

ELICOS STUDENT SATISFACTION SURVEY POLICY

Introduction

The Kings Own International College (KOIC) is committed to continuous improvement and providing the highest quality learning experience in its English Language Intensive Courses for Overseas Students (ELICOS) programs. In alignment with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and NEAS Quality Assurance Framework, this policy outlines KOIC's approach to acting upon student feedback through regular satisfaction surveys.

Purpose

The purpose of this policy is to ensure that student feedback is systematically collected and utilised to maintain and improve the quality of the ELICOS programs, teaching standards, and student services at KOIC. Student satisfaction surveys help monitor engagement, teaching effectiveness, course relevance and student support.

Scope

This policy applies to all ELICOS courses delivered by KOIC, including General English, IELTS Preparation, and English for Academic Purposes. It applies to all students, teachers, administrative staff and the Director of Studies (DoS) involved in ELICOS delivery.

Policy Statement

KOIC ensures that student satisfaction is regularly measured through structured feedback mechanisms. The survey results are analysed and used to inform continuous improvement. The process ensures:

- Alignment with NEAS Quality Principles and continuous improvement standards.
- Student involvement in providing feedback on teaching resources, and support services.
- Transparent and systematic handling of survey data.

Timely review and response to feedback to enhance the student learning experience.

Definitions

ESOS Act	The Education Services for Overseas Students Act 2000, which regulates the education and training services delivered to international students on student visas in Australia.
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, which sets standards for registered education providers.
NEAS Framework	Quality assurance standards governing ELICOS program delivery in Australia.
Student Satisfaction Survey	A structured feedback tool administered to students to evaluate the quality of teaching, resources, facilities, and services.

References

- ELICOS Standards 2018
- ESOS Act 2000
- ESOS National Code 2018
- NEAS Quality Assurance Framework

Related KOIC Policies and Procedures

- Complaints and Appeals Policy and Procedure
- Course Progression and Risk Intervention Policy and Procedure
- Support for Students Policy and Procedure

Survey Procedure

1. Survey Administration

Surveys are administered to ELICOS students at least once per course or level. Students are informed that feedback is confidential and used for course improvement. The survey covers, but is not limited to:

- Lessons and teaching quality
- Core textbook and learning resources
- Homework and assessment tasks
- Feedback received from teachers
- Course progress
- Excursions and events
- Student Services
- KOIC facilities

2. Data Collection and Analysis

Survey results are compiled and presented using visual aids such as graphs and pie charts. Data is broken down by class, teacher and course level for a detailed analysis. The Director of Studies (DoS) ELICOS reviews the data and identifies trends, strengths, and areas for improvement.

3. Feedback and Continuous Improvement

Survey findings are shared with teaching staff and relevant stakeholders. Longitudinal studies may be conducted to track trends.

Feedback informs improvements to:

- Teacher performance and development
- Course content, syllabus and assessments
- Teaching materials and core textbooks
- Student support services and facilities

4. Record Keeping

Survey results and analysis reports are securely stored and accessible only to authorised staff. Records are retained for audit and quality assurance purposes.

Monitoring and Review

KOIC's ELICOS Student Satisfaction Survey Policy is reviewed annually to reflect legislative changes, NEAS Standards and operational requirements.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	26 Mar 2025	ELICOS Student Satisfaction Survey Policy	CEO	6 May 2025	DOS ELICOS	March 2026
V1.1	Apr 2026	Re-brand of policy to KOIC. No changes made to policy content.	CEO	Apr 2026	Compliance Officer	Apr 2028

Policy and Document Information

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