



# **QUANTUM INSTITUTE OF HIGHER EDUCATION**

**Stakeholder Engagement Policy**

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# Stakeholder Engagement Policy

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## Purpose

The Stakeholder Engagement Policy ('the Policy') outlines the key elements of Quantum Institute of Higher Education ('QIHE' or 'the Institute') strategy to maintain a positive relationship and regularly communicate with the various stakeholders of the Institute, ensuring accountability and transparency.

## Scope

This Policy applies to all staff and members of the QIHE's governing bodies and executive management team who play a role in stakeholder management.

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## I. Policy Principles

Regarding stakeholder engagement and management, QIHE upholds the following principles:

- i. **Accountability and Transparency.** Commits to being open and honest and upholding stakeholders' trust.
- ii. **Inclusive Engagement.** Involvement with the variety of QIHE's stakeholders to ensure that it continues to be inclusive and responsive to a diverse range of needs.
- iii. **Effective Communication.** Clear and consistent communication with all stakeholders with accessible channels and feedback gathering mechanisms.
- iv. **Continuous Improvement.** Regular assessment and enhancement of QIHE's policies and practices based on stakeholder feedback and evolving needs.

## 2. Identification of Stakeholders

### 2.1 Key Stakeholders

QIHE identifies the following as the Institute's key stakeholders:

- i. QIHE students and staff;
- ii. Alumni;
- iii. Academic or business partners;
- iv. Community Organisations, such as cultural and sporting organisations surrounding QIHE;
- v. Professional organisations;
- vi. The local community including local businesses.

## **2.2 Stakeholder Nomination**

- i. QIHE will regularly identify potential stakeholders through continuous reviews, outreach and industry consultations.
- ii. Stakeholder can be nominated by any member of the governing body or staff.
- iii. Potential stakeholders may nominate themselves to the Institute.
- iv. Stakeholders may be assessed on the basis of their appropriateness, relevance, impact or influence, and willingness to engage and collaborate with QIHE.

## **3. Stakeholder Feedback**

- i. QIHE values the opinions and feedback provided by stakeholders in the Institute's efforts to continuously improve the Institute.
- ii. QIHE sets in place various ways of feedback mechanism which stakeholders could engage with, either directly or anonymously. The following are several ways through which individuals or groups can provide feedback to QIHE:
  - a. Surveys, including regular student and staff surveys;
  - b. Complaints and feedback forms;
  - c. Forums;
  - d. Direct communication through discussion, meetings, etc;
  - e. Written communication through emails or formal letters.
- iii. Feedback will be compiled to be analysed and actioned by the relevant QIHE governing bodies.
  - a. Feedback relating to overall strategic planning, governance or quality are to be discussed and potentially actioned by the Governing Council;
  - b. Feedback relating to overall academic direction and design are to be discussed and potentially actioned by the Academic Board;
  - c. Feedback relating to program and courses design, including the quality and relevancy of courses, are to be discussed and by the Course and Industry Advisory Committee and potentially actioned by the Academic Board;
  - d. Feedback relating to the teaching and learning activities and its quality are to be discussed and potentially actioned by the Teaching and Learning Committee;
  - e. Feedback relating to operational matters of QIHE, including provision of support and facilities, are to be discussed and potentially actioned by the Executive Management Team.

- iv. Other governing bodies or departments may also discuss feedback that is related to their work.
- v. Action plans developed from the feedback will be assigned to the relevant departments and their implementation will be monitored to be communicated to the related stakeholders.

## 4. Communication and Engagement

- i. In its commitment to bring positive contributions to the community, QIHE clearly communicates the Institute's activities, makes engagement opportunities accessible to all stakeholders and maintains regular and consistent communication with stakeholders.
- ii. QIHE provides clear information on the Institute's activities by utilising its website or other communication channels.
- iii. Where possible and appropriate, QIHE will participate in community events and activities as well as organising its own community events to foster engagement with stakeholders.
- iv. QIHE's feedback mechanism will be clearly communicated to all stakeholders.
- v. Where possible and appropriate, QIHE will be involved in collaborative projects and initiatives that aligns with QIHE's goals and priorities.

## 5. Monitoring and Review

QIHE regularly assesses the effectiveness of its policies and procedures to ensure alignment with industry standards and evolving educational needs. QIHE will regularly monitor, examine and continuously improve the system of stakeholder engagement and feedback management. Regular reviews of this Policy and the implemented system in the Institute will be conducted to ensure that feedback is being collected, analysed, and actioned properly. This dynamic approach ensures that QIHE remains accountable, responsive, and aligned with its overarching mission to uphold the highest standards of ethical conduct in professional and academic pursuits.

# Glossary

**Course** refers to QIHE's units of study or subjects.

**External Stakeholder** refer to the individual, group or organisation that has a vested interest in QIHE but is not a member or within QIHE.

**Governing Body** refers to all the functional bodies QIHE, such as the Governing Council, Academic Board, Course and Industry Advisory Committee, Teaching and Learning Committee, Risk Committee and the Executive Management Team.

**Internal Stakeholder** refer to the individual, group or organisation that has a vested interest in QIHE and are members within the Institute.

**Members of the Committee** refers to all members of QIHE's Governing Body, including members of the Governing Council, Academic Board, Course and Industry Advisory Committee, Teaching and Learning Committee, Risk Committee, and Executive Management Team.

**Stakeholders** refer to an individual, group, or organization that has an interest in or is affected by the activities, decisions, and outcomes of the Institute. Stakeholders include, but are not limited to, students, staff, alumni, industry partners, professional bodies, and community groups.

# Version Control

Version	1.0
Last Review	2 August 2024
Policy Category	Governing Council
Related Documents	<i>Delegations Policy and Procedure</i> <i>Strategic Plan</i> <i>Teaching and Learning Plan</i> <i>Quality Management Policy</i> <i>Records Retention Policy</i>
Legislation References	TEQSA Higher Education Standards Framework (Threshold Standards) 2021
References	Lincoln Institute of Higher Education Sydney Institute University of Sydney Western Sydney University