

#### **Policy Rationale**

To provide the collection, analysis, reporting and use of student feedback.

To demonstrate CCAE's commitment to enhancing learning and teaching through student-centred evaluation and feedback practices.

#### **Policy Aims**

To obtain feedback from students about their experience of learning..

Student feedback contributes to:

- confirming to students that CCAE is committed to the achievement and maintenance of effective teaching and learning.
- providing a basis for individual and collaborative critical reflection on teaching and curriculum;
- identifying aspects of teaching and curriculum that are successful examples of effective practice, present opportunities for enhancement or require development;
- informing strategic development of learning and teaching capacity
- providing evidence of learning and teaching performance to professional, statutory and regulatory bodies

#### **Procedure –Learner Satisfaction Surveys**

- A random sample of students will be taken to participate in the Learner's Satisfaction Survey each year. This survey is based on completed qualifications and is benchmarked against similar RTO's.
- Forms are then sent to ACER for analysis and publication
- Results are placed on CCAE's website.

#### **Procedure – CCAE Course feedback**

- A feedback form is distributed to students to voluntarily complete at the end of each unit.
- Staff members collect these forms and review the content
- Staff are recognised verbally by any positive feedback
- Any constructive feedback is considered and discussed with relevant staff members and acted upon as necessary
- Feedback forms are stored in the student files against the relevant unit

#### **Evaluation**

This policy will be reviewed bi-annually.