



Student Feedback and Evaluation Policy

1. Purpose and Scope

This policy governs the collection and use of student feedback and evaluation of teaching and learning in all subjects and courses offered by Russo Business School.

This policy applies to all staff and students of the Russo Business School higher education community.

2. Definitions

Course is an appropriate suite and sequence of subjects that meets the requirements and specifications of the relevant level of the *Australian Qualifications Framework AQF 2nd ed, 2013* and which leads to the conferral of an award. For example, a Diploma of Business.

Subject is a unit of study that focuses on the development of knowledge, skills and the application of knowledge and skills in a given content area in accordance with the requirements and specifications of the *Australian Qualifications Framework AQF 2nd ed, 2013*. A subject may form part of a course.

3. Policy Objective

Russo Business School is committed to gathering feedback from students about their experience to inform the continuous improvement of subjects and teaching. Survey data also supports benchmarking activities with other providers, contributes to curriculum review and renewal processes, and plays a role in identifying the professional development needs of staff.

4. Implementation

The Dean of Studies, in consultation with the Executive Dean and Chief Operating Officer, will develop appropriate evaluation tools to seek student feedback on teaching and learning, subjects and courses and the institutional experience.

All feedback received from students will remain confidential with no information that records the identity of the student being recorded.

Outcomes of evaluations that focus on teaching and learning will remain confidential and will only be accessible by the staff member being evaluated and their supervisor.

Depending on the role occupied e.g. Associate Dean – Diploma Programs, outcomes of evaluations on teaching and learning, subjects and courses will form part of discussion in individual annual staff performance reviews.

Outcomes on evaluations on Subjects and Courses will be submitted to the Teaching and Learning Committee in accordance with its terms of reference and in accordance with the requirements of the Quality Assurance of Courses and Subjects Policy & Procedures.

Outcomes on evaluations on subjects and courses and subsequent actions as a result of feedback received will be made available to students through the online learning management system.

The Executive Dean or delegate may provide support to staff in the form of professional development to assist staff with approaches and strategies to respond to student feedback and evaluations on teaching, subjects and courses.

5. Related Legislation and Standards

[Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#)

[Educational Services for Overseas Students Act 2000 \(ESOS Act\)](#)

[Higher Education Standards Framework \(Threshold Standards\) 2021](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

[Tertiary Education Quality and Standards Agency Act 2011 \(TEQSA Act 2011\)](#)

[Australian Qualifications Framework \(2nd ed, January 2013\)](#)

6. Related Documents

Course and Subject Design and Approval Policy

Quality Assurance of Courses and Subjects Policy & Procedures.

7. Delegations

Delegated Authority	Delegation
Governance	
Teaching and Learning Committee	Refer to the Terms of Reference
Executives	
Chief Operating Officer	Relevant to Accountability Statement
Executive Dean	Relevant to Accountability Statement
Management	
Dean of Studies	Relevant to Accountability Statement
Academic Support Staff – Adviser/Lecturers	Relevant to Accountability Statement

8. Version Control

Policy & Procedure Version No	Policy & Procedure Sponsor	Approval Authority	Date of Approval	Date for Next Review
1/2014	Kathleen Newcombe, CEO, Russo Business School	Academic Board	9/10/14	9/10/15
2/2015	Dr. Elizabeth O'Brien, Executive Dean, Russo Business School	Academic Board	23/11/15	23/11/16
3/2016	Dr. Elizabeth O'Brien, Executive Dean, Russo Business School	Academic Board	7/10/2016	7/10/2017
4/2018	Dr Paul Greenfield Executive Dean, Russo Business School	Academic Board	25/06/2018	25/06/2019

5/2020	Ms Kathleen Newcombe CEO (Education Group)	Academic Board (Minor amendment)	9/6/2020	9/6/2021
6/2022	Diploma Program Manager	Academic Board (Minor amendment)	15/07/2022	15/07/2024