

IEFT STUDENT FEEDBACK AND ACCESS TO STAFF POLICY

PURPOSE

This document sets out IEFT'S policy for systematically collecting student feedback and ensuring students have appropriate access to academic teaching staff to assist them in their study.

SCOPE

This policy applies to all IEFT academic teaching staff and students.

DEFINITIONS

Nil.

RESPONSIBILITIES

The CEO is responsible for the implementation of this policy.

The Dean (Emotionally Focused Therapy) is responsible for taking all reasonable steps to ensure:

- the application and compliance monitoring of this policy;
- that any breaches of this policy are dealt with in a timely manner through IEFT's *Grievance Complaints and Appeals Policy and Procedure*.

Academic teaching staff members are responsible for:

- responding appropriately to student enquiries submitted directly or via email;
- responding promptly to student requests for face to face consultations during the times they have advertised their availability;
- keeping track of their scheduled appointments with students to ensure there are adequate opportunities for consultations; and
- referring students who are struggling academically to the Dean (Emotionally Focused Therapy) as at risk students, even when such students have not requested consultation.

POLICY

1. All IEFT staff members treat students equitably, and with courtesy and respect.
2. IEFT regards individual student consultation with academic teaching staff as an integral part of the learning experience.
3. In class consultations: academic teaching staff will set aside time towards the end of each teaching session to allow students the opportunity to clarify and discuss questions regarding subject content and assessment requirements in detail.
4. Consultation times outside scheduled classes: academic teaching staff will advertise to their students the times that they are available for consultation at the beginning of the semester. In determining their consultation times, staff members will take into account the timetabled commitments of students to ensure that, as far as is practicable, they are available for consultations when students are free to attend.
5. Students are encouraged to make appointments with academic teaching staff in advertised consultation times by email or in person. Student requests are to include the matter they wish to discuss in order to enable the most effective use of consultation. Students may also ask questions by email or phone if they require answers before the next teaching session.
6. Academic teaching staff and students are provided with a unique email address, which is IEFT's primary means of communicating academic and administrative information and enquires. Academic teaching staff members are required to read and respond to emails in a timely fashion.
7. Consultations with the Course Co-ordinator: the Course Co-ordinator provides a range of academic and course advice on course sequence, subject enrolment, pre-requisites and course progression. The Course Co-ordinator is available for student consultation at times when not

engaged in teaching and other administration duties. The Course Co-ordinator will advertise consultation times on the door of the office and at Reception. Students may make appointments in person or by email.

8. Consultations with the Dean (Emotionally Focused Therapy): The Dean (Emotionally Focused Therapy) is available for student consultation on matters such as grievances, complaints, appeals, academic performance, course deferral and maximum course candidature. Students may make appointments in person, by email, or at Reception.
9. Student feedback: IEFT systematically collects and analyses student feedback on units of study, content, assessment and teaching as part of its quality assurance processes, using the Student Experience Questionnaire at the end of each semester.
10. Student feedback data will be analysed and reported to the Teaching and Learning Committee and Academic Board, with recommendations for improvement. Students will receive regular updates on improvement actions taken as a result of their feedback.

RELATED

Students at Risk Policy
Students at Risk Procedure
Grievance Complaints and Appeals Policy
Grievance Complaints and Procedure
Privacy Policy
Student Records Management Policy
Staff Induction Program Policy
Staff Induction Procedure
Quality Assurance Framework
Quality Assurance Procedure

Version Control

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