

Russo Business School Student Feedback and Evaluation Policy

Scope and Purpose

This policy and procedure applies to all staff and students of Russo Business School Pty Ltd ABN 34 601 105 319 trading as Russo Business School (RBS) (CRICOS Provider Code – 03441F).

It sets out the policy and procedures governing the collection and use of student feedback and evaluation on teaching and learning, subjects and courses at Russo Business School.

Definitions and Abbreviations

Australian Applicant is an Australian citizen, a permanent resident or the holder of a permanent humanitarian visa.

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.

International Applicant is an applicant who does not hold citizenship of Australia or New Zealand, Australian permanent residence status or a permanent visa. The language of instruction at Russo Business School is English. International students must demonstrate a suitable level of English language proficiency before being admitted to a Russo Business School course.

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.

AQF – Australian Qualification Framework

ASTAS - Australian Student Tuition Assurance Scheme

CRICOS – Commonwealth Register of Institutions and Courses for Overseas Students

DHA – Department of Home Affairs

ELP - English Language Proficiency

ESOS - Education Services for Overseas Students

PRISMS – Provider Registration and International Student Management System

TPS – Tuition Protection Service

Policy

1. Russo Business School will develop appropriate evaluation tools to seek student feedback on teaching and learning, subjects and courses and the institutional experience.
2. All feedback received from students will remain confidential with no information that records the identity of the student being recorded.
3. 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.
4. 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.

5. Outcomes on evaluations on subjects and courses will be submitted to the *Course Review Committee* in accordance with its terms of reference and in accordance with the requirements of the *Quality Assurance of Courses and Subjects Policy & Procedures*.
6. 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 managementsystem.
7. 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.