which are outlined below.



The College takes student feedback very seriously. It is important to note that all feedback must be communicated in a respectful and professional manner. All issues or concerns that are raised will be acknowledged and addressed within three days of receipt.

Refer to the *Grievance Policy and Procedure* for more information regarding formal complaints.

**NOTE:** The College reserves the right to update and amend policies and procedures at any time.