

- POLICY -
STUDENT VOICE

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Policy Statement

TAFE SA is committed to a vibrant, modern and student-centred learning environment where student perspectives are actively sought, valued, and integrated into the decision-making processes that shape their educational experience. This policy provides a framework for embedding input from TAFE SA students in the development and design of departmental policies, projects, and decisions in a flexible, sustainable and ongoing manner.

This policy should be read in conjunction with the TAFE SA Student Voice Procedure.

Scope

This policy applies to all TAFE SA staff including contractors, volunteers, hourly paid instructors (HPIs) and casuals when:

- Developing new policies or procedures that directly impact TAFE SA students.
- Updating existing policies or procedures that directly impact TAFE SA students.
- Initiating new projects that will directly impact TAFE SA students.
- Making significant decisions that affect the student cohort (e.g., changes to academic programs, student services, campus facilities).

Strategic Plan

TAFE SA's Strategic Plan 2023-2033 establishes that TAFE SA will 'enable students to inform all aspects of TAFE SA's education, training, administration and support services development and implementation' and will 'embed student feedback into processes to support how decisions are made to inform ongoing development'. TAFE SA's Student Success Priority Plan establishes goals to enhance student engagement, well-being, and academic outcomes.

Policy

TAFE SA is committed to fostering a dynamic and inclusive learning environment where the perspectives and experiences of our students are central to our decision-making processes. We recognise that empowering student voice is integral to achieving our strategic objectives of delivering high-quality, relevant vocational education and training that meets the evolving needs of industries and communities.

At TAFE SA, we believe that genuine student consultation enhances the effectiveness and relevance of our policies, programs, and projects. By actively seeking and incorporating feedback from the student cohort, we ensure that:

- Policies and procedures are developed with a deep understanding of their practical impact on students, leading to more equitable, accessible, and effective frameworks.

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- Project planning directly reflects student needs, aspirations, and contemporary learning preferences, improving engagement and learning outcomes.
- We gain valuable insights into the challenges and opportunities students face, enabling us to better support their academic success and overall well-being.
- Students become active partners in shaping their educational journey and the future direction of TAFE SA, fostering a sense of belonging and community.
- Regular consultation ensures that TAFE SA remains responsive to changes in student demographics, industry demands, and educational best practices.
- To ensure that TAFE SA delivers on this commitment to student consultation, all in scope activities (as described above in 'In Scope') must demonstrate evidence of engagement with students, either through TAFE SA's Student Voice Committee, or other consultative mechanism.

Roles and Responsibilities

Position	Responsibility
Executive Director, Students Strategic Planning and Policy	<ul style="list-style-type: none"> > Empower staff to engage effectively with students. > Address any systemic issues or barriers that impede effective student voice and participation within TAFE SA. > Ensure the Student Voice Policy aligns with TAFE SA's strategic objectives and promote the value of student voice across all levels of the organisation.
Directors/Faculty Deans	<ul style="list-style-type: none"> > Ensuring that all staff involved in policy development and project planning are aware of and adhere to the requirements of the Student Voice Policy and its associated procedures.
Manager, Student Success and Wellbeing	<ul style="list-style-type: none"> > Monitoring the effectiveness of student consultation mechanisms and identifying areas for improvement, proactively seeking feedback on the consultation process itself. > Act as the primary point of contact and advocate for the Student Voice Policy within TAFE SA, fostering strong relationships with student representatives and relevant key stakeholders.
Student Representative Committee	<ul style="list-style-type: none"> > Participate in consultation processes and provide constructive and thoughtful feedback on proposals, drawing on their lived experiences and perspectives as TAFE SA students. > Engage in discussions with an open mind, respecting diverse viewpoints within the student cohort. > Promote the Student Voice Policy and encourage involvement with the Student Representative Committee.

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	<ul style="list-style-type: none">> Act as a conduit to gather and convey the views and concerns to inform consultation processes between their peers and the TAFE SA staff.> Advocate for the interests and well-being of all students, particularly those from diverse backgrounds or with specific needs, to ensure their voices are heard and considered.
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Definitions

Term	Definition
Policy	A policy outlines a set of rules or a position that TAFE SA holds on a specific activity and/or function that must be complied with and implemented within TAFE SA, why the position has been assumed, when and to whom it applies.
Project	A planned piece of work or specific initiative designed to create, update, or implement a new service, system, facility, or strategic direction with a systemic impact on students.
TAFE SA Executive Committee	The senior leadership team responsible for the strategic direction, operational management, and governance of TAFE SA.
Significant Decisions	A strategic decision or change in direction that has a substantial, non-routine impact on the student cohort's experience, services, or learning environment.
Strategic Plan	The primary governing document that outlines TAFE SA's long-term vision, mission, and high-level goals.
Student Representative Committee	A formal group of TAFE SA students appointed to partner with TAFE SA leadership in order to provide feedback and generate ideas for the current and future student-facing operations and strategic direction of TAFE SA.

Associated Documents and References

Document Type/ Number	Document/Reference Title
Code of Ethics	Code of Ethics for the South Australian Public Sector
Legislation	TAFE SA Act 2012 (SA)
Legislation	Standards for Registered Training Organisations (RTOs) 2025
Legislation	Higher Education Standards Framework (Threshold Standards) 2021
PPMF TAFE SA 1010	Respectful Behaviours Policy
PPMF TAFE SA 1032	Customer Resolution and Feedback Policy
PPMF TAFE SA 136	Student Conduct and Disciplinary Policy
PPMF TAFE SA	Student Voice Procedure
Framework	Inclusion and Equity Framework

Document Control

TAFE SA policies must undertake a full review process, including relevant stakeholder consultation and approval, at least every two years from the date of approval. Reviews may be actioned earlier according to strategic priorities, reforms, legislative or regulatory changes, or feedback received.

Approved by			
Policy Owner	Fiona Champion	Title	Executive Director, Students, Strategic Planning and Policy
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Responsible Unit		Student Experience	
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