



Learner Feedback Policy & Procedure

Policy Purpose:

This policy establishes a framework for collecting, managing, and responding to feedback from learners to support continuous improvement in course programs, learner services, and college practices.

Nature Care College values learner feedback as an essential source of information for enhancing the quality, accessibility, relevance, and effectiveness of its course program offerings.

Policy Scope

This policy applies to:

- All enrolled learners participating in courses or services
- All staff, contractors, trainers and supervisors involved in the delivery and administration of educational services.

Policy Content:

Nature Care College is committed to

- Encouraging learners to provide honest and constructive feedback.
- Providing accessible and confidential feedback channels.
- Responding to feedback in a timely, respectful, and transparent manner.
- Using feedback to improve learner experiences, program quality, and college organisational effectiveness.
- Ensuring learners can provide feedback without fear of disadvantage, discrimination, or retaliation.

Principles

Feedback processes will be guided by the following principles:

1. Accessibility

Learners will have multiple opportunities and methods to provide feedback.

2. Respect

All feedback will be treated respectfully and professionally.

3. Confidentiality

Personal information will be handled in accordance with applicable privacy legislation and Nature Care College privacy policy.



4. Fairness

Feedback will be considered objectively and impartially.

5. Continuous Improvement

Feedback outcomes will inform decision-making, planning, and quality improvement initiatives.

Types of Feedback

Nature Care College welcomes feedback relating to:

- Course content and learning materials.
- Training delivery and facilitation.
- Learning environments and facilities.
- Online learning platforms and technology.
- Learner support services.
- Administrative processes.
- Accessibility and inclusion.
- General suggestions for improvement.
- Compliments regarding services or staff performance.
- Concerns or complaints about organisational practices.

Feedback Methods

Learners may provide feedback through:

- End-of-subject surveys.
- End-of-course program surveys.
- Email correspondence.
- Verbal feedback to trainers or staff.
- Anonymous feedback may be accepted where practical

Management of Feedback Process

Receipt of Feedback

All feedback received will be documented and, where appropriate, recorded in the Feedback Register.

Acknowledgement

Where contact details are provided, feedback will generally be acknowledged within five (5) business days.



Review

Feedback will be reviewed by the appropriate staff member or manager to determine:

- The nature of the feedback
- Any immediate actions required
- Opportunities for improvement
- Whether escalation is necessary

Response

Where a response is required and contact information has been provided, Nature Care College will aim to provide a response within ten (10) business days of acknowledgement.

Complex matters may require additional time. In such cases, the learner will be informed of the expected timeframe.

Resolution and Improvement

Actions arising from feedback may include:

- Course Program revisions
- Staff development activities
- Process improvements
- Resource enhancements
- Policy or procedure updates

Complaints

Where feedback constitutes a formal complaint, it will be managed in accordance with Nature Care College Complaints and Appeals Policy.

Learners will be advised of the relevant complaint and appeals resolution process.

Protection from Disadvantage

No learner will be disadvantaged, discriminated against, or treated unfairly for providing feedback, raising concerns, or lodging a complaint in good faith.

Any victimisation or retaliation against a learner who provides feedback will be treated as a serious breach of Nature Care College workplace standards.



Record Keeping

Nature Care College will:

- Maintain records of feedback received and actions taken.
- Monitor feedback trends and recurring issues.
- Retain records in accordance with record management requirements.
- Protect personal information in accordance with privacy policy.

Monitoring and Review

Feedback data will be reviewed periodically to:

- Identify opportunities for improvement.
- Monitor learner satisfaction.
- Evaluate the effectiveness of course programs and services.
- Inform strategic and operational planning.

Responsibilities

Directors and Management

- Ensure implementation of this policy.
- Monitor feedback outcomes and improvement actions.
- Allocate resources for continuous improvement.

Staff and Facilitators

- Encourage learner participation in feedback processes.
- Receive and refer feedback appropriately.
- Maintain confidentiality and professionalism.

Learners

- Provide respectful, honest, and constructive feedback.
- Participate in surveys and evaluation activities where possible.

Quality Outcome: This policy establishes a framework for collecting, managing, and responding to feedback from learners to support continuous improvement in course programs, learner services, and college practices