

Course and Subject Surveys Policy

Kaplan Higher Education Pty Ltd.

Scope

This policy applies to all students and staff of Kaplan Higher Education Pty Ltd, trading as Kaplan Professional ('Kaplan'), who are responsible for award courses and subject surveys guided by the Australian Qualifications Framework ('AQF') and Higher Education Standards Framework 2021 ('Threshold Standards').

Purpose

Kaplan is committed to the review of its courses and subjects and the implementation of recommendations from these surveys 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 experience, 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').

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. 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 at the end of each study period according to a predetermined schedule, with the reporting of results complying with internal business procedures.

The survey instruments used for award courses are the SELTS and QILT surveys. The instruments are used to evaluate areas such as subject materials and content, assessment items, learning community, teaching staff performance, resources, and student support. The instruments are also used to ensure learning materials and assessment activities are aligned with the AQF and Threshold Standards for award courses.

Students will also be encouraged to provide constructive comments and feedback for the purpose of continuous improvement. This feedback may also be collected via non-survey means, including but not limited to the learning management system forums and verbal feedback. 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. Academic staff are also actively encouraged to promote the QILT survey. 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

- All core subjects will be surveyed at least twice a year and electives at least once a year using the SELTS, according to a schedule developed by the Teaching and Learning Committee in consultation with the individual members of the management team and the Vice President, Academic, or delegate. Academic staff are encouraged to undertake surveys for all subject offerings in every study period.
- Subject surveys are to be conducted towards the latter half of each study period and prior to the ratification and release of the final subject results and will be available for a minimum two-week period to students.
- Survey instruments are made available only to the relevant student groups.
- SELTS results will be available to relevant staff and managers after final grades and results for a study period have been ratified by the Grade Ratification and Assessment Committee.
- QILT data and results will be shared with relevant staff and managers as they become available.

Analysis and dissemination of feedback

- Survey analysis shall be conducted by the academic staff under the supervision of the relevant management team member or nominee, with results circulated to relevant academic and/or management team member as appropriate.
- SELTS and QILT survey results will be discussed at the Teaching & Learning Committee meetings, where action items will be identified and monitored on a regular basis.
- Each academic staff member is responsible for ensuring students and relevant teaching and other staff are given appropriate feedback of survey outcomes, including the interpretation of survey results, issues raised by students and any action undertaken to improve the subject/course. This may be done in a variety of ways, such as through physical or electronic means.
- Academic Managers will implement academic related recommendations resulting from 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 prepare a summary report of the SELTS and QILT survey results to the Academic Board.

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. The most relevant legislation(s) that apply to this policy are listed below:

- Australian Qualifications Framework
- Higher Education Standards Framework 2021 (Threshold Standards)

Related Policies and Documents

This policy should be read in conjunction with the following:

- Academic Integrity and Conduct Policy
- Assessment Policy
- Continuous Improvement Policy
- Course and Subject Development and Review Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling Policy
- Learning Facilities and Resources Policy
- Privacy Policy
- Reasonable Adjustment Policy
- 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.

Policy Category	Academic			
Responsible Officer	Vice President, Academic			
Implementation Officer	Relevant Business Unit Heads and General Managers			
Review Date	April 2028			
Approved by				
Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.2	Academic Quality and Governance Team	Amended to reflect QILT context and clarifications made in relation to the academic entities' responsibility for supporting survey implementation. Policy restructured and additional information included for clarity, consistency and coherency.	10.03.2016	17.03.2016
1.3	Quality, Regulations and Standards Team	Updated provider category to <i>Institute of Higher Education</i> and updated role titles.	N/A	13.07.2021
1.4	Quality, Regulations and Standards Team	Updated and reviewed due to policy cycle.	15.09.2022	15.09.2022
1.5	Quality, Regulations and Standards Team	Updated and reviewed due to policy cycle.	18.06.2025	25.06.2025