

# Course and Unit Surveys Policy

## Scope

This policy applies to all students and staff of Kaplan Higher Education Pty Ltd, trading as Murdoch College (College) who are responsible for both Award and Non-award courses and unit surveys guided by the Australian Qualifications Framework (AQF) and Higher Education Standards Framework 2021 (Threshold Standards) as well as the Education Services for Overseas Students (Foundation Program Standards) Instrument 2021 and the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

## Purpose

The College is committed to the review of its Award and Non-award courses and units and the implementation of recommendations from these reviews in a timely manner. This policy provides an overview of the key survey tools used by the College to gain feedback from students on their learning experiences and the guidelines on implementing these surveys.

## Definitions

**Award courses** – AQF qualifications offered by the College that have been accredited by the Tertiary Education Quality and Standards Agency ('TEQSA').

**Non-award courses** – non-AQF qualifications at the College. Non-award students are given a Certificate of Achievement at the completion of their course. An example of a non-award course at the College includes ELICOS and Foundation courses.

**Quality Indicators for Learning and Teaching (QILT)** – external surveys for current and past higher education students as well as employers across all higher education courses offered by the College.

**Student Experience of Learning and Teaching Survey (SELTS)** – internal surveys designed to provide a broad measure of the quality of students' learning experience in higher education subjects and non-award courses. SELTS contains qualitative and quantitative questions, through free text and Likert Scale formats to assess both academic and non-academic student experiences.

## Administration and Timing

As part of the College's commitment to maintaining and improving a student's learning experience, students will be asked to evaluate units near the end of a teaching period according to a predetermined schedule, with the reporting of results complying with standard internal procedures.

The survey instruments used are SELTS and QILT for Award courses and SELTS for Foundation and ELICOS courses. The instruments are used to evaluate areas such as unit materials, assessment items, learning community, teaching, facilities, resources and student support. The instruments are also used to ensure learning materials and assessment activities are aligned with the AQF and Threshold Standards for Award courses as well as the Foundation Program Standards for Foundation courses and the ELICOS Standards for ELICOS courses.

Students will be encouraged to provide constructive comments and feedback for the purpose of continuous improvement. This feedback will also be collected via non-survey means, such as forums and suggestion boxes. The feedback will be treated in the strictest confidence and only non-student-specific results will be given to teaching staff. Students can also provide feedback anytime during the subject to relevant academic or administration staff.

Under the guidance of the Teaching and Learning Committee, academic staff including the Director, Curriculum, Learning and Teaching for Pathways, are responsible for the development, administration and review of all SELTS. Academic staff are also actively encouraged to promote the QILT surveys. Recommendations for major amendments to the SELTS or its implementation must be provided to the Academic Board for noting.

## Survey Administration Standards

- Surveys will be undertaken for all unit offerings in every study period, generally where the cohort is 10 students or more
- Unit surveys are to be conducted in the latter half of the teaching period and prior to the ratification and release of results and will be available for a one or two week period to students.
- SELTS results will be available to relevant teaching and other staff and managers after final grades and results for a study period have been ratified by the Grade Ratification and Assessment Committee.
- QILT data and results will be shared with relevant teaching and other staff and managers as they become available.

## Analysis and Dissemination of Feedback

- SELTS analysis shall be conducted by College personnel under the supervision of the Director, Learning and Teaching or nominee for all courses.
- Survey results will be discussed formally at the Teaching & Learning Committee meetings, where action items will be identified and monitored on a regular basis.
- The College is responsible for ensuring students and relevant staff are given appropriate feedback as a result of the survey outcomes including the interpretation of results, issues raised by students, and any action taken to improve the subject/course.
- Relevant unit/course managers will implement the recommendations of the surveys as appropriate and put in place mechanisms to ensure students are given appropriate feedback on survey outcomes.
- The Chair of the Teaching and Learning Committee will prepare a summary report on the SELTS and QILT results for the Academic Board.
- The relevant Assistant Director, Learning and Teaching, or nominee will compile a recommendation report on ELICOS feedback for the Director, Learning and Teaching, based on feedback from students and staff.
- Amendments arising from stakeholder feedback are documented in the Change Register

## Using Surveys as an Evaluation of Teaching

Data from the student evaluation surveys will be provided for teaching staff and managers to use for professional support, ongoing training and performance review. Disciplinary proceedings may be initiated as a consequence of underperformance. Data may also be used to recognise exemplary teaching and learning practices and seek ways to disseminate and encourage good practice.

## Relevant Legislation

As a registered education provider, the College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below lists the most relevant legislation that apply to this policy:

- Australian Qualifications Framework
- Common European Framework of Reference for Languages
- Education Services for Overseas Students Act (ESOS Act)
- Education Services for Overseas Students (Foundation Program Standards) Instrument 2021
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework 2021 (Threshold Standards)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

## Related Policies

This policy should be read in conjunction with the following College policies:

- Academic Integrity and Misconduct Policy
- Academic Success Policy
- Assessment Policy
- Attendance Monitoring and Intervention Policy
- Continuous Improvement Policy
- Course and Subject Development and Review Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling Policy
- Learning Facilities and Resources Policy
- Privacy Policy
- Reasonable Adjustment Policy
- Student Record Management Policy

## Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer(s)</b>	Director, Learning and Teaching			
<b>Review Due Date</b>	June 2028			
<b>Approved by</b>				
KHE Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
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