

Student Voice

- Monitor and spot check each survey run to ensure processes are being met
- Provide organisational analysis to the Dean and Quality and Academic Director on cross organisational themes, trends and recurring issues and impact analysis of student feedback outcomes on organisational effectiveness
- Maintain oversight of the Evaluation Kit process and ensure Wintec expectations are met.

Quality and Academic Unit Director

The following roles have key responsibilities in relation to Student Voice Polls:

Student Voice Polls

Students

- Use Student Voice Polls to provide their opinion on trending questions that may inform improvements at Wintec
- Post via Student Voice 24/7 any recommendations for Student Voice Poll questions.

Student Voice Administrator

- Publish outcomes of poll within two working days of the close of the poll
- Notify the related unit of the outcomes of the poll and ask for feedback on outcome to communicate back to students.

Key Managers

- Provide the Student Voice Administrator with feedback on the outcomes of the Student Voice Poll
 - This includes how the poll results will be integrated into future work plans, improvements or change.

The following roles have key responsibilities in relation to Student Forum:

Student Forums and Student Representatives

Students

- Engage in the process to elect your Student Representative
- Inform your Student Representative of any concerns, issues, feedback to enable your Student Representative to take class feedback to the Student Forums
- Understand the boundaries of the Student Representative.

Student Representatives

- Participate in training and access the training resources for the Student Representative role
- Consult with students and help put their views forward at Student Forums
- Help create solutions alongside staff to student concerns

Student Voice

- Feed forward to your classmate and let them know what was raised and the outcomes of the Student Forum.
- Teaching Staff**
- Support Student Representatives and Student Forums
 - Allow Student Representatives class time to consult with students and feed forward as appropriate.
- Student Advisors**
- Provide training to Student Representatives
 - Support Student Forums and help facilitate student-centred solutions to issues raised.
- Centre Administrators**
- Provide administrative support to the Centre Director
 - Manage Student Representative contact list
 - Connect Student Advisors and Student Representatives
 - Engage in review process to ensure Student Representative system remains fit for purpose.
- Centre Directors**
- Facilitate Student Forum meetings and help facilitate student-centred solutions to issues raised
 - Report to Programme Committees Student Forum outcomes, trends and themes as appropriate
 - Engage in the sharing of best practice, e.g. through peer review, community of practice.

The following roles have key responsibilities in relation to Formal Complaints and Appeals:

Formal Complaints and Appeals

Please refer to the Te Pūkenga national [Ākongā Concerns and Complaints policy](#)

Please refer to the Te Pūkenga national [Ākongā appeals policy](#)

Business Division Process

- Students**
- Complete and submit the formal complaint form and provide supporting evidence as required
 - Participate in interviews if the investigation requires it
 - If dissatisfied with the outcome of a formal complaint complete and submit an appeal within the timeframe specified in the formal complaint outcome letter
 - If dissatisfied with the outcome of an appeal complete and submit an appeal to quality@tepukenga.ac.nz within the timeframe specified in the appeal outcome letter.
- Complaints Officer**
- Manage the formal complaint workflow as per the Te Pūkenga policy
 - Ensure Wintec|Te Pūkenga expectations are met.

Student Voice

- Tier 3 Managers**
- Arrange for an acknowledgement of the formal complaint to be sent to the student within five working days of receipt. The acknowledgement letter should include:
 - The process of the investigation including timeframes
 - Who will be conducting the investigation
 - Who determines the outcome
 - Manage the investigation
 - Arrange for an outcome letter to be sent to the student within the specified timeframes
 - Ensure the Complaints Officer is updated
 - Track any actions that may occur as a consequence of the outcome.

- Appeals Panel**
- Arrange for an acknowledgement of the appeal to be sent to the student within five working days of receipt. The acknowledgement letter should include:
 - The process of the appeal including timeframes
 - Who will be conducting the appeal
 - Who determines the outcome
 - Manage the appeal
 - Arrange for an outcome letter to be sent to the student within the specified timeframes
 - Ensure the Appeals database is updated
 - Delegate to the appropriate Tier 3 Manager the tracking of any actions that may occur as a consequence of the outcome.

4. Measuring Success

The measurements of success for Student Voice at Wintec are based on the principle that it is student choice to engage with Wintec and Wintec's role to provide access to engage:

- Student Voice tools and opportunities are accessible:
 - Initial coverage is 90% of the student population
 - Student cohorts that are not covered are identified and plans put in place to include in coverage by end of 2019.
- There is visible evidence that Student Voice outcomes are used in Wintec's self-assessment cycle:
 - Student Voice analysis reports are drafted annually reflecting current and long-term trends and themes
 - Programme Committee minutes provide evidence of discussion and outcomes of Student Voice
 - Strategic Oversight Programme Committee minutes provide evidence of discussion and planned improvements based on Student Voice analysis reports

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Student Voice

- Programme Health Checks site evidence of engagement with Student Voice.
- There is visible evidence of the impact of Student Voice:
 - The percentage of informal feedback is higher than formal complaints
 - Changes made as a direct consequence of student feedback are explicitly linked to Student Voice and tracked for impact analysis.

Student Voice

5. Procedures

5.1. Quick Resolution and Unpack

- a) Understand these are the regular conversations between students and staff and these steps are here to help avoid escalation.
- b) Student approaches staff member.
- c) Staff member listens to the student.
- d) Staff member pauses and does a quick reflection:
 - I. Is this issue part of my everyday work?
 - II. Does it sound like there has been unfair treatment or a process not followed?
 - III. Is this actually a formal complaint? Can I contain this to prevent escalation to a formal complaint?
 - IV. Do I have the capacity and capability to help this student? Am I the right person?
- e) Staff member then decides to:
 - I. Treat as BAU as it is a normal part of your role.
 - II. Unpack the issue with the student.
 - III. Refer on.
- f) If the staff member decides to unpack then:
 - I. Seek to understand without judgement:
 - i. Ask 'what else' (or similar questions) at least 5 times.
 - II. Ask the student what they want to happen.
 - III. Explore the options and help the student to decide.
 - IV. Agree who will do what, when and how?
- g) Follow through / follow up.
- h) Always use a common-sense approach.

Student Voice

5.2. Student Voice 24/7

- a) Student submits a post to Student Voice 24/7.
- b) The Student Voice Administrator monitors Student Voice 24/7 for new posts.
- c) The Student Voice Administrator checks the repository for the appropriate response:
 - I. If no response exists, the Student Voice Administrator works with the relevant liaison to formulate a response.
- d) The Student Voice Administrator moderates posts and amends to meet the Terms of Use.
- e) The Student Voice Administrator publishes moderated posts and responses within one working day.
- f) Students cannot comment on posts but can 'like' or 'dislike' responses.
- g) The Student Voice Administrator may update posts with follow-up information if appropriate.
- h) The Student Voice Administrator publishes monthly updates to inform students on trends, themes, usage and outcomes of the Student Voice 24/7 for that month.

5.3. Evaluation Kit

- a) Three surveys are scheduled each module delivery and the schedules are published on Moodle, Student Voice 24/7 and appropriate social media sites.
- b) A standard schedule will be:

Wk. 1	Wk. 2	Wk. 3	Wk. 4	Wk. 5	Wk. 6	Wk. 7	Wk. 8	Wk. 9	Wk. 10	Wk. 11	Wk. 12	Wk. 13	Wk. 14	Wk. 15	Wk. 16	Wk. 17
		Survey					Survey						Survey			

- c) Before the first day of class Faculty staff check their Moodle pages and reassign the roles of inactive or non-teaching staff to "non-editing". Note that any staff on that Moodle page will become part of the survey.
- d) The Survey Facilitator downloads classes, 'editing role' teaching staff and students from Moodle or Arion to Evaluation Kit each semester.
- e) The Survey Facilitator will apply logic rules to determine the main class to assign the programme and organisational level questions to and then create the survey instance.
- f) The Survey Facilitator opens each survey as scheduled for at least two weeks duration.
- g) Students and tutors receive the following notifications:

Students

- | Initial email when survey opens
 - Will list all modules that are being surveyed
- | Reminder email one week before survey closes

Staff

- | Initial email when survey opens
 - Will list all classes you have the Moodle role 'editing'
- | Reminder email one week before survey closes
 - Will provide response rate to date
- | Final email when survey closes with request to review feedback

Student Voice

- h) The Survey Facilitator closes the survey as per the schedule.
- i) Teaching staff manage responses to feedback including:
 - I. Feedback that requires immediate resolution.
 - II. Feedback that requires escalation to programme / team leader.
 - III. Feedback that informs and influences practice (but does not require immediate or any resolution).
- j) Teaching staff work with Programme / Team Leaders on escalated feedback responses.
- k) Staff will inform students how their feedback has influenced and informed practice or changes.
- l) Tutors utilise evaluation results for identifying strengths and forward planning through lesson planning, MyPlan discussions and goal setting.
- m) The Survey Facilitator provides appropriate level reporting to Centre, Faculty and Wintec management.

5.4. Student Forums

- a) The Centre should determine how many forums should exist based on their provision and student cohort.
- b) Each forum should hold a minimum of two meetings each semester.
- c) The Centre Director or designated Team Manager chairs the forum with Centre administrative staff to take the minutes and follow-up on action points.
- d) Student representatives from each year/programme and/or stream are invited to attend. Alternatively, student cohorts may contribute representation.
- e) A representative from the Student Experience team and, if required, an ITS team member are invited to attend so they can answer queries or share information relating to facilities, student learning etc.
- f) Dates for student forums are set at the beginning of each year, and published through student noticeboards, Moodle and social media networks.
- g) A meeting agenda is finalised and distributed to student representatives by email one week prior to each meeting. Items for the agenda should include:
 - I. Present and apologies.
 - II. Minutes/feedback on actions from last meeting.
 - III. Student reports or feedback discussion.
 - IV. Faculty themes provided by Dean's office.
- h) Minutes are taken for each meeting and include a list of actions and persons responsible:
 - I. Minutes are emailed to all student representatives and those in attendance as soon as possible but no later than five working days after the meeting.
 - II. Centre Directors may use the feedback to liaise individually with specific staff members to rectify any issues that have been brought up by the student representatives.
 - III. The minutes are not to be distributed with all staff.
- i) Timely responses to action points are fed back to students via email within two weeks of the meeting.
- j) A summary of the meeting notes are reported to the Programme Committee.

Student Voice

- k) The Dean provides at the end of the year a letter of appreciation and recognition of the student representative and provide a summary of student forum action plans.

5.5. Student Complaints

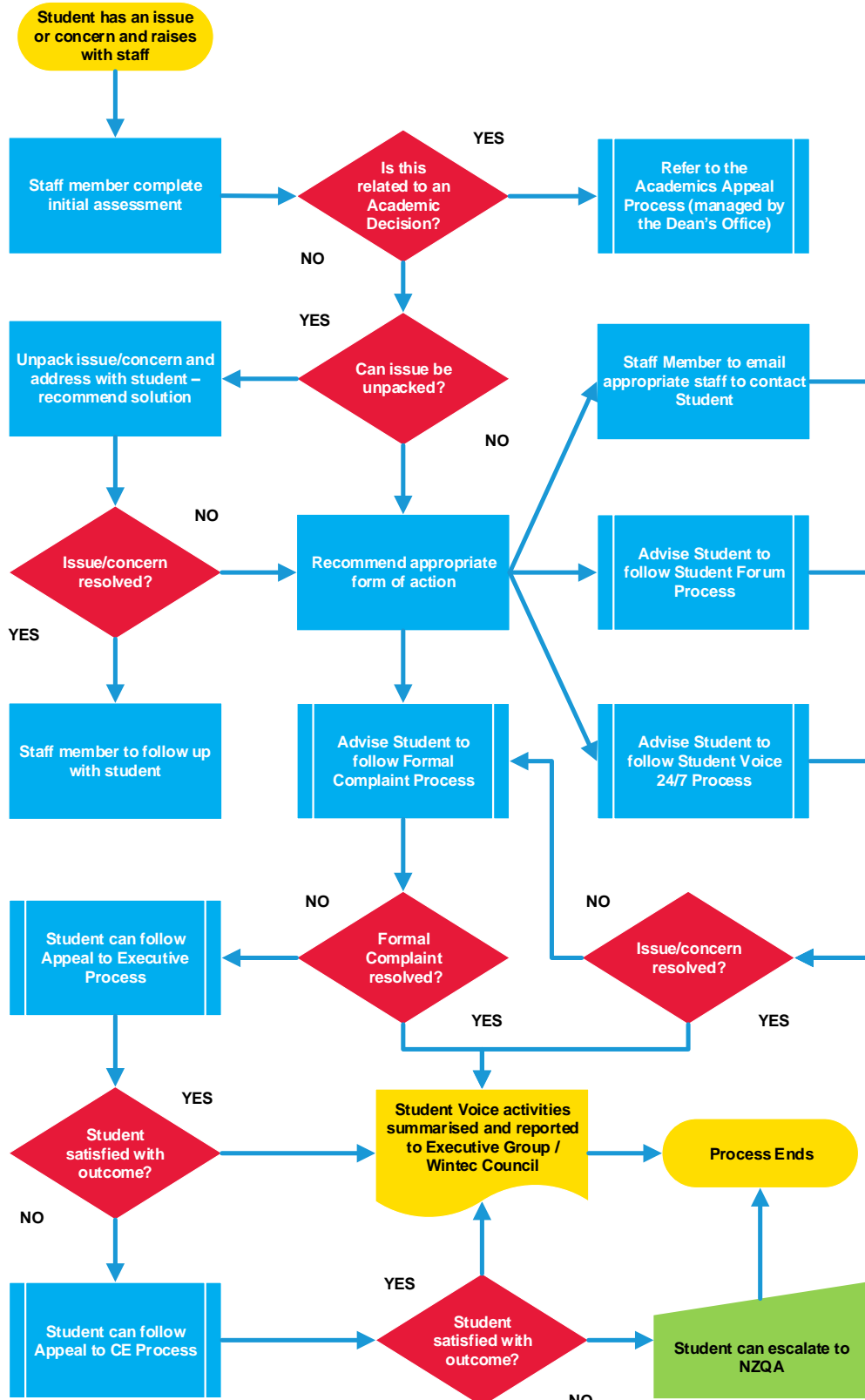
Please refer to the Te Pūkenga national [Ākonga Concerns and Complaints policy](#)

Please refer to the Te Pūkenga national [Ākonga appeals policy](#)

Student Voice

6. Processes

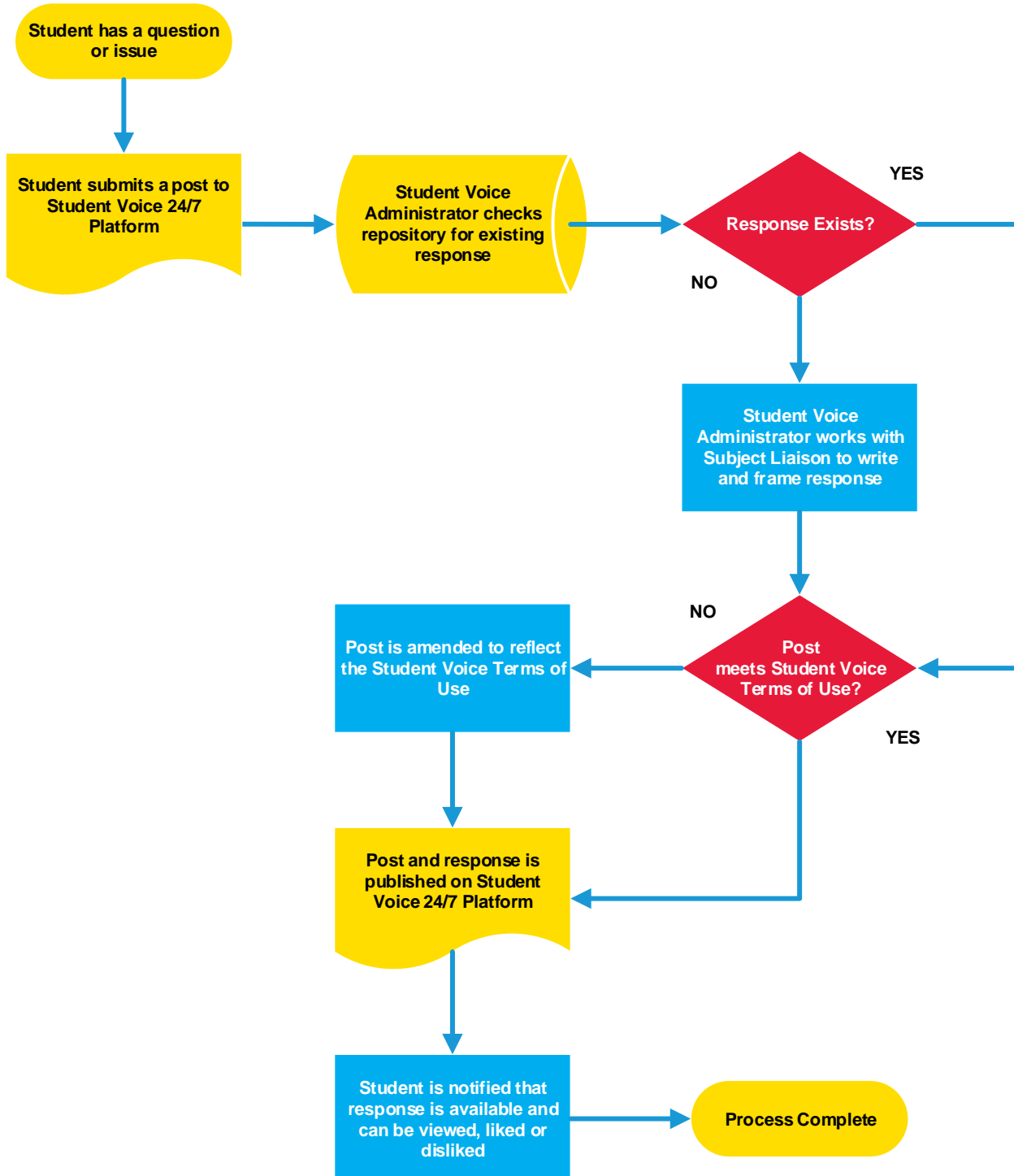
6.1. Student Voice



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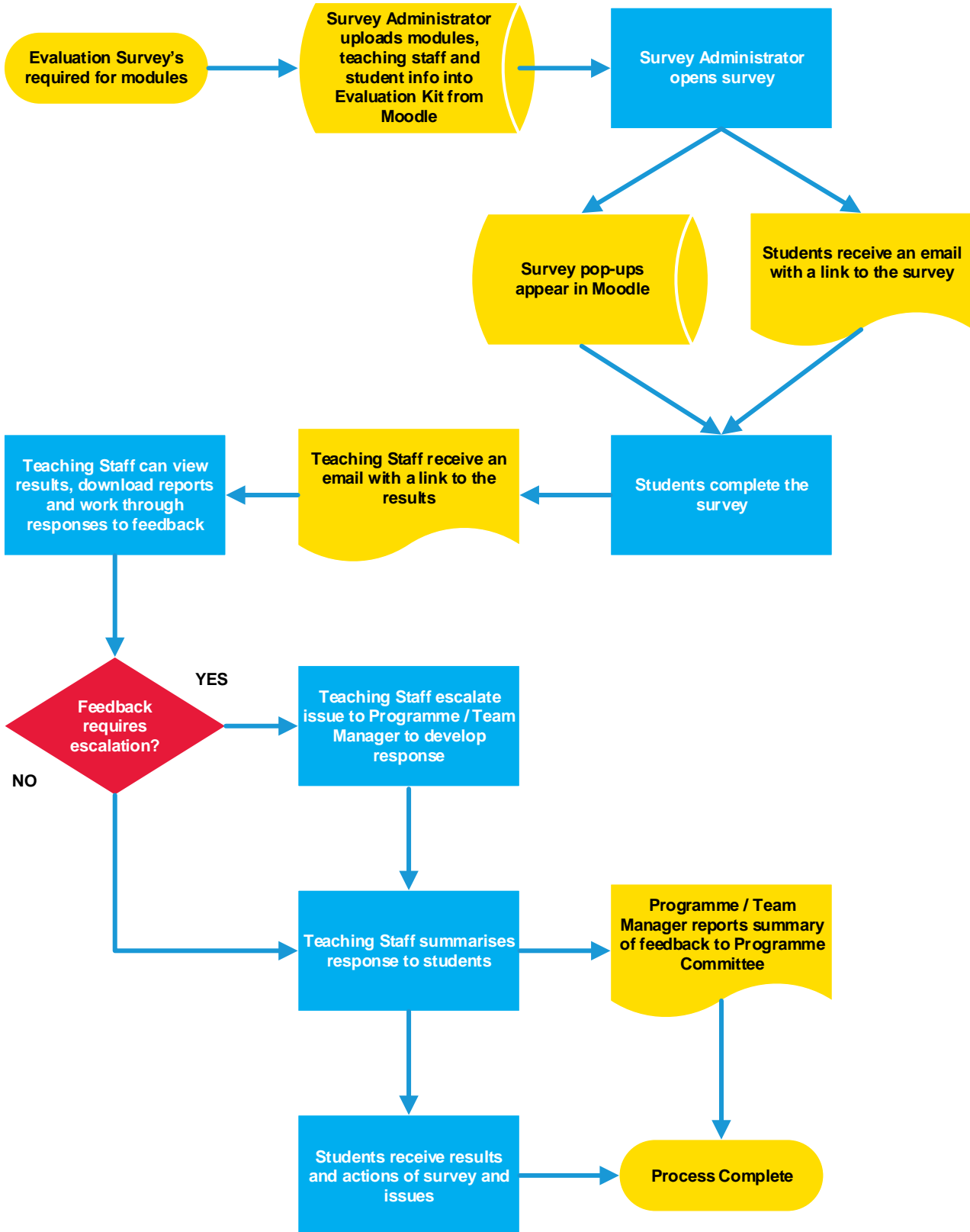
Student Voice

6.2. Student Voice 24/7



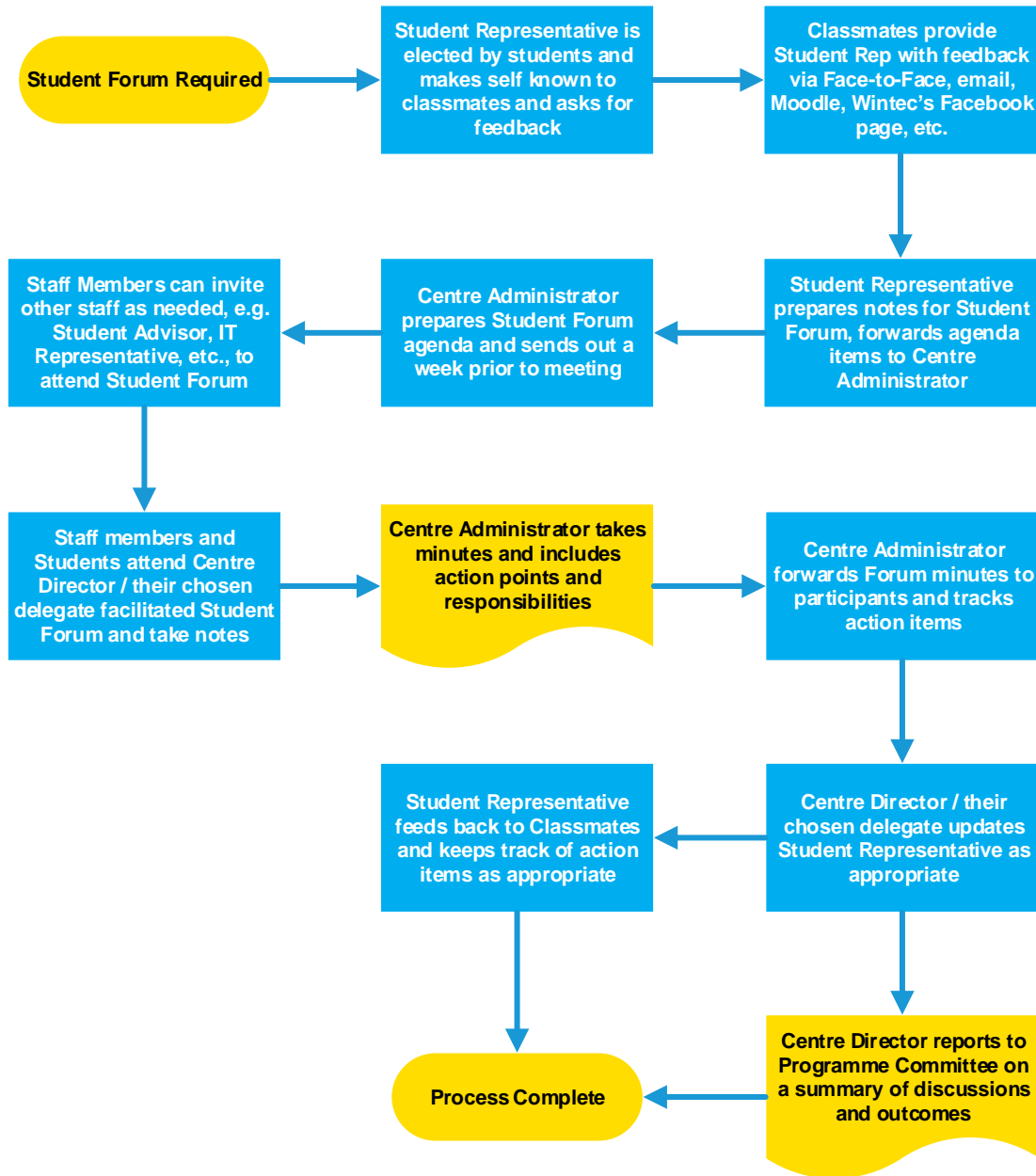
Student Voice

6.3. Evaluation Kit



Student Voice

6.4. Student Forum



Student Voice

6.5. Formal Complaint

Please refer to the Te Pūkenga national [Ākonga Concerns and Complaints policy](#)

6.6. Appeals

Please refer to the Te Pūkenga national [Ākonga appeals policy](#)

Student Voice

7. Related Legislation, Regulations, Policies, Guidelines, and Forms

Legislation/Regulations	Policies	Guidelines/Forms
Education Act 1989 Consumer Guarantees Act 1993 Human Rights Act 1993 Code of Practice for the Pastoral Care of International Students	Anti-bullying & Harassment policy Wintec's 2019 Academic Regulations Programme Regulations Ākonga Concerns and Complaints policy Ākonga Appeals policy	Formal Complaint Form Ākonga Appeals Form
Copies of New Zealand Legislation can be found on the New Zealand Legislation Website . You can view Wintec's Policies and Procedures on the Policy Web . This is not an exhaustive list of policies, procedures and legislation.		

8. Key Definitions & Glossary

Academic Appeals

Academic Appeals are related to issues students have with Academic Decisions. Academic Appeals are NOT managed through this policy – please refer to the Academic Regulations for information related to Academic Appeals and Academic Decisions.

Appeal

Refer Levels of Engagement below

Delegated Authority

The person who has been assigned a task, e.g. to investigate a claim, by the Dean, Director, or manager on their behalf

Levels of Engagements

Quick Resolution

- Can range from the everyday conversations' students have with staff to get advice, seek clarity, and address concerns through to feedback and / or issues raised via Student Forum or Student Voice 24/7.
- Quick resolution can be resolved immediately or within a short time frame.

Unpack

- Core to the student engagement experience – these are the more complex conversations between students and appropriate staff working through the details of an issue to enable the student to find their own solution.
- Usually a conversation to enable questions and clarification to understand the actual issue and co-determine options for the student to select the appropriate solution.

Student Voice

- Unpack can be resolved within a short time frame.
- Staff need to self-assess to determine if they are the right person to help the student unpack.

Investigate

- A formal complaint where the student details their dissatisfaction with an incident or issue and expects a formal investigation and response.
- Students might be encouraged to ‘unpack’ with staff if it is appropriate.
- Academic Appeals are not formal complaints. Refer to the Academic Regulations

Appeal

- If students are not satisfied with the outcome of a formal complaint they can appeal the decision.
- Any submissions that are not based on a formal complaint will be deescalated.

Final Appeal to CE

- If students are not satisfied with the outcome of an appeal they can submit a final appeal to the CE.
- Any submission that have not been through the formal complaint or appeal process will be deescalated to the appropriate level.

Manager

Head of School, Centre Director, Support Service or Business Unit Manager.

New Zealand Qualifications Authority (NZQA)

NZQA quality assures secondary and tertiary qualifications and education providers, evaluates overseas qualifications and administers the New Zealand Qualifications Framework (NZQF) and Directory of Assessment Standards.

Support Person

Person/s (internal or external to Wintec) chosen by the student to provide support or advice. May accompany the student to any interviews on agreement with all parties involved.

Student Voice

The collection of tools and opportunities accessible by students to provide Wintec with their voice.

Student Voice 24/7

Online tool accessible via Moodle. Students can post anonymous feedback. Wintec will respond within one working day.

Evaluation Kit

Formal feedback system – online surveys accessed via Moodle.

Student Voice

Student Forums Collection meetings for Student Representatives to meet and share insights

Formal Complaints Student submit complaint following the Te Pūkenga Ākonga Concerns and Complaints policy

9. Records Management

In with the Public Records Act 2005, Wintec is required to provide an Information and Records Management programme to ensure that authentic, reliable and usable records are created, captured and managed to a standard of best practice, and to meet business and legislative requirements. All records relevant to a specific policy need to be listed in every policy in the following format:

Record	Minimum retention period	Disposal Action	GDA Reference #
This policy document	10 years after date of last action	Retain as a public archive	5.1.1
Notes on Student Voice feedback and responses (Note: this does not cover those records resulting from a disciplinary hearing)	7 years after date of last action	Destroy	5.1.8
Student Complaint Form	7 years after date of last action	Destroy	5.1.8
Appeal to Executive Form	7 years after date of last action	Destroy	5.1.8
Student complaint, issue or appeal letter (minor)	7 years after date of last action or when no longer legally required to be retained	Retain as a public archive	5.1.5
Student complaint, issue or appeal letter (significant)	10 years after event resolved and all legal and administrative requirements completed	Retain as a public archive	5.1.4

10. Version History

Version	Date Approved	Details
1	September 2018	First Published. Replaces the Student Concerns, Complaints and Appeals policy, and the Survey's Policy.
2	November 2019	Combined <i>Appeal to Executive</i> and <i>Appeal to Chief Executive</i> to avoid confusing students. Both processes still exist but Wintec will manage correct avenue for complaints made. Minor changes to ensure compliance with <i>The Education (Pastoral Care of International Students) Code of Practice</i> and other minor changes. Removed Poll flowchart as no longer required.