

# Course and Subject Surveys Policy

## Scope

This policy applies to all students and staff of Kaplan Business School Pty Ltd ("Kaplan") who are responsible for both Award and Non-award courses and subject surveys guided by the Australian Qualifications Framework (AQF) and Higher Education Standards Framework 2021 (Threshold Standards) as well as the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

## Purpose

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

## Definitions

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

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

**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 Kaplan's commitment to maintaining and improving a student's learning experience, students will be asked to evaluate subjects in the latter half of a teaching period according to a predetermined schedule. For example, week 9 of the 12-week period for award courses and week 7 of the 10-week period for Non-award Courses. The reporting of results complies with standard internal procedures, which include the delivery of teacher feedback post-moderation of final grades to ensure assessment marker bias from survey feedback is not present. This is to ensure students feel comfortable providing truly anonymous feedback about their teacher.

The survey instruments used are SELTS and QILT for both Award and non-Award courses. The internal SELTS survey questions align to the relevant external QILT questions, to provide a lead-indicator of feedback to be promptly addressed. The instruments are used to evaluate the academic areas of teaching, assessment and resources quality. Plus, non-academic services from campus facilities, library, academic support, counselling, learning management systems, and student experience support.

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 are responsible for the development, administration and review of all SELTS for award and non-award courses. Academic staff are also actively encouraged to promote the QILT surveys. 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 subject offerings in every study period.
- SELTS surveys are to be conducted in the latter half of the teaching period and will be available for a one-week period to students.
- SELTS results will be available to relevant teaching staff after final grades have been moderated. Non-academic staff and managers are provided with results within one fortnight of the survey closing,
- 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 Kaplan personnel under the supervision of the Academic Dean, GM, Academic Services and Administration, and GM, Student Experience.
- Survey results will be discussed formally at the Teaching & Learning Committee meetings, where action items will be identified and monitored on a regular basis.
- Kaplan 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 subject/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 provide a summary report of the SELTS and QILT results to the Academic Board.
- The ELICOS Manager will compile a recommendation report for the GM, Academic Services and Administration based on the feedback from students

## 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, Kaplan 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 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 and Documents

This policy should be read in conjunction with the following:

- Academic Integrity and Misconduct Policy
- Academic Success Policy
- Assessment Policy
- Attendance Policy
- Continuous Improvement Policy
- Course and Subject Development and Review Policy
- Diversity, Inclusion and Equity Policy
- ELICOS Course Attendance Monitoring and Intervention Policy
- Grievances, Complaints and Appeals Handling Policy
- Learning Facilities and Resources Policy
- Privacy Policy
- Reasonable Adjustment Guidelines
- Special Considerations Guidelines
- 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 Officers</b>	Academic Dean GM, Academic Services and Administration GM, Student Experience			
<b>Review Date</b>	April 2028			
<b>Approved by</b>				
KBS Academic Board				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
1.0	Academic Quality and Governance Team	New Policy introduced following publication omission in 2014. Aligns KBS with all other Kaplan Higher Education providers.	02.03.2016	17.03.2016
2.0	Academic Dean in collaboration with the Quality, Regulations and Standards Team	In the “Overview” section of the policy it was added that all means of feedback received is considered. Survey Administration Standards simplified and made clearer, the results of surveys are made available to staff within a fortnight rather than 6 weeks, as before. Analysis and dissemination of feedback – responsibility extended to the GM, National Operations (in addition to the Academic Dean), results of feedback will be discussed <b>formally</b> at the T&L Committee meetings.	04.09.2019	09.09.2019
3.0	Quality, Regulations and Standards Team	<ul style="list-style-type: none"><li>• Incorporated ELICOS and Non-award.</li><li>• Aligned content with other Kaplan Institutes of Higher Education.</li><li>• Followed standard policy template to add sections on definitions, relevant legislation and related policies.</li></ul>	18.06.2025	25.06.2025