

Empowering Learners: ***Placing Students at the heart of TAFE decision-making***

Presenters:

Chris Noonan - Director of Learner Experience & Excellence

Rachel Lott – Student representative on Learner Excellence Committee

**Ella Donovan-Clancy – Student representative on Learner Excellence Committee, 2023
Federation University Student Leader of the Year**

Federation University Australia acknowledges the Traditional Custodians of the lands and waters where our campuses, centres and field stations are located and we pay our respects to Elders past and present. We extend this respect to all Aboriginal and Torres Strait Islander and First Nations Peoples.

The Aboriginal Traditional Custodians of the lands and waters where our campuses, centres and field stations are located include:

Wimmera	Wotjobaluk, Jaadwa, Jadawadjali, Wergaia, Jupagulk
Ballarat	Wadawurrung
Berwick	Boon Wurrung and Wurundjeri
Gippsland	Gunai Kurnai
Nanya Station	Mutthi Mutthi and Barkindji
Brisbane	Turrbal and Jagera

Presentation overview



Who are we and what is the Learner Excellence Committee?



What had we set out to achieve and why?



Successes and impact



Challenges & Learnings



The road ahead

Who are we?

Chris Noonan

- 15 years in VET
- Product of the VET system
- Learner Experience & Excellence

Rachel Lott

- Student Representative
- Mental Health & Comms Services Student
- Exploring HE Pathway (b. Community and Human Services)



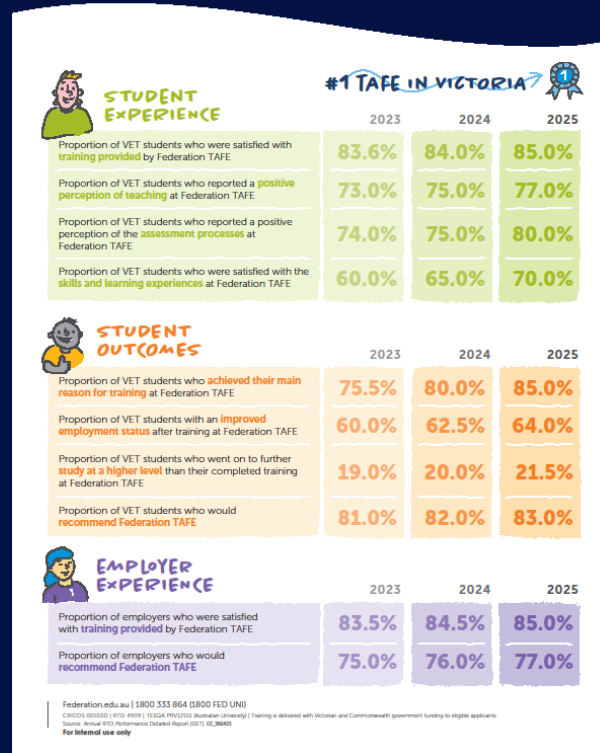
Ella Donovan-Clancy

- Student Representative
- Individual Support & Nursing
- Bachelor of Nursing (Midwifery 2024)

Why?



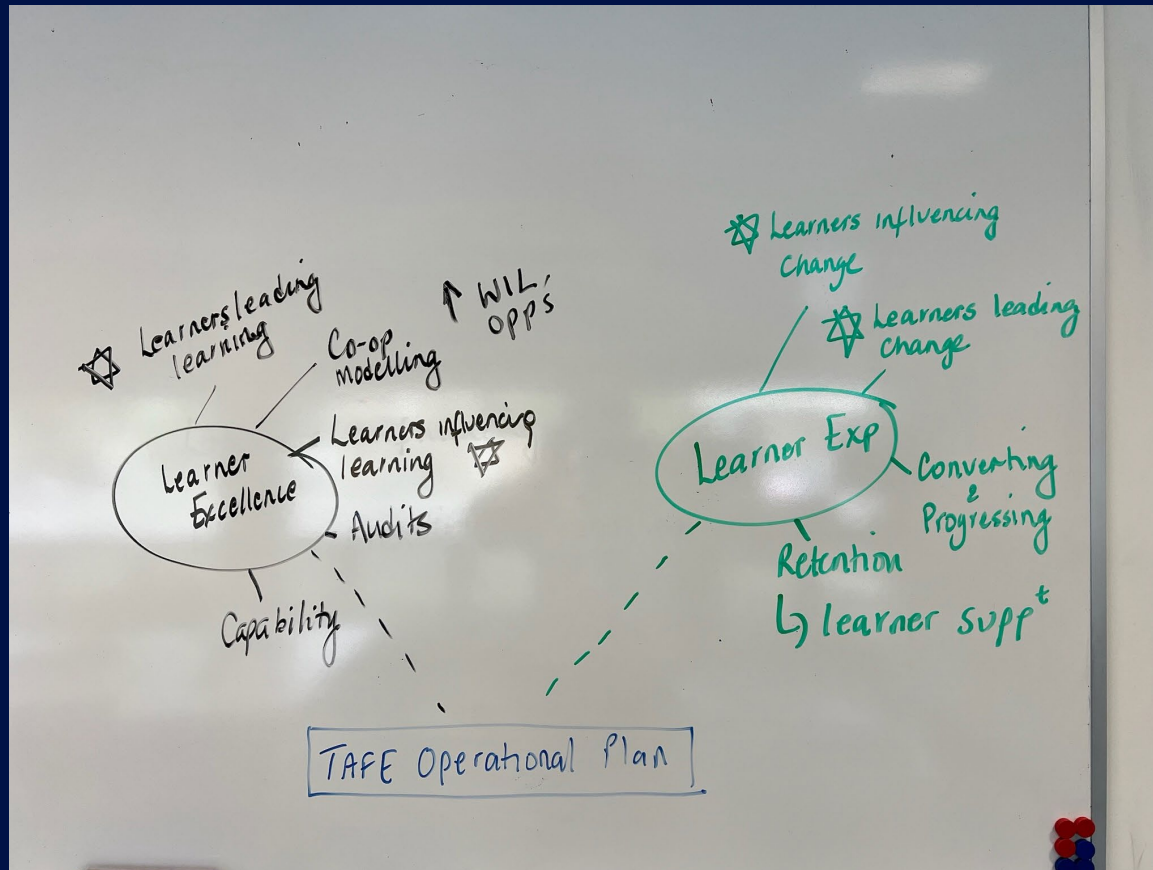
Journey to No.1 TAFE
in Victoria



Journey to become #1 TAFE in Victoria



The brief...



Committee Terms of Reference

Purpose

“To ensure that students and staff have influence into the direction of Federation TAFE and the decision making of TAFE Management in relation to learner experience and excellence”

Responsible for leading:

- 1.Improved quality of teaching, learning and assessment practices.
- 2.High levels of learner and employer satisfaction.
- 3.Improved outcomes for all learners (retention, jobs, achievement).

Committee Membership

- Director, Learner Experience and Excellence (Chair)
- Director, Skills and Education Delivery (Deputy Chair)
- Deputy Vice-Chancellor and Chief Executive TAFE
- Director, Wimmera Campus
- 2 x Head of Centres, Skills & Education Delivery
- 2 x Head of Centres, Learner Excellence & Experience
- 4 x Curriculum Quality Leaders
- 2 x TAFE Teachers
- 2 x Student Reps
- Adult and Vocational Education Specialist
- TAFE Team Leader, Aboriginal Education Centre

5 x Meetings Per-Year

What happened?

- Strategy in action
- ...or as others might put it
- We started building the plane and flying it at the same time



- Most importantly, we made a start and were not afraid of failing or messing things up

What happened?

- In the first meeting we found out what was most important to our students and staff
- At a high level these were:
 - IT/ technology/ systems
 - Facilities and equipment
 - Careers/ Placement/ Pathways/ Networking
 - Content/ Course/ Other
 - Advertising and exposure of TAFE
- Throughout the year we have broadly tackled these topics (or aspects of these topics) as well as beginning to become more forward thinking and proactive.

Successes & Impact (student Perspective)

Uniforms: All TAFE courses with a 'customer facing role' will have the option to purchase a uniform.

Scrub tops: Diploma of Nursing students from 2024, will have a standard industry uniform instead of polyester polos.

A learner voice: for the first-time students have reported feeling like their being heard and their opinions matter.

Advocacy for TAFE: The committee has had new ideas on how to represent TAFE and encourage more students to sign up and be engaged.

Engaging students: We engaged more students through other methods to gather feedback including face-to-face, QR codes and polls in group chats, this was a very successful method in avoiding survey fatigue.

Successes & Impact

FED TAFE STUDENT FEEDBACK

YOU SPOKE, WE LISTENED



"Wearing my Fed polo shirt during placement as a Diploma of Nursing student makes me feel more like a P.E. teacher than a nurse. It's hard to truly feel like a nurse"

In 2024, all Diploma of Nursing students will have access to scrubs as part of our commitment to enhance the student experience.



"Can we switch from Coles gift vouchers to Total Tools vouchers for our trade student prize winners?"

We've introduced Total Tools vouchers to our survey prizes, providing you with more choices and rewards.

"Getting my timetable just a week before the course began added a lot of stress as I had to juggle my study, work, and personal life"

In 2024, all timetables will be available for students two months in advance of classes starting, giving you more time to balance your study, work, and personal life effectively.

SCAN ME TO SEE WHAT OTHER CHANGES WE HAVE MADE OR PROVIDE YOUR FEEDBACK



FED TAFE STUDENT FEEDBACK

YOU SPOKE, WE LISTENED



"It was really stressful having to wait for my work to be graded and receive feedback. I just wanted to know if I was doing things correctly"

We've taken steps to improve the marking process by implementing new procedures and advanced reporting to ensure your results and feedback are delivered in a timely manner.

"More connected classroom options would be great, I can be online or in the room according to what is going on in my life"

In 2024, we're expanding our connected classrooms and adding more blended courses. Plus, we've boosted the Wimmera campus's connected classroom capacity, making it easier for students to join Ballarat classes.

"The way some assessments are written are very confusing and overly complex"

We've provided professional development to our educators and curriculum team, focusing on creating better assessment tools.

Although updating course materials will take time, rest assured we are dedicated to making the necessary improvements.



SCAN ME TO SEE WHAT OTHER CHANGES WE HAVE MADE OR PROVIDE YOUR FEEDBACK



Successes & Impact

FED TAFE STUDENT FEEDBACK

YOU SPOKE, WE LISTENED



"I'd love the option to purchase a uniform that I could wear both in the classroom and when I'm out working in the community"

We're excited to offer an expanded uniform/course wear range for you to order through the FedStore in 2024. Plus, trade students will be delighted to find Hard Yakka workwear options available.

"Some facilities and equipment were showing signs of wear, were outdated, or needed a good clean"

In collaboration with our Property and Infrastructure team we've enhanced our building inspections, maintenance, and cleaning efforts to elevate your student experience.

"The layout of Moodle could be improved to be more user-friendly"

Through student focus groups, our instructional designers have been gathering feedback and insights to drive improvements and enhance your digital experience.

SCAN ME TO SEE WHAT OTHER CHANGES WE HAVE MADE OR PROVIDE YOUR FEEDBACK



FED TAFE STUDENT FEEDBACK

YOU SPOKE, WE LISTENED



"The online enrolment was difficult, overly complicated, and time-consuming"

We've overhauled our online enrolment process by removing 17 steps, simplifying communication, and are adding short instructional videos to make enrolment easier and faster.

"When I was applying, I couldn't seem to find the right person to talk to regarding the course I was interested in... this was really frustrating"

We've improved our course inquiry process. Now, when you enquire about a course, you'll receive contact information for a dedicated person who can assist you with your specific questions.

"There was no initial provision for Diploma of Nursing students to enter the Bachelor of Nursing for 2023"

In 2024, Diploma of Nursing graduates will enjoy a guaranteed pathway and priority admission to the Bachelor of Nursing program.

SCAN ME TO SEE WHAT OTHER CHANGES WE HAVE MADE OR PROVIDE YOUR FEEDBACK



Key Challenges

- We couldn't do everything
- Problems are best solved at the Program Area
- Finding the balance between being reactive & proactive thinking
- Finding the balance with the teacher's role ...and all roles to a lesser extent
- Driving change from the learner's perspective & balancing this with staff expertise and experience
- Avoiding student survey fatigue
- Making the changes
- Closing the loop on learner voice

The Road Ahead

- Embedding learner voice into Program Areas and operations
- Launching and implementing a new teaching, learning and assessment ***improvement*** strategy ...that will be learner lead
- Broadening learner voice across all of TAFE
- Being more responsive
- Continuing to implement the broader learner voice strategy:
 - *capturing the voice of all students, systematic analysis of feedback and actioning, staff and students understanding their role in learner voice.*
- ...Employer voice



Questions