



STUDENTS, STAFF & EXTERNAL FEEDBACK POLICY AND PROCEDURE

1. Policy Context

This policy is developed to support Alice Springs College of Australia's obligations under:

- Standards for Registered Training Organisations (RTOs) 2025
- ESOS National Code 2018 (where applicable)
- Continuous improvement and quality assurance requirements
- Stakeholder engagement and governance expectations

This policy operates in conjunction with ASCA's Continuous Improvement, Student Support, Training and Assessment, and Governance policies.

2. Purpose

Alice Springs College of Australia recognises that meaningful feedback from students, staff and external stakeholders is essential to maintaining high-quality training, effective student support and sound organisational practices.

The purpose of this policy is to ensure a structured and consistent approach to collecting, analysing and responding to feedback so that:

- learning and teaching practices remain effective and relevant
- student experience and wellbeing are continuously improved
- operational processes respond to stakeholder needs
- decision-making is evidence-informed
- quality and compliance obligations are maintained

3. Scope

This policy applies to feedback provided by or relating to:

- current and prospective students
- graduates
- trainers and assessors
- administrative staff
- employers and industry partners
- education agents and third-party providers
- community and regulatory stakeholders

4. Policy Statement

ASCA is committed to creating an environment where feedback is actively encouraged and valued as a key driver of improvement.

Feedback is regarded as an important mechanism to:

- monitor student satisfaction and learning outcomes
- evaluate training and assessment effectiveness
- identify gaps in student support services
- strengthen operational practices
- ensure industry relevance and stakeholder engagement

ASCA ensures that all stakeholders have accessible opportunities to provide feedback and that responses are managed in a respectful, transparent and constructive manner.



5. Feedback Framework

ASCA maintains a structured feedback system integrated across the student lifecycle and organisational operations.

Student Feedback

Student feedback is collected at different stages of the learning journey to understand:

- the effectiveness of teaching and learning
- assessment clarity and fairness
- support services accessibility
- campus environment and facilities
- overall student experience

Feedback is gathered through course evaluations, engagement discussions, support interactions and end-of-course reviews.

Staff Feedback

Staff feedback contributes to organisational improvement by informing:

- delivery practices
- operational processes
- resource needs
- compliance systems
- professional development requirements

Feedback is gathered through staff meetings, consultations, performance reviews and professional discussions.

External Stakeholder Feedback

ASCA engages with employers, industry representatives, partners and community stakeholders to ensure:

- training remains aligned with industry expectations
- employability outcomes are supported
- programs remain current and relevant

External input may be obtained through consultation meetings, advisory discussions, surveys and partnership engagement.

6. Analysis and Use of Feedback

All feedback is reviewed systematically to identify patterns, concerns and opportunities for improvement.

The analysis focuses on:

- recurring issues
- emerging risks
- service gaps
- enhancement opportunities

Findings are considered through management and quality assurance processes to inform:

- policy updates
- operational improvements
- training and assessment refinement
- support service enhancement
- staff development initiatives



7. Continuous Improvement Integration

Feedback forms a core component of ASCA's continuous improvement approach.

Improvement actions are:

- documented
- monitored for effectiveness
- reviewed periodically
- incorporated into planning and decision-making

This ensures feedback leads to measurable improvements rather than isolated responses.

8. Roles and Responsibilities

The CEO and RTO Manager are responsible for ensuring feedback systems operate effectively and that outcomes inform organisational planning.

Trainers and staff are responsible for encouraging participation in feedback processes and responding constructively within their areas of responsibility.

Student support and administration staff facilitate feedback collection, record relevant information and escalate matters requiring action.

Students and stakeholders are encouraged to provide honest and constructive feedback to support improvement.

9. Confidentiality and Ethical Handling

ASCA manages feedback in a professional and ethical manner.

Feedback may be collected anonymously where appropriate and is treated confidentially. Information is used for improvement purposes and managed in accordance with privacy requirements.

10. Communication of Outcomes

Where appropriate, ASCA communicates improvements resulting from feedback to students, staff and stakeholders. This may occur through:

- internal updates
- meetings
- announcements
- policy revisions

Communicating outcomes reinforces transparency and encourages continued stakeholder engagement.

11. Integration with Quality Assurance

Feedback is embedded within ASCA's broader quality systems, including:

- internal audits
- validation activities
- risk management
- governance reviews

This ensures feedback contributes to overall organisational performance and compliance.

12. Publication

This policy is made available to staff and students through institutional systems, induction processes and internal communication channels.



13. Review

This policy will be reviewed annually, following internal audits, regulatory changes or significant feedback trends.

VERSION CONTROL			
Policy Name:	STUDENTS, STAFF & EXTERNAL FEEDBACK POLICY AND PROCEDURE		
Policy Owner:	CEO/ Alice Springs College of Australia Pty Ltd		
Effective Date:	06/02/2026	Next Review Date:	06/02/2027
Version	Date	Description of Changes	Approved By
V1.0	30/01/2022	Initial document creation in accordance with applicable RTO compliance requirements	CEO
V1.1	06/02/2026	<ul style="list-style-type: none"> Reviewed and updated to align with the RTO Standards 2025 (ASQA requirements) Reformatted to meet ASCA documentation requirements Updated official letterhead Updated Northern Territory Campus Address 	CEO