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- PROCEDURE -
Student Voice

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Procedure Statement

TAFE SA is committed to ensuring student perspectives are heard, considered, and inform organisational decision-making, thereby fostering a collaborative and responsive learning environment that meets the diverse needs of our students.

This procedure outlines the approach for TAFE SA to actively consult with its students when developing or updating policies and procedures, implementing new projects, or making other decisions that directly impact the student cohort.

Scope

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

- Developing new policies or procedures.
- Updating existing policies or procedures.
- Initiating new projects with an impact on students.
- Making significant decisions that affect the student cohort.

Staff must follow this procedure unless TAFE SA Executive Committee determines that a particular policy, project or strategy falls outside the scope of this policy.

This policy excludes student engagement and feedback received through TAFE SA's Customer Resolution and Feedback policy and related processes.

Procedure Detail

TAFE SA's student voice consultation is built on five core principles:

1. ensuring early engagement for ample student input;
2. clearly communicating changes and demonstrating how feedback influences outcomes;
3. offering diverse mechanisms for broad participation;
4. actively seeking and valuing diverse student perspectives; and
5. genuinely considering feedback and providing clear rationales in the form of feedback to participants, when recommendations aren't adopted.

Identify the Need for Consultation

When a new policy/procedure is being developed, an existing one updated, a new project initiated, or a significant decision affecting students is being considered, the responsible staff member/directorate will assess the potential impact on the student cohort.

If a direct or significant impact is identified, consultation with the student body is required as per the Student Voice Policy.

Plan the Consultation

The responsible staff member/directorate will develop a brief consultation plan, addressing:

- **Purpose of Consultation:** What specific input is being sought?
- **Target Audience:** Which student groups are most affected/relevant? (e.g., all students, specific program students, campus/es, international students).
- **Consultation Methods:** (See “Conduct the Consultation”)
- **Timeline:** Proposed dates for consultation period, feedback review, and decision-making.
- **Resources:** What materials need to be prepared (e.g., draft document, explanatory notes, survey questions).
- **Communication Strategy:** How students will be informed about the consultation (TAFE Talks, Student Newsletter, Survey, Student Representative Committee).

Conduct the Consultation

Depending on the nature and scope of the matter, consultation should be conducted using the below methods, individually or in combination:

Targeted Consultations:

Student Representative Committee:

Present to and seek feedback from the Student Representative Committee (SRC)

Targeted Focus Groups:

Convene small, facilitated groups of students to discuss specific issues in depth.

Ensure diverse representation within focus groups.

Direct Engagement with Student Faculties:

Meet with specific student faculties/courses affected.

Larger/Whole of Student Cohort:

Surveys and Questionnaires:

Develop online surveys to gather broad quantitative and qualitative feedback from a larger student population. Consideration should be given to acceptable minimum response rates for a representative sample.

Forums:

Hold scheduled sessions in-person or virtual (webinars) where students can ask questions and provide direct feedback.

Review and Analyse Feedback

The responsible staff member/directorate will collate and thoroughly review all student feedback received.

Identify recurring themes, key concerns, and innovative suggestions.

Document the analysis of feedback.

Embed Feedback into Decision-Making

Based on the analysis, determine how student feedback will be incorporated into the proposed policy, procedure, project, or decision.

Where recommendations cannot be fully adopted, clearly articulate the reasons why.

Prepare a summary of the consultation process in formal documentation, including:

- Methods used.
- Key themes of feedback received.
- How the feedback was considered and influenced the final outcome.
- Any changes made as a result of consultation.
- Rationale for not incorporating certain suggestions.

This summary should be incorporated into the relevant documentation as part of the policy approval process, including presentations to TAFE SA's Internal Policy Working Group and Executive Committee briefings.

Closing the Loop

Once the final decision has been approved, the finalised policy, procedure, project, or decision will be communicated to all relevant stakeholders, including the student body, through appropriate channels.

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
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.
Executive Officer, Student Voice	<ul style="list-style-type: none"> > Student Representative Committee (SRC) to ensure a high-functioning and diverse student cohort. > Coordinate all secretariat functions for the SRC, including the preparation of meeting agendas, the distribution of briefing papers, and the recording of formal minutes. > Brief and coordinate staff presenters and project leads to ensure they provide clear, accessible information to students in a timely manner for effective consultation. > Monitor the "feedback loop" to ensure that the TAFE SA Executive provides a formal response to the SRC detailing how student input influenced final decisions. > Act as a primary liaison between the SRC and TAFE SA leadership, ensuring that student perspectives are integrated into the organization's strategic decision-making processes. > Oversee the implementation and continuous improvement of the Student Voice Procedure, ensuring all TAFE SA departments comply with consultation requirements.
TAFE SA staff who are policy authors	<ul style="list-style-type: none"> > Responsible for identifying whether the relevant policy has a direct student impact > Responsible for overseeing and resourcing the consultation process with TAFE SA students in accordance with the Student Voice policy and procedure
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.> Maintain a high level of visibility both on-campus and across digital platforms to ensure the student body can easily identify and engage with their representatives.> 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.
All Staff	<ul style="list-style-type: none">> Responsible for identifying potential impacts on students and initiating consultation as required.

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. A policy aids TAFE SA in its ongoing operations and guides decision-making.
Procedure	A procedure articulates step by step actions on how a policy (TAFE SA or whole of government policies) or business operation is to be implemented. Procedures are required to be linked to an overarching a policy.
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.
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 Policy
Framework	Inclusion and Equity Framework

Document Control

TAFE SA procedures 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 related policy or procedure updates and/or reviews, strategic priorities, reforms, legislative or regulatory changes, or feedback received.

Approved by			
Procedure Owner	Fiona Champion	Title	Executive Director, Student Strategic Planning and Policy
Contact person:	Emma Lawrence	Telephone	7210 3096
Responsible Unit	Student Experience		
Version number	0.# / 1.#		
Date of approval	Day Month Year		
Next Review Date	Day Month Year <i>(at most two years from the approval date)</i>		
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Procedure Category	Insert text <i>(either Governance, Operational or Functional)</i>		

Appendix 1 - Student Voice Consultation Process

