

Learner Feedback Policy and Procedure (ED-Pol-083)

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Related Documents	DP-Pol-090 – Data Protection Policy ED-Pol-082 – Learner Supports Policy ED-F-043 – Module Evaluation Form ED-F-044 – Programme Evaluation Form ED-T-203– Programme Report Template

1. Purpose

The purpose of this policy is to outline the principles upon which learner feedback shall be processed.

2. Scope

This policy applies to all learners on Education Programmes offered by RCPI.

3. Principles

These principles refer to learner feedback received by RCPI.

4. Learner Feedback Principles

- 4.1 Learners are provided with the opportunity to provide feedback anonymously.
- 4.2 Learners are provided with the opportunity to provide feedback informally.
- 4.3 The means of gathering learner feedback can vary and feedback measures will endeavour to be clear and relevant.
- 4.4 All formal learner feedback will be recorded in line with .
- 4.5 All feedback provided directly to RCPI staff or faculty in writing, will be acknowledged, considered, and responded to.
- 4.6 Learner feedback will be used to enhance the quality of the learning experience and the standards achieved by learners.
- 4.7 Learner feedback gathered through the end of module or programme evaluation forms will be analysed independently and verified using a second data source where possible eg. group exam performance, attendance logs, or feedback from other learners or other programmes. This analysis will be made available to the relevant Programme Lead/Board and Education Specialist (as relevant) within a timeframe which enables appropriate action to be taken.
- 4.8 Learner feedback and any resultant action will be incorporated into ongoing review processes and will inform programme developments.
- 4.9 Feedback is sought on the quality and adequacy of the supports provided to learners through the [Module Evaluation Form \(ED-F-043\)](#) and the [Programme Evaluation Form \(ED-F-044\)](#) and the effectiveness of learner supports is reviewed as outlined in Programme Self-evaluation Policy (ED-Pol-099).

- 4.10 Learning resources and supports are updated and further developed as required to reflect new and innovative approaches to teaching and learning learner needs identified through feedback.
- 4.11 Feedback is sought whenever a new support or learning resource has been introduced to ensure the need has been addressed.

5. Learner Feedback Procedure

- 5.1 Learner feedback received via the end of module or programme evaluation forms is processed by the Education Administrator and sent to the Education Specialist.
- 5.2 The Education Specialist compiles the feedback into the Programme Report. .
- 5.3 The Programme Report is shared with the relevant Programme Lead.
- 5.4 The Programme Lead will bring and discuss the Programme Report at the next meeting of the Programme Board.
- 5.5 The Learner Representative on the Programme Board will provide feedback to the wider learner group on feedback discussed, in general, at the recent Programme Board.
- 5.6 Learner feedback provided anonymously via the VLE will be received and incorporated into the Programme Report by the Education Administrator.
- 5.7 Learner feedback provided in writing to any RCPI staff or Faculty – such as; Programme Lead, Teaching Faculty, Programme Coordinator or Student Support Officer, will be:
- acknowledged within 2 working days of receipt
 - considered by any relevant parties
 - responded to by the relevant party within 10 working days of receipt of the feedback.

6. References

ENQA (2015) Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) Brussels, Belgium

https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

Quality Qualifications Ireland (2015) The Code of Practice for Provision of Education and Training to International Learners

<https://www.qqi.ie/Downloads/Code%20of%20Practice.pdf>

Quality Qualifications Ireland (2016) Core Statutory Quality Assurance Guidelines –

<https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf>